



## The Remote Support Solution That Fits

Fast - Easy-to-Use - Versatile



Remote Customer  
(Windows, Mac, Linux, Windows Mobile)

Support Operator  
(Windows, Mac)

# Web-based remote support for PCs, Macs, Linux and Pocket PCs that requires no prior installation

## What are your organization's needs?

- Reduce costs by increasing support center productivity
- Solve technical problems fast on PCs, Macs, Linux, and Pocket PCs
- Minimize the need for on-site visits
- Increase customer satisfaction with easy-to-use, non-intrusive service
- Employ a remote support solution with benefits beyond the help desk

All this is possible with NTRsupport  
Get your free trial at  
[na.ntrsupport.com](http://na.ntrsupport.com)  
and see for yourself.

Let your support technicians skip the complicated over-the-phone instructions and fix the problems themselves, quickly and easily. NTRsupport is firewall, NAT, and proxy-friendly for trouble-free and reliable remote connections every time.

### ➤ Security that Meets Your Company's Demands

At NTRglobal, security is our top priority. That's why we use 256-bit AES end-to-end encryption for data communications. Additional security can be applied by creating IP address blacklists and whitelists for Operator and Administrator access.

### ➤ Put Your Brand On Your Online Support Service

NTRsupport lets you brand the customer-facing elements of the remote support experience. Chat windows, e-mails, click-to-chat buttons, and more can all carry your company's look and feel. Create multiple skins for chat windows to reflect the image of your company, your products, or in the case of managed service providers, the companies for whom you provide service.

### ➤ Optional Modules for Extended Support

Because each organization is unique, we provide add-on modules for customers with specific needs. Modules include HelpDesk with incident management and billing features, Direct Support for Applications (DSA) which embeds click-to-chat buttons in the interfaces of supported Windows applications, and the Integration Toolkit.

### ➤ Choose from SaaS or On-Site License Service

NTRsupport is available in two models: Software-as-a-Service (SaaS) for high-availability and convenience or On-Site License for complete control over service maintenance.



## Remote Control

### Establish Remote Control in Just Seconds

Firewall, NAT, and proxy-friendly, NTRsupport makes connecting a breeze. Get one-click access through an active chat session or assign the customer a session code for immediate connection through your website or their desktop.

### The Right Control for the Right Situation

From passive collaboration to complete control, select from five available connection modes that one that best meets the need.

### Drag & Drop Two-Way File Transfer

Both operators and customers can send and receive files. Customers can be granted power of refusal for operator-initiated transfer requests.

### Service Unattended Machines With Ease

Use Installable Remote Controls (IRCs) to enable remote control sessions to be initiated with unattended computers.

### Extensive System Snapshot with Remote Diagnostics

Get a complete diagnostics report on the remote machine in seconds and with just one click.

### Print Remote Documents On the Operator's Printer

Print documents on the operator's printer. No file transfer or special configuration required.

### Reboot and Reconnect

Administrator mode gives authorized operators the ability to reboot and reconnect remote machines without losing the control connection.

### Record and Playback Remote Control Sessions

Create and save a visual transcript of the remote control session.

### Show or Hide Applications During Remote Control

This privacy feature lets the customer choose which applications the technician sees.

### Support Your Pocket PC Users

Investigate and solve technical problems on your customers' Pocket PCs using remote control.

### Assign Operators Intelligently

Click-to-chat buttons can be easily configured to direct requests to specific operator groups.

### Serve More Customers Faster

Allot up to five concurrent sessions to each operator.

### Use Pre-Session Surveys to Route Support Requests

Define brief surveys that help to route and classify support requests.

### Post-Session Surveys Rate the Customer Experience

Define online surveys to collect valuable customer opinions to feed your ongoing support improvement efforts.

## Communications

### Powerful and Easy-To-Use Chat

Save keystrokes and standardize communications using pre-defined greetings and answers to common queries. Use the Push URL feature to automatically open a web page on the customer's monitor. Customers can send text transcripts of the chat session to their e-mail address at the push of a button. This is chat made for customer service and support.

### Use Drawing Tools To Show Them The Way

Draw on the customer's screen to highlight areas, buttons, or any special features.

### Call Their Attention With Sound Alerts

Send a sound alert to the remote machine to get the customer's attention.

### Online Support With the Human Touch

NTRsupport is enabled for voice and video communications with customers. Reap huge savings over traditional phone costs.

### Put Your Brand On The Support Experience

Customize the chat windows, e-mails, and surveys with the look and feel of your company or the products it supports.

Read more at [na.ntrsupport.com](http://na.ntrsupport.com) »

## Customer Service Features

### Make it Easy for Your Customers to Contact You

Embed click-to-chat buttons in your website, e-mail signatures, the user's desktop, and even user applications (DSA) to give customers immediate access to technical support.

## System Requirements

NTRsupport supports the following operating systems and browsers for both the SaaS and on-site license models.

### Administrator and Operator Computer

- Windows and Windows Vista with Internet Explorer, Netscape Navigator, Mozilla Firefox, or Opera.

### Remote Computer

- Windows and Windows Vista with Internet Explorer, Netscape Navigator, Mozilla Firefox, or Opera.
- Mac and MacIntel with Mozilla Firefox, Camino, Safari, Opera, or Netscape Navigator.

- Mac and MacIntel with Mozilla Firefox, Camino, or Netscape Navigator.

- Microsoft Windows Mobile 2003, 2003 SE, 5, and 6 for Pocket PC.

- Linux - Kernel 2.4 or 2.6 with Mozilla Firefox, Konqueror, Netscape 6 Navigator, Opera, or Epiphany.

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