WHITEPAPER

DOES REMOTE SUPPORT ALWAYS MEAN REMOTE CONTROL?

Explore a step beyond Remote Control with Aptean’s Live Assistance
PROBLEM

End-users face the challenge of interrupted productivity every time analysts take control of their PC to solve technical problems. This often leaves the end-user disconnected from the work they are involved in. While analyst is logged in remotely, the end-user faces the inevitable—business discontinuity and downtime!

PROBLEM SOLVED

How about providing the best of technology to solve complex technical issues easily and quickly without affecting end-user productivity? Would you still opt for Remote Control?

Aptean’s Live Assistance solution ensures uninterrupted productivity for the end-user while your analyst solves complicated PC issues remotely and efficiently. With Aptean’s Live Assistance tool, you can provide fast, effective, real-time service, anytime, anywhere! Analyst can resolve PC issues remotely without taking complete control of the user’s PC, this means that the end-user can continue working while analyst tries to figure out the best possible solution with least possible inconvenience to the user!
UNINTERRUPTED USER PRODUCTIVITY

Aptean’s Live Assistance improves resolution time, productivity and satisfaction while making real-time service and support a reality. Our solutions ensure that the end user faces least possible downtime while analysts continue to solve complex technical issues remotely and efficiently. It gives the analysts the power to diagnose problem and provide help anywhere and everywhere by providing end-user PC’s environmental information at their fingertips! With a comprehensive set of tools that does not necessitate complete control of user pc, the support analysts can manage PCs and make the necessary software repairs-without complex software installation or reboot of users’ computers.

Live Assistance decreases the resolution time for known issues by providing a personalized and differentiated support experience. Our web-based high-end capability uses both indirect and direct connections to offsite computers, helping your analysts in providing remote maintenance and issue resolution- all this while the user continues to work on his PC! Along with end user productivity, other value additions include:

- Accelerated support problem resolution
- Decreased support costs
- Increased desktop uptime
- Enhanced user satisfaction
REMOTE SUPPORT AT ITS BEST

Aptean’s Live Assistance goes several steps beyond the traditional remote control tools to provide issue resolution to the end-users without affecting their productivity. Live Assistance’s intelligent approach to problem solving uses comprehensive set of powerful tools to solve complex technical issues without demanding end-user downtime.

OFFER REMOTE SUPPORT EVEN WITHOUT TAKING REMOTE CONTROL

- **Integrated Issue Management**: Provides integrated access to all the details pertaining to current issue, past issues, and the ability to close or escalate issues to another queue or analyst.

- **Integrated Solutions**: Analysts can easily search, preview, and push “One Click” fix automated solutions and other support content to users from a shared knowledge repository.

- **Email Diagnostics**: Provides built-in solutions to remotely diagnose and resolve common POP/SMTP email configuration problems.

- **System Compliance**: Checks the user’s system for applications or files that are prohibited or not supported within an organization.

- **System Diagnostics**: Includes many pre-built diagnostics checks for common Microsoft Windows issues configurable and extensible through an online administrator interface to accommodate new and custom applications and settings.

- **System Info**: Pre-built scripts using which analyst can gather real-time information from the user’s computer. For example information related to Operating System, VPN client, Firewall, Browser Security, Antivirus, AntiSpyWare etc.

ADVANCED REMOTE SYSTEM TOOLS AVAILABLE TO AN AUTHORIZED ANALYST

- **Remote Screen Shot**: Authorized analysts can capture remote screen shots without having to initiate a remote control session.

- **Remote Shell**: Authorized analysts can enter commands from a remote command shell.

- **Manage Files**: Authorized analysts can access mapped drives, create, rename, and delete remote folders/files, and copy multiple files to and from remote systems.

- **Manage Registry**: Authorized analysts can create, edit, rename, and delete registry keys and values.

- **Process Viewer**: Authorized analysts can view the details for and start and stop processes running on remote systems.
• **View/ Remove Programs:** Analysts can readily detect the total number of programs installed on the user machine, view details such as product name, version, and installation date.

• **Event Logs:** Analysts can fetch event logs of all types and associated details from the user machine.

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**ADVANCED NETWORK TOOLS AVAILABLE TO AN AUTHORIZED ANALYST**

• **Startup Programs:** Remove programs from starting automatically on the end-user's computer.

• **IE Plugins:** Disable ActiveX controls or IE Browser Help Objects. This may be helpful if malicious or incompatible plugins are detected.

• **Active Connections:** Gathers data related to the active connections and IP configuration. This feature is helpful when investigating suspicious network activity.

• **Network Shares:** Add or delete network shares for file sharing and security purposes.

• **Routes Information:** Access the active and persistent routes.

• **Manage etc./host file:** Remotely view and update the user's hosts file to ensure that DNS entries are correct.

