Tired of talking your customers through complicated troubleshooting and resolution instructions?

NTRsupport lets you skip the explanations and get right to work

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

Support Operator
(Windows, Mac)

NTR support

Deliver On-Demand Remote Support to Your Customers or Employees

With just a web browser and an internet connection, NTRsupport lets you establish an immediate connection between your PC or Mac and the PC, Mac, or Pocket PC of your customer providing on-demand remote technical or sales assistance as if you were sitting right next to them. No previous installation required.

NTRsupport allows your support professionals to quickly resolve customer support issues by allowing them to focus directly on diagnosing and solving the problem or educating their customers, and less on visualizing problems over the phone and blindly guiding customers toward a solution.

A Remote Control Application that Drives Productivity

NTRsupport allows you to establish highly secure support sessions with customers, then view and take shared control of their computer. This means your customers receive fast and efficient support without having to go through multiple calls to diagnose problems. No more expensive on-site visits or downtime. With NTRsupport your clients connect, receive support, and then continue working.

What are your support objectives?

☑ Reduce costs by increasing productivity and minimizing the need on-site visits

☑ Shorten call times and reduce repeat calls for the same issue

☑ Improve customer satisfaction by providing fast, non-intrusive, and effective technical assistance

☑ Increase the number of incidents resolved during the first call

All this is possible with NTRsupport.
Get your free trial at www.ntrsupport.com and see for yourself »

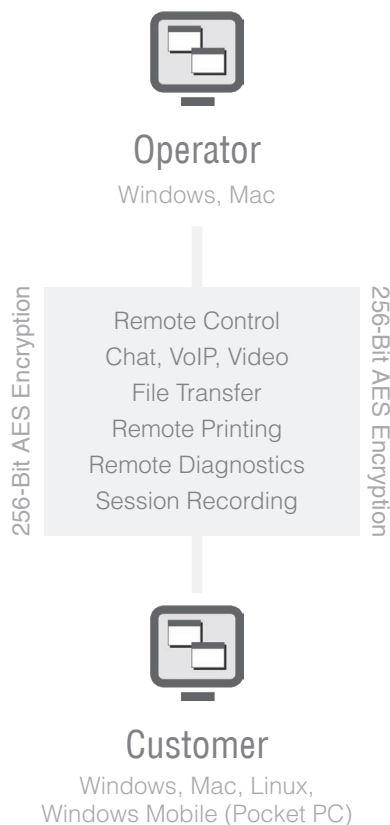## Start your 15-day free trial
at www.ntrsupport.com

Key Features

With its extensive feature set and intuitive design, NTRsupport is setting the standard worldwide for remote support solutions. Currently used by thousands of businesses around the world, NTRsupport helps to decrease costs and to increase employee and customer satisfaction. NTRsupport is offered in two business models; as a Software-as-a-Service (SaaS) or as an on-site license.

These are just some of NTRsupport's powerful features:

- Remote control in five modes; from desktop viewing to administrator control
- Drag & drop two-way file transfer
- Remote printing for printing remote documents locally
- Integration toolkit for integration with external CRM, billing, help desk, and other systems
- Session recording and playback
- One-click, fast remote diagnostics
- Reboot and reconnect without losing remote connection
- Pre- and post-session surveys
- Chat, VoIP, and video communications

- Customization tools for customer-facing screen elements
- Special features for Managed Service Providers (MSPs)
- Help Desk incident management
- Direct Support for Applications (DSA) for click-to-chat support from inside Windows-based applications
- Drawing tools
- Extensive reporting and statistics
- Billing features
- Unattended remote control

A complete description of all NTRsupport features can be found in the NTRsupport Data Sheet at www.ntrsupport.com »

