

# CISCO WEBEX SUPPORT

DELIVER FAST, PERSONALIZED CUSTOMER SERVICE AND SUPPORT



Organizations today are faced with providing outstanding customer service and support, improving service representative productivity, reducing rising costs, and meeting compliance policies. Poor customer service and support experiences can lead to frustration, churn, and poor word of mouth, which affect an organization's reputation and brand loyalty. Faced with providing quality service more efficiently, organizations look for alternative ways to keep high-value customers.

With Cisco Webex® Support, organizations can provide a high-touch, efficient service remotely regardless of location. Bring a new dimension of personalized interaction to customers by combining the personal interactions of face-to-face meetings with the convenience of conducting business online with high-quality video. Turn basic chat sessions into more rewarding and effective consultations, where representatives can easily bring additional dimensions of support to a conversation, including document and application sharing. Representatives can invite a subject-matter expert to join the session for a real-time collaborative conversation to resolve customer concerns quickly.



## Key Features

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### PRE-SESSION

#### Inbound online requests

Use click to connect to make it easy for customers to initiate a session with a button on your website, product, or email signature. Automatically route support requests to a support representative's queue or a customized request form. Control inbound routing to meet internal policy, SLA, or compliance requirements.

#### Dedicated agent URLs

Provide customers with a dedicated URL assigned to an agent for continuity.

## **Outbound requests**

Start a session from email or the Cisco Webex desktop client.

## **Call back and wait times**

Give customers the option to request a callback and show them the estimated wait time. The support representative and customer can join an audio conference after receiving an immediate callback from Cisco Webex.

## **IN SESSION**

### **Web, desktop, and application sharing and remote access**

Launch a web conferencing session to securely share webpages, desktops, applications, videos, and multimedia content with customers. View and control a customer's desktop or applications or allow the customer to view or control yours.

### **Chat**

Chat with several support representatives and customers at once.

### **Multisession client and script library**

Easily support multiple customers at once from a tabbed client interface. Take advantage of a library of frequently used chat scripts that can be pushed to a customer in a chat window.

### **Agent inbox and real-time status of other agent**

Get notifications showing when a customer is in your queue, preferred customers and how long each customer has been waiting. Control personal settings and availability status. Support representatives can see all other agents' queues and availability for easy escalations.

### **File transfer**

Drag and drop files to and from a customer's system to patch or update.

### **Log on to a customer's desktop as admin**

Sign on to a customer's machine as an administrator.

### **Remote printing**

Print from a customer's computer to a local printer.

### **Integrated VoIP and high-quality video**

Speak with customers by teleconference or using integrated VoIP. Provide more personalized support with live high-quality video (360p).

### **System information**

Collect system information with one click. Print and save the information for future reference.

### **Reboot and reconnect**

Maintain the same session even after reboot and in safe mode.

### **Post Session surveys and notes**

Take customer surveys and save support representative session notes.

## **MANAGER TOOLS**

### **Cisco WebACD queue manager**

Set up queues with rule-based routing, by availability or skill set. Distribute a large number of requests by allocating them to subqueues by percentage.

### **Cisco WebACD manager dashboard**

Monitor all sessions and agent activity at both the queue and support representative levels.

### **Session recording and editing**

Record support sessions manually or automatically.

### **Management reporting**

Measure help desk and support statistics, including number of sessions, session time, and session feedback.

## **ARCHITECTURE**

### **Firewall friendliness**

Work through most firewalls using standard HTTP and HTTPS ports.

### **CRM integration**

Initiate sessions right from Salesforce.com, Remedy, and other CRM applications.

### **Enterprise integration**

Use Single Sign-On to access Webex Support. Take advantage of integration and interoperability with Cisco collaboration products such as Cisco Jabber®, Cisco Webex Teams™, and Cisco video devices.

### **Cross-platform support**

Meet on all common operating system platforms, such as Windows, Mac, and Linux. Join sessions from Internet Explorer, Safari, Firefox, Chrome, and Edge browsers.

### **Secure, scalable, and reliable service**

Cisco Webex Support help reduce costs and allow IT to focus on core priorities. It is a cloud service on the Cisco Webex platform making it easy to deploy and scale as your organization grows. Cisco Webex platform is global, enterprise-grade designed specifically for highly secure delivery of real-time applications. It offers a scalable architecture, consistent availability, and multilayer tenant security validated by rigorous independent audits, including SSAE-16 and ISO 27001.

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Offer real-time support and customer service to internal employees and customers anywhere in the world remotely. Cisco Webex Support helps you decrease costs while increasing your support team's productivity. Support representatives can address questions, perform fast fixes, access remote computers, upgrade software, and provide service to internal and external clients anytime. As a result, organizations can deepen customer intimacy, grow customer satisfaction, and reduce internal costs.

**we connect. we deliver.**