• **IP Configuration:** Remotely view the user's IP configuration and can add or update DNS entries. This can be helpful when a user has connectivity, but is unable to connect to the Internet.

• **Remote Ping & Traceroute:** Send a ping / traceroute request from the remote computer to another machine/server to evaluate the response time and packet statistics.

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**PREVENT MANY WHILE YOU SOLVE ONE**

Aptean’s Live Assistance offers you the power to identify and prevent many problems while you solve one. The state of the art remote diagnostics tools provide real-time information about the user’s PC that helps the analyst in screening potential problems before they start showing symptoms. The analyst, while checking information to solve the issue in hand can also view information on other potential problems that can affect end-user productivity and cause interruptions. Live Assistance’s intelligent technology not just provides quick information on current issue but also empowers the analyst to predict and solve future problems thus improving customer satisfaction.
SOLID AUTOMATION PLATFORM

Designed to meet enterprise-class requirements, Aptean’s Live Assistance solution offers a solid automation platform to solve support issues in the most efficient way possible. Aptean allows you to identify your enterprise issues and map them with the right solution.

Once it is determined that a particular set of users are continuing to face the same issue on a regular basis, Aptean solution can be successfully used to create automation script for a targeted set of audience to prevent this problem from occurring in the first place. With automated features like SupportActions, SupportJobs and One-Click fixes that can be easily pushed to the end user through chat or other remote support channels, Live Assistance is a surefire way to ‘wow’ your end-users, increase customer satisfaction while reducing average handling time, cost and improving analyst efficiency!

By providing automated fixes to common problems, we enable the analyst to channelize their time and effort into solving complex technical issues rather than frequently occurring known issues. Aptean offers a unified platform where users, analysts, admin/ authors can make use of different interfaces that are seamlessly integrated to improve efficiency of your support operations.

MULTI WINDOW CHAT

Aptean’s Live Assistance connects your users with answers in real-time! Live assistance not just offers end users easy-to use chat but also provides maximum productivity for today’s multi-tasking CSRs with ergonomic multi-chat interface for improved productivity.

No matter what your company’s business is, Aptean allows you to make the Web a cornerstone of your user service and satisfaction strategy. Users simply click a button for real-time chat to be initiated-just fast, personalized service. It includes:

- Rules-based - automated chat routing or rerouting based on availability.
- Auto-assign - to subject matter experts.
- Auto-leveling - automatic queuing of 1st, 2nd, 3rd or 4th sessions.
- Auto-return - in case the CSR does not communicate within “X” seconds, the user is automatically returned to queue.
- Auto-close - if customer is still there, but fails to respond.
- Escalation with a complete history of chat.
- Hidden CSR escalation comments
COLLABORATION AT ITS BEST

Aptean’s Live Assistance enables analysts to collaborate with each other while assisting customers. End-users like to have right answers to their questions and they want these answers immediately no matter how complex the issue is.

Aptean’s Live Assistance solution allows you to effectively meet these end-user expectations by empowering the analysts with advanced powerful tools. While the knowledge base makes it possible for the analysts to leverage on existing knowledge, features like SME rooms allow the analyst to collaborate with experts who have knowledge on a particular topic/kind of issue. The analyst can directly interact with the expert and take their opinion to provide resolution to the end-user easily and quickly. This ensures that the best solution is provided to the end-user at the very first instance without any delay hence improving customer satisfaction and issue handling time.

RELEVANT KNOWLEDGE TO SOLVE PROBLEMS IN REAL TIME

Aptean places knowledge at the center of your support ecosystem and ensures that every support interaction is handled with the highest level of efficiency and that every case-regardless of channel-is an opportunity to create new knowledge that can be reused to further improve issue resolution process.

Aptean Live Assistance offers integration to Aptean’s Knova Knowledge Management Solution or any other KM solutions. It allows knowledge to be populate in the same screen that analysts use to solve issues. This means that analysts are provided with seamless access to knowledgebase for documenting solutions to problems, capitalize on solutions created by others, view solutions recommended by SME’S and also push the same to users- all in one place! With knowledge that is very relevant to your enterprise, easily accessible to analysts and effortlessly available to end users, you can not only stay competitive but also profitable!
SEE WHAT IS SOLVED AND HOW

You cannot manage what you cannot measure; Live Assistance has analytical capabilities that offer enhanced business insight for improving support and service performance. Aptean understand that organizations want to implement Real-Time Service Management effectively to optimize the customer service experience while lowering service delivery costs. Aptean’s analytic tools provide the management, adequate reporting to make this goal a reality by giving you insight into the online service environment.

These reports are available in a variety of formats and can be automatically generated and distributed via email. These analytics allow you to monitor service levels in real time and optimize the workforce to ensure that important metrics such as Average Handle Time (AHT) and customer wait time stay within Service Level Agreements (SLA).

