

# CISCO WEBEX SUPPORT CENTER REMOTE SUPPORT DELIVERED BY LEVEL 3

## VIEW AND CONTROL REMOTE DESKTOPS OVER THE WEB FOR INSTANT, PERSONALIZED SUPPORT

Minimize travel by offering customer support and service to both internal employees and customers remotely. Speed resolution and cut costs by delivering personalized service with streaming VoIP and high-quality video. Easily monitor, queue, and route support requests with a fully integrated WebACD system. Improve customer satisfaction by providing high-quality support and resolving issues on the first call. Troubleshoot and fix issues directly on your customers' remote desktops.

Cisco® WebEx® Support Center Remote Support delivered by Level 3 helps you aid customers or internal users, regardless of their location. You are able to start an instant support session and bring in the resources you need to solve problems quickly. Observe and troubleshoot software and systems in real time, even if the remote system is behind a firewall. WebEx Remote Support is easy to use for both your customers and your support teams.

### Business Solutions

**Optimize support with recording and reporting:** Provide better customer service and improve compliance using network-based recording to document sessions, expedite incident resolution, and train new support staff. Access recordings easily from your WebEx site. Analyze and improve support processes using the detailed reporting function.

**Count on Cisco and Level 3 for secure, scalable WebEx service that works across firewalls:** WebEx services are delivered on-demand over the global Cisco Collaboration Cloud. No software or hardware installations are required, making these services easy to implement and scale as your needs change. Security of your support sessions is assured using encryption technologies such as SSL and AES.



Connecting geographically dispersed employees, customers, partners and suppliers around the world at a moment's notice has never been easier.

Level 3's Collaboration Solutions offer a suite of audio, video and web-conferencing services that help you boost workplace productivity while maximizing your organization's time, resources and global communications.

Level 3 lets you meet with confidence using a web conferencing service that is simple, intuitive, highly reliable and makes it easy to host or join a meeting.

## Technical Features / Capabilities

- Include up to 5 participants.
- Decrease time to resolution as you view and control desktops.
- Transfer files to install patches instantly with drag-and-drop ease.
- Improve customer satisfaction by solving issues more effectively.
- Chat with other support reps during support sessions.
- Bring experts into the support session to solve problems faster.
- Allow one agent to support multiple customers with our multi session interface.
- Collect system information with a click; print and save for future reference.
- Log onto any desktop as an administrator.
- Reboot and reconnect with session continuity, even in Safe Mode.
- Users can start a support session with just a click, and control permission to access their systems.
- Requests are automatically routed to the next available agent.
- Agents can use the chat-phrase library for faster responses and scripted calls.
- Share webcam video at 640x360 resolution at up to 30 frames per second.
- Enable full-screen video so customers can see support techs.
- View non-verbal cues to build better rapport with customers and improve problem resolution.
- Manage costs and pay as you go for a predictable monthly fee.
- Count on exceptional uptime with unmatched levels of fault tolerance through the Cisco Collaboration Cloud.
- Get exceptional security validated by independent third-party audits.
- Integrated video and voice conferencing.
- Localization for 11 languages.

## Why Choose Cisco WebEx Delivered by Level 3?

**We Own Our Network:** The collaboration network is the same telecommunications network used by data and voice customers. This means you can leverage existing VPN and voice networks for operating expense savings.

**Universal Experience:** We make a concerted effort to offer a consistent user experience everywhere you connect.

**Strong Inter-carrier Relationships:** We have the advantage of leveraging our existing carrier volumes and relationships globally for aggressive pricing solutions, quicker service delivery and faster trouble resolution.

**Tenured Team:** The long tenure of the average Collaboration Services team member means you benefit from our industry expertise and premium customer service.

**Superior Call Quality:** Ditech echo canceller architecture installed as network augments support enhanced and superior international call quality.

**Disaster Avoidance Strategy:** We support you with load balancing, dual provisioning, failover, and alternate routing to other bridges.

**Extended Reach:** We can provision toll-free numbers in a large number of countries to support a comprehensive and turnkey solution.

## ABOUT LEVEL 3

We build, operate and take end-to-end responsibility for the network solutions that connect you to the world. We put customers first and take ownership of reliability and security across our broad portfolio.

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