

Direct Support for Applications



Enhance Your Software Product Offering with NTRsupport's Direct Support for Applications

The Direct Support for Applications is a program designed for companies interested in delivering exceptional customer service and support to their customers by integrating remote support into their software solutions.

The Direct Support for Applications (DSA) feature allows you to integrate NTRsupport into any Windows-based software program such as CRM, ERP, Call Center, Training, or e-Learning applications. It continuously monitors the applications that are being executed in any workstation and when a program is selected that has been listed by the Administrator, the end user will have access to a real-time online communication channel to request support.

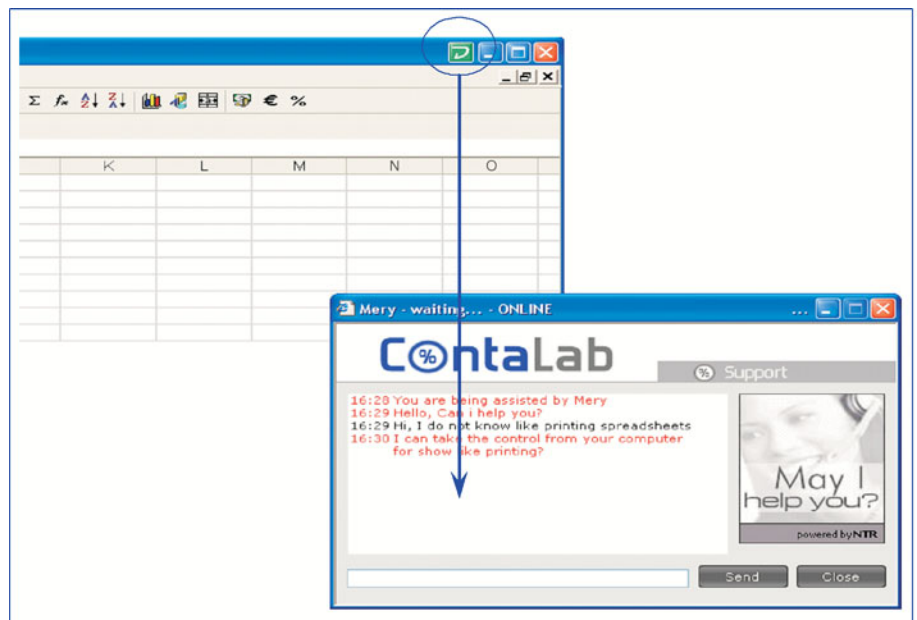
The DSA remains running in the background of a customer's computer, waiting until it detects that one of the software programs on the pre-selected application list is executed. When this happens, the program displays the DSA icon in the tool bar. If a customer clicks on the DSA icon button, a support session will start with an expert, or group of experts, that have been assigned to that application by the Administrator.

Benefits for Your Business

- Shorten call times and reduce repeat calls for the same issue
- Decrease the need for on-site visits
- Increase first time call resolution
- Upload customer files for quick analysis or download patches and updates
- Diagnose and resolve problems faster via remote screen sharing
- Improve customer satisfaction by resolving issues on the first attempt
- Provide off-site technical support without ever leaving your office
- No software pre-installation or port configuration required

Key Features

- AES 256-bit Encryption
- On Demand Remote Control
- Unattended Remote Control
- Desktop Sharing
- Multiple Session Capability
- File Transfer
- VoIP and Videoconference
- Support Incident Escalation/Session Transfer between Representatives
- Administration Center
- Live Chat



For a detailed description of all NTRsupport features, please review our Data Sheet at www.ntrsupport.com