While Analysts can use a separate dashboard for monitoring and reviewing their performance, the advanced capability of Live Assistance generates another dashboard for the management that gives report on overall performance. These reports provide insight all the way down to the CSR level; managers can use this detailed information to provide individualized coaching to CSRs.

Summary reports include:
- Total chats
- Average wait time
- Average handle time
- Percentage of chats with wait times within a Service Level Agreement (SLA)
- Number of sessions initiated
- Percent of chats abandoned
- Number of sessions completed
- Percentage of chats completed
- Issue resolution rate
- Total CSR time logged
- CSR productivity rate (chats per hour) and more
INTELLIGENT INCIDENT MANAGEMENT

Aptean’s Live Assistance tool has the unique capability to generate a ticket automatically as soon as the support activity is initiated. Aptean understands that it is critical to have a single system of record for all service and support issues, regardless of channel. Aptean Live Assistance offers integrated access to details of the logged-in customer’s current issue and past issues—as well as status checks and request-history look-ups.

Aptean Live Assistance allows you to create configurable requests that facilitate easy routing and diagnosis.

Live Assistance ensures that every interaction and all the issue details are carefully captured during escalations from one channel to another. This means that a new analyst handling the issue would have all the issue details at his fingertips to take the issue resolution process forward quickly!
CREATE YOUR OWN FIXES

From creating standard messages for end-users such as greetings and departures to links/URLs for solving common problems, everything can be customized to suit your enterprise requirements. These standard messages and URLs can be defined by administrators and then made available in conjunction with specific Subject Matter Expert (SME) queues.

With Aptean solutions and the seamless integration capabilities it offers, you can enjoy the unique flexibility to create/author fixes to issues that are most relevant to your organization’s problems.

You can make these solutions easily available to your customers via chat window remotely and reduce Average Handling Time (AHT).

Aptean turns your complex technical issues into simple One-Click solutions that can be defined to perform a particular action thus reducing cost, time and effort!
UNCOMPROMISED SECURITY

Aptean’s Live Assistance provides permission-based connections to ensure that your privacy and data security remains uncompromised. Industry-standard protocols are used for encrypting all data sent between the users and analysts. Additionally, analysts are allowed to connect to end users’ machines only if they have a valid certificate installed on their server.

Before connecting, the security check feature prompts the user to verify information about the analyst and offers multiple options, including “Always prompt me”, “Accept this analyst while working on this issue”, “Always accept this analyst” and “Always accept analysts from this company” for actual connection. Our solution also delivers an audit trail of remote sessions to ensure that you are updated about all the activities performed on your system at any point in time!

PLUG AND PLAY

Aptean Live Assistance provides the flexibility to include chat in your existing portal without having to change the user interface. This enables the user to easily chat with the analyst remotely from the same portal rather than spending time juggling between applications. This capability allows you to create a seamless integrated interface for your customers and improve customer satisfaction.
MULTI OS/ MULTI BROWSER

Not everyone uses the same browser. Similar to how everyone is running on a different operating system, we understand that not all the end-users use the same web browsing tool. Aptean works closely with the enterprise technology service providers to analyze and understand the need for support areas and build solutions accordingly. This strategy is unique to Aptean as it believes in understanding the pulse of the customer and their requirements to ensure that they reap maximum benefit out of our solutions. Aptean offers the broadest platform of support to the enterprise to meet the growing needs of today’s end-users!

REMOTE CONTROL

The Aptean Remote Control feature enables web collaboration by preventing expensive and time-consuming customer visits through full remote control of a customer’s machine. It offers simple connection flows so users who call for help can be remotely assisted in a matter of minutes. Once connected, analyst can make use of critical diagnostics information about the customer’s PC and environment to speed up resolution time.

FEATURES INCLUDE

Full Remote Control
The following features are available to authorized analyst during a full remote control session:

- **Remote Shutdown**: Allows the analyst to remotely shut down the remote machine.
- **Remote Reboot**: Enables the analyst to reboot the remote machine during a RemoteAssist session.
- **Remote Log Off**: Allows the analyst to log off the user who is currently logged in to the remote machine.
- **Remote Ctrl-Alt-Del**: Allows analyst to send a remote Ctrl-Alt-Del sequence to the remote system. This feature provides a fast way to access the remote system’s logon box without affecting the analyst’s local machine.
- **Blank Screen**: Allows the analyst to turn off the remote computer’s screen. Also, allows the analyst to reactivate the remote screen.
- **Disable Mouse and Keyboard**: Disallows the user from performing mouse and keyboard operations so the analyst has exclusive control of the remote computer.
- **File Transfer**: Allows the analyst and the user to share files and folders between each other.
- **Show Transparent Windows**: Allows the analyst to view the transparent windows on the user machine during a remote session.
- **Switch to Windows aero effect**: Allows the analyst to turn-on or turn-off the aero effect on user machine. Aero effect is a feature in Windows Operating System post Vista version.

