



Inter-Tel® Remote Support

E-Support and E-Sales Collaboration Solution

Live Technical and Sales Support Over the Internet

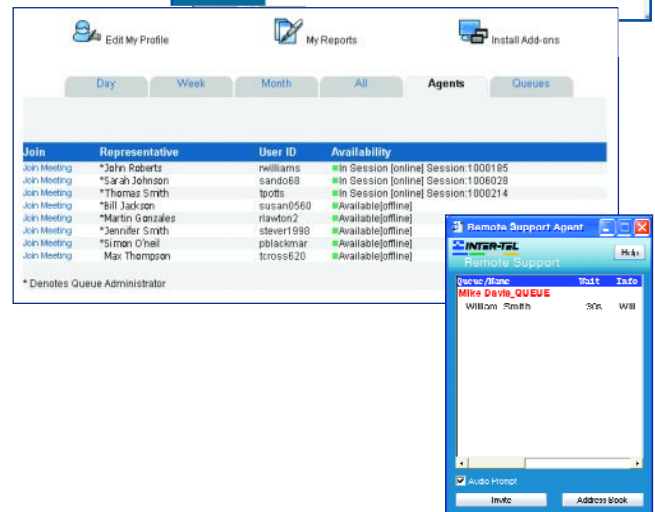
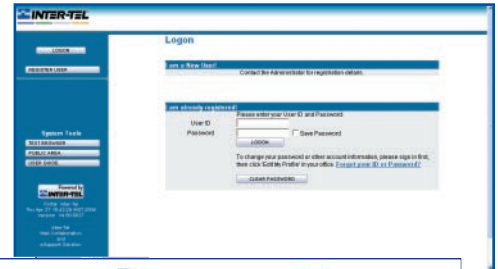
Inter-Tel Remote Support provides the easiest method to streamline online sales and tech support functions. This application allows agents to remotely view and control a customer's desktop to facilitate troubleshooting and quickly resolve issues while improving customer satisfaction.

Business Productivity for Support Departments

- Drastically reduce call times
- Define and resolve problems faster
- Reduce repeat calls for the same issue
- Decrease call escalation
- Reduce support errors
- Lower support costs
- Install and configure software remotely
- Increase customer satisfaction

Business Productivity for Sales Departments

- Facilitate customer initiated one-on-one product demos
- More sales calls in less time
- Increase transactions, reducing acquisition costs
- Real-time voice or keyboard chat with customers

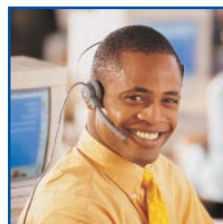


Minimum Server Requirements

- Processor** Pentium® 4, 1.0 GHz
- Hard Drive** 1 GB available disk space
- RAM** 256 MB for 3 agents; 512 MB or higher for more than 10 users
- Operating System** Windows 2000 Server with SP3 or higher; Windows 2003 Server
- Web Site** Internet Information Services (IIS)
- Controls** Internet Explorer 5.5 or later; Mozilla and Firefox
- Java** Microsoft® Java Virtual Machine (MVM) 5.x or Sun Java 1.4x
- Protocol** TCP/IP with static IP address or static DNS

Minimum Agent and Customer Requirements

- Java** Microsoft® Java Virtual Machine (MVM) 5.x or Sun Java 1.4x
- Connection** 56kbps with 40kbps connectivity; Broadband, DSL, Cable, T-1 or higher
- OS (Agent)** Windows 98, ME, NT, 2000, XP, 2003
- OS (Customer)** Windows 95, 98, ME, NT, 2000, WP, 2003
- Browsers** Internet Explorer 5.5 or later; Mozilla and Firefox





Inter-Tel® Remote Support Features

Remote Support

Empowers agent/representative to escalate a session by remotely viewing the customer's computer. Screen-sharing allows broadcasting of any visuals, applications, Web pages, documents, or software to remote users in real-time. Customers are able to view exactly what an agent is doing, including all mouse movements and keyboard inputs.

Secure Permission Tools

Inter-Tel Remote Support offers tools for troubleshooting and controlling a remote PC. To protect against unwanted intervention, Inter-Tel Remote Support prompts customers before initiating any remote control or monitoring sessions. Once remote control has been granted, the agent/representative can view a customer's PC as if they were sitting right in front of it. No time is wasted by the customer describing a problem, or by the agent trying to visualize the problem.

Yet, Inter-Tel Remote Support leaves the ultimate control in the hands of the customer. The customer actively participates in the screen-sharing process and observes every step that is taken to resolve the technical issue. At anytime, the customer can retake control of the mouse and keyboard or end the session altogether.

Queuing

All inbound customer requests are displayed in a window visible to all agents/representatives in the queue. A simple mouse-over for each request shows relevant information, such as the customer's e-mail address and the initial question.

Queue Transfer/Call Escalation

Requests can be easily transferred among agents/representatives to ensure the most relevant agent is helping a customer.

File Transfer

Enables agents/representatives to transfer files from their PC directly to the customer, and vice versa.

Voice Chat

Enables agent/representative to communicate with customers via microphone and speaker-equipped PC (VoIP).

Keyboard Chat

Enables agent/representative to communicate with customers via keyboard text chat.

System Recovery Tool

If a customer's problem has resulted from the corruption of an application, file or the system registry, Inter-Tel Remote Support offers a system recovery feature. Using this feature,

agents/representatives can access a previously saved snapshot of the customer's PC and restore the PC to the most recently functional configuration. This way, even complex PC problems can be quickly resolved.

Desktop Sharing

Agents/representatives can share any software application in a live, full-screen demonstration. Markup tools can be used to emphasize key points, right on the live application.

Internet Co-browsing

Co-browse capabilities make it easy for agents/representatives to direct customers to specific online resources where they can find useful information or important sales and support tools. Agents can "push" HTML content directly to the customer's browser. Customers can instantly view these pages and bookmark them for future reference.

Multi-Point Videoconferencing

Use a standard PC webcam to broadcast a "live" image to customers in online meetings. This feature includes selectable frame rate speeds up to 30 frames per second. In addition, the representative can use webcams to conduct a group videoconference with customers. Or use the videoconferencing feature to broadcast a pre-recorded AVI file or live image.

Record and Playback

Record all session activity for future training and development.

Online Management Reports

Review real-time reports such as chat and session logs or access daily information to track session metrics.

Security

Dynamic CAST 128-bit Encryption and SSL support allow users to encrypt all data transmission in a session or to run on a secure SSL connection.

Web-based Design

Requires no client software installation. Customers can log in to your business's Web site or they can be directed to a URL where they are instantly available for interactive online meetings.

User Interface Wizard

Change the colors of the agent's/representative's and customer's user controls as well as manage the banner graphic, home graphic and colors of the user interface.



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