

eCare Interactive Online Support Center Application

Web-Enabled Remote Support

eCare is a Web enabled, on-demand remote support application that lets technical support staff reach out over the Web to resolve customers' problems through a browser-based connection to an end user's desktop. Ideal for call centers, eCare complements existing customer care and customer relationship management (CRM) systems.

Secure and Private

Powerful permission-based interactive features, combined with robust security and real-time reporting, deliver a proven customer care solution that improves support staff productivity, and provides a positive, successful experience for end users with a variety of system configurations – perfect for customers or franchisees.

Operating System Independent

eCare 4.5 includes seamless support for both Macintosh and Windows computers, providing breadth of coverage unmatched in the Web assist and remote support market.

Connection and screen-sharing speeds, among the fastest in the industry, accelerate problem identification and resolution. Reconnection features ensure support call continuity and eliminate potential security exposure on client systems.

eCare's Web-based architecture, adherence to open standards, and best-of-breed technology integrates easily with existing CRM systems and provides assurance that the system will evolve to meet future needs.

Available as licensed software or as a hosted solution, eCare is the ideal choice to reduce support costs and call duration, improve end user satisfaction, increase support staff productivity, and boost return on investment – now and into the future.

Benefits of eCare

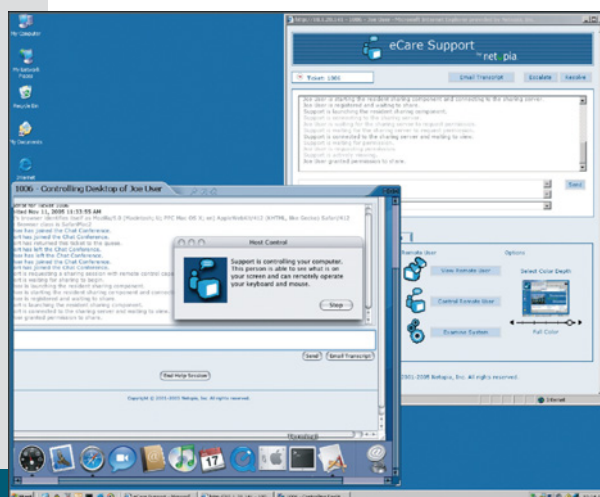
- Eliminate customer and agent frustration by *showing* rather than *telling*
- Interchangeably support both Windows and Mac desktops
- Increase support staff efficiency and reduce call duration by up to 25% for dramatically reduced support costs
- Get end users back up and running fast, improving satisfaction, productivity, and customer retention
- Limit call center and corporate liabilities and improve support staff competence through full session transcripts and optional session recording

eCare

“Using eCare, Xerox Support Specialists can remotely connect to a selected Xerox office and devices to diagnose and solve a problem, with just the click of a button. Working with Netopia’s eCare helps us improve the world-class support we provide to our customers.”

Tom Zapata, IT Support Manager
Xerox Corporations

View from a support technician’s desktop (PC) when remotely accessing a remote client’s desktop (inset).



How eCare Works

- 1) Sessions are initiated between agents and customers in one of two ways:
 - Visitor to support page submits ticket to web-based queue
 - Or agent sends e-mail invitation to customer
- 2) Agent opens ticket, placing customer and agent in chat session
- 3) Agent assesses and resolves the customer issue through menu of interactive desktop functions including,
 - Remote system diagnostics
 - Remote control – Mac and Windows
 - Remote observe, URL push and file exchange – Mac and WindowsCustomer grants permission for each agent action and can terminate session at any time
- 4) Session ends and customer may complete a survey and can select receipt of session transcript

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eCare Features

eCare helps quickly resolve support requests while reducing support costs, improving support agent efficiency, and increasing end user satisfaction – without compromising security.

| FEATURE | BENEFIT |
|--|--|
| Interactive Remote Support | |
| Permission-based activity | Gives users ultimate control over their desktops |
| Chat, show agent and user's screen | Speeds problem identification |
| Enhanced system diagnostics | Detailed system information helps pinpoint issue |
| File transfer, URL push, and remote control | Accelerates problem resolution |
| Multiple request queues and sessions | Enable real-time trouble ticketing and tracking through a Web page, e-mail invitation, or CRM integration |
| Cross-platform support | Standard offering includes support for both Macintosh and Windows computers |
| Secure and Easy to Use | |
| Web-based application | Doesn't require software on the user's computer. Remote control requires a small ActiveX control. |
| 128-bit SSL encryption | Encrypts all data between agent and user. Session data can only be viewed using eCare. |
| Multi-layer password authentication | Protects corporate networks from unauthorized activity and helps track activity by agent. |
| Communication uses standard HTTP and HTTPS ports | Eliminates the need to reconfigure corporate firewalls. |
| Reconnect to same ticket | Ensures seamless completion of session regardless of lost connection or system restart |
| Tracking, Reporting, and Surveys | |
| Session recording of all activity | Can be used for training, future playback, or audit |
| Transcript transfers with escalation | Relieves users from describing problem multiple times |
| Data export to or integration with existing CRM system | Provides comprehensive view of the entire support environment |
| Customizable real-time reporting center | Enables administration of customer analytics and session logs to identify support bottlenecks and optimize service trends. |
| Built-in agent and end user surveys | Provide important feedback about support processes |

System Requirements

Windows

Windows 2000 and XP running Internet Explorer 5.5 or later

Macintosh

Mac OS X 10.3.9 or later, running Safari 1.3 or greater