NTRsupport - February 15, 2007 - Release Notes

Improved Co-Surfing capabilities

Previously during a co-surfing session, operators could only view the customer's movement in the browser windows. This meant that operators needed to guide customers verbally to the solution of their query leading sometimes to unnecessary difficulties for the customer. With this recent upload it will be possible for operators to take permission-based control of the customer's computer and actively solve incidents, fill-out forms or show determined web pages.

This feature will be controlled from the Administrator's console, and will allow the Administrator to grant operators access to this co-surfing and control feature.

Improved customization possibilities in notification e-mails

The customization of the notification e-mails has been improved in this latest product enhancement. It is now possible to upload company logos into the e-mails, replacing the NTRglobal logo that is there by default.

More attachment possibilities in the HelpDesk module

Every incident ticket in NTRsupport HelpDesk can now have an attachment added to it. Screenshots, logs or manuals, or any other helpful information that can be used to resolve an incident can now be included in the ticket, making this information accessible to both operators and customers.

The size of attachments depends on the type of NTRsupport HelpDesk module that has been purchased. For more information please contact your account manager or send an e-mail to info@ntrglobal.com.

Second Level Administrators

The previous release introduced the possibility of creating additional Administrators for a single account. This feature allows the primary Administrator to decide which parts of the Administration console will be accessible to secondary Administrators, and to grant or prohibit access to specific parts of the application.