How It Works

◆ Log in to Your Account

Enter your username and password in the login page and the operator console appears in a browser window. You are now online and available to receive and initiate sessions with customers.
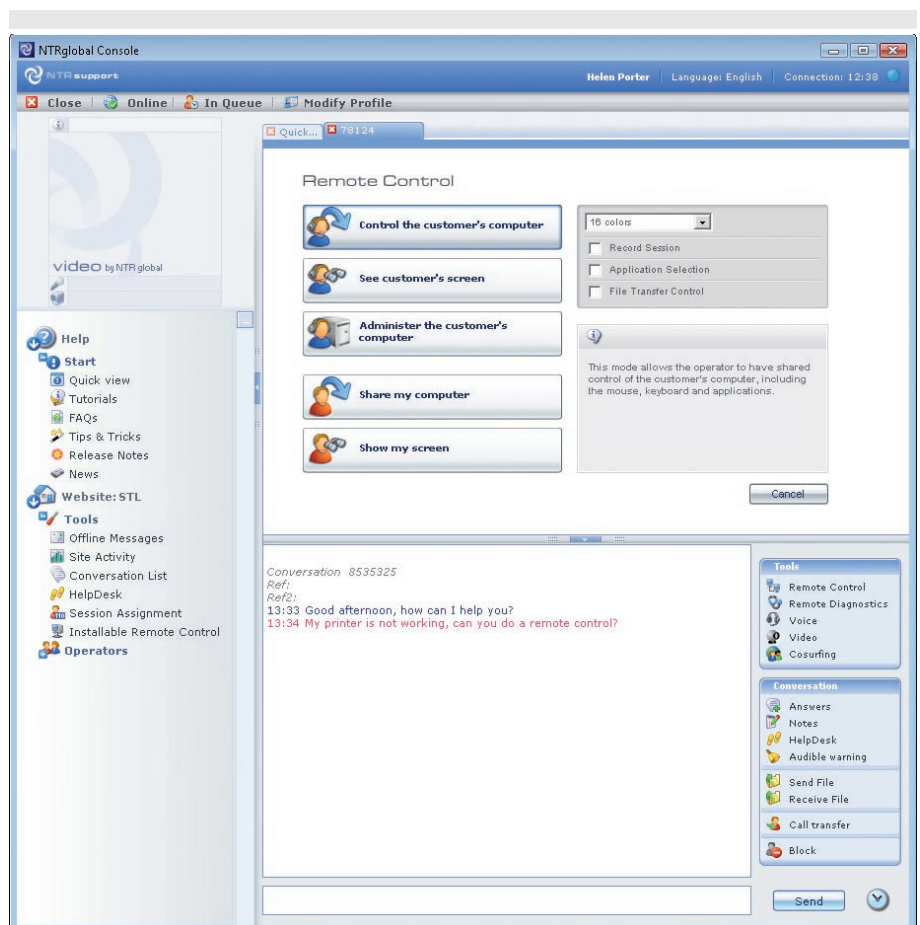
◆ Start a Remote Support Session

There are a variety of ways to start a remote support session.

Your customer can use a click-to-chat button located in your webpage, e-mail signature, their desktop, or even in the interface of a supported Windows application.

Operators can initiate sessions using the session assignment feature which generates a unique code that the customer enters via a web page or via a tiny executable on their desktop. Operators can also initiate control sessions remotely with unattended computers that have an Installable Remote Control (IRC) file installed.

◆ The Administration Center

NTRsupport comes with an Administration Center, allowing you to customize the application interface, run metrics and statistics, create customized reports, group, manage and configure your NTRsupport licenses. With the Administration Center you can obtain complete reports on support operator activity such as connection time, number of conversations established, messages answered, and more.

Operator
Windows, Mac

256-Bit AES Encryption

Remote Control
Chat, VoIP, Video
File Transfer
Remote Printing
Remote Diagnostics
Session Recording

256-Bit AES Encryption

Customer
Windows, Mac, Linux,
Windows Mobile (Pocket PC)

The operator console is designed for efficiency and ease-of-use.

Our Customers

NTRsupport's remote support solution has found a home in SMBs as well as multinationals, government organizations, non-profit institutions and educational facilities.

TOSHIBA   **HONDA**   **MANGO**

BASF The Chemical Company   **sage**   **O₂**

Security

At NTRglobal, security is our top priority. That's why we use 256-bit AES end-to-end encryption for data communications between your support representatives and customers, both during and after any support session.

System Requirements

NTRsupport Operators and Administrators can use Mac and Windows computers with a variety of browsers including Internet Explorer, Firefox, and Netscape Navigator,

Remote customers supported by NTRsupport users can use computers and devices that use Windows, Mac, Windows Mobile (Pocket PC) or Linux operating systems with a variety of browsers. For more details about versions supported, see the NTRsupport Data Sheet.

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Find out how easy it can be to get started using remote support.

Register today for your free trial at www.ntrsupport.com.

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