**Printer sharing**

Enables user to view the printer configured on analyst machine. This feature shares the printer in the analyst machine with the user. This functionality enables the analyst to print files on user machine, i.e. during a Remote Control session if user or the analyst would like to print a file (on user machine) they can do so by selecting the analyst printer shared on the user machine.

**View only**

Enables the analyst to change the interaction mode to ‘View Only’ even if the user has permitted full-control. Users or administrators can restrict analysts to ‘View Only’ mode. ‘View Only’ mode allows analysts to view errors and actions on a remote system without having hands-on access to make changes.
Remote Control record and playback
For organizations that need to keep a record of all support interactions for quality control or legal purposes, Live Assistance offers the facility to record and playback remote control sessions, including the facility to distinguish between analyst actions and end-user actions. Session recordings can also be made easily accessible in the future.

Reconnect on reboot
If a user is disconnected during a Remote session or reboots his system, the user machine automatically re-connects to the session web page and enables remote control in the same mode as prior to the reboot.

Display options
Analysts can adjust viewing options to optimize for speed and clarity when viewing remote systems. Analyst-side display options include:

- **Variable image quality:** Adjusts color transmission for slower network connections or normal compression for medium and high speed networks and best quality for high speed networks.
- **Full screen mode:** Allows analysts to use their entire screen to display the remote image.
- **Scaling:** Allows analysts to increase or decrease the scale of the remote image. This can be helpful when navigating a remote system running at a higher screen resolution rate than the analyst’s display, and when image clarity is not important.

Integrated issue management
Live Assistance’s remote control feature provides integrated access to details for the logged in user’s current issue, past issues, and the ability to close or escalate issues to another queue or analyst.

Simple “Direct to Live” from phone or remote restart
Live Assistance offers a unified portal landing page, called “Direct to Live,” for chat and other remote support channels. The unified Direct to Live page allows customers to quickly connect with analysts who have reserved a space in the queue for them. Direct to Live is used when guiding a customer from the phone to other remote support channels like chat, or to reconnect a session in progress after a web browser or computer restart.

Firewall traversal
RemoteAssist allows you to offer high-touch, personalized service to your customers, regardless of location, firewall, or NAT protections. Our patented Nexus technology brokers indirect communications between analysts and the customers they support — whether they are employees on the road or consumers in their homes.

Configurable request forms:
For organizations who wish to allow users to submit requests for remote assistance through an online request form, RemoteAssist is delivered with RequestAssist for request forms management. RequestAssist forms are dynamic and configurable through an online administrator interface.

- **Problem types:** Users can select a problem type to facilitate routing. Request types can be organized for easier handling and routing.
- **Modular classes:** Form fields can be categorized into modular classes for reuse across many request types.
- **SmartIssue:** Pre-built and custom SmartIssue diagnostics data is gathered and displayed intelligently, based on problem types, to facilitate routing and allow the analyst to focus his or her attention on data relevant to the issue.
- **Intelligent routing:** Problem types can be assigned to one or more support channel, such as RemoteAssist or LiveAssist (chat), to guide customers to the best possible support channel for fast resolution.
Direct outbound connections
Authorized analysts can connect directly without requiring users to be present. This feature is typically used by a small number of privileged analysts at enterprises to support employee computers and servers. Connection options include:

- **Active Directory browsing**: Authorized administrators can make direct outbound connections by browsing Microsoft Active Directory.
- **Server browsing**: As an alternative to browsing Active Directory, analysts can browse a directory of computers that have Repair Manager installed. RemoteAssist will attempt to connect to the remote system using the last known IP address stored for the selected computer.
- **Connect by IP address or domain name**: If the target IP address or domain name is known, authorized analysts can type it to connect to remote systems.
- **Push Listener option**: The default direct connection flow assumes that a registered Listener Control is pre-installed and running on the end-user’s computer. In the event the Listener is not running, authorized analysts with administrator credentials on the remote system can push the Listener Control to remote systems.

Configurable security token
All sessions are certified by a public/private key pair. The security token can be configured to meet various security and branding requirements.

Integration with chat
Authorized analysts can initiate a LiveAssist chat session with users directly from a RemoteAssist session. This may be helpful when attempting to communicate complex information, or when language barriers or phone quality prevent clear communication over the phone.

Integration with latest OpenSSL library
Integration with OpenSSL 1.0.0c library offers enhanced security. It consists of fixes for several known security issues.
This whitepaper mapped out Aptean’s key technologies and application capabilities. If you would like information on how Aptean solutions have worked for companies like yours, please contact us using the information below.

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