

NTRsupport – January 18th 2007 – Release Notes

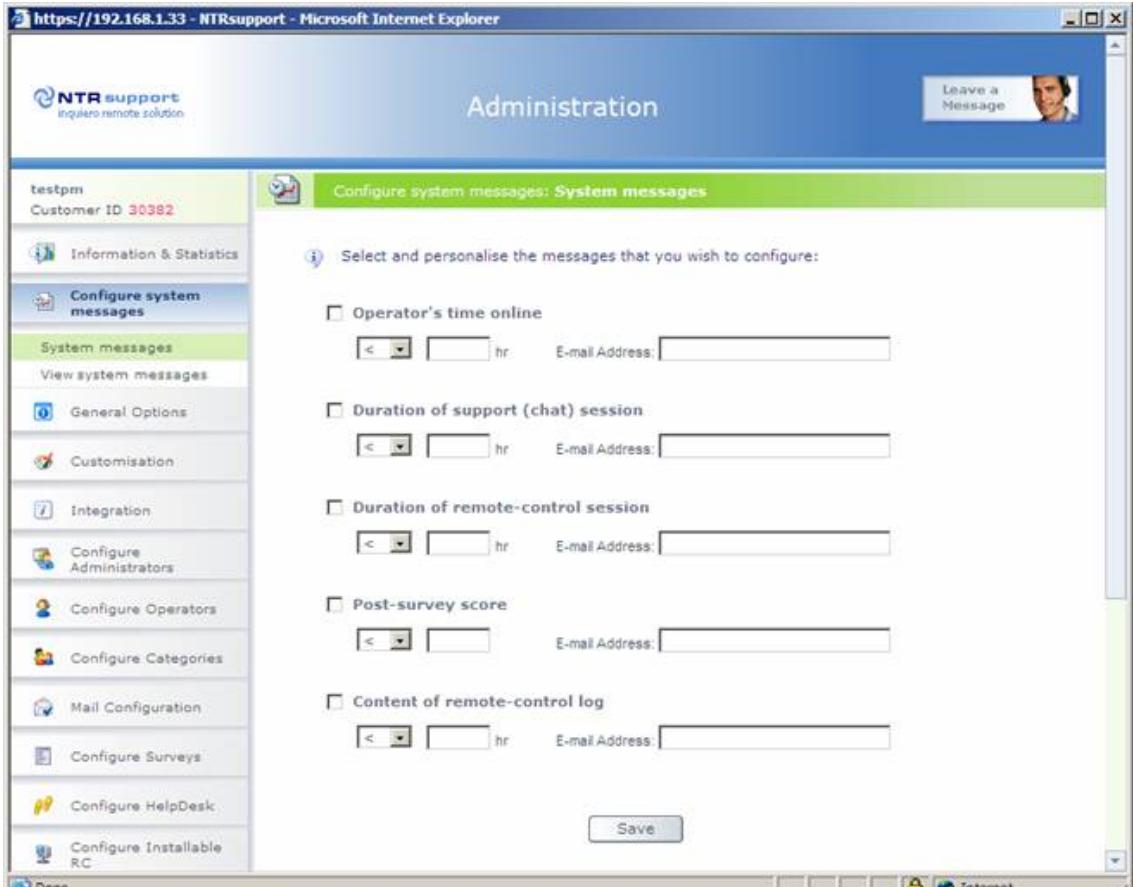
Highlighted Features

New Customizable Password Policy

With our latest upload, NTRsupport allows a ***Customer Defined Password Policy***. This means that customers who want a higher level of security can create a Customer Defined Password Policy. This policy builds upon NTRglobal's Password Policy but is more restrictive. The Customer Defined Policy can impose additional restrictions over the NTRglobal Password Policy, but cannot remove any of the restrictions already defined. If no Customer Policy is defined, then the NTRglobal Password Policy will be used as the default. Some of the criteria that may be used in a Customer Defined Password Policy are: minimum and maximum length of password; number of capitals or non-capitalized letters; minimum and maximum amount of numbers or special characters that may be used to create the password.

Alerts Tool

Administrators can now create and set different pre-configured e-mail alerts which are triggered when specific events/conditions occur. These e-mail alerts can be set to send e-mail alerts to a single user or a group of users (see image below).



The screenshot shows the NTRsupport Administration interface. The left sidebar lists various configuration options: Information & Statistics, Configure system messages (selected), System messages, View system messages, General Options, Customisation, Integration, Configure Administrators, Configure Operators, Configure Categories, Mail Configuration, Configure Surveys, Configure HelpDesk, and Configure Installable R.C. The main content area is titled 'Configure system messages: System messages'. It contains five sections, each with a checkbox and input fields for email address:

- Operator's time online: < [dropdown] hr E-mail Address: [input]
- Duration of support (chat) session: < [dropdown] hr E-mail Address: [input]
- Duration of remote-control session: < [dropdown] hr E-mail Address: [input]
- Post-survey score: < [dropdown] E-mail Address: [input]
- Content of remote-control log: < [dropdown] hr E-mail Address: [input]

A 'Save' button is located at the bottom of the configuration form.

Remote Control Text Log

The new Remote Control Text Log feature is a text log which describes the events and actions taken during a remote control session. This text log makes it even easier for an Administrator to have an accurate understanding of what happened during the remote support session and helps to ensure quality customer care.

Pointer and Drawing Toolset

This new feature enables your support technicians, trainers or sales people to use NTRsupport to circle something on the remote computer screen or to highlight directly on their screen. This helps to bring the remote user's attention to a particular problem or area of the screen.

Additional Features

Enhanced Multiplatform Compatibility: Scale to Fit for Mac Remote Control

The "scale to fit" function has been added for Mac Remote Control.

Deployment of Multiple Installable Remote Controls (RCs)

Now, with the use of our Integration Toolkit, it is possible to automatically deploy multiple Installable RCs simultaneously, instead of deploying them manually and one at a time.

Administrator Login Name Change Ability

The Administrator may now change his User ID (login) from inside of the Administration Console.