

# fact sheet

# DesktopStreaming™

Like being there.

## KEY BENEFITS

DesktopStreaming is the real-time solution for internal and external help desk and call center operations. It enables your organization to achieve the following results:

- **Zero-Latency Support:**  
Support and resolve issues as they occur.
- **Reboot/Reconnect Accuracy:**  
Correctly resolve issues without disconnecting with your customer.
- **Improved Time to Resolution:**  
Resolve issues without leaving your customer's side.

## Security

DesktopStreaming uses state-of-the-art security features including proprietary compression technology and Advanced Encryption Standard (AES) 128-bit key encryption. This ensures that the data exchanged between customers and support representatives is completely secure. DesktopStreaming is firewall friendly, making connectivity extremely reliable. It functions at optimal levels via high-security facilities, redundant systems and 24/7 monitoring.

## Solutions Management

DesktopStreaming has the smallest on-demand download in the industry. Anyone can use it at any time.

## Product Fact Sheet

Expertcity's DesktopStreaming 4.0 is a highly flexible, real-time support solution that allows your organization to effectively manage customers. It offers unmatched features designed to accommodate remote problem solving, administration, support, training and issue resolution. Offering centralized, secure administration, DesktopStreaming features industry-recognized encryption, scalable Web-based architecture and the flexibility to support your organization's most valuable asset – your customers.

Specifically designed according to industry-standard business processes, DesktopStreaming provides tangible benefits for administrators, trainers and support representatives. Its flexible design allows your team to administer and support your customers from any PC and from any location, in real time. Our state-of-the-art security gives you peace of mind while allowing you to drive down costs of supporting your customers. Increased resolution time with improved accuracy means greater satisfaction and retention. DesktopStreaming not only provides a valuable return on investment (ROI), but it also improves customer and support-representative satisfaction.

DesktopStreaming is a complete ASP solution that can be integrated in less than a week, regardless of the number of users. The technology is application independent and completely Web based, so there is no software to install on your customers' computers.

## How It Works

**ChatLink™** enables your representative and customer to immediately connect and chat in real time and seamlessly escalate to ScreenSharing or ScreenViewing.

**ScreenSharing/Viewing** empowers your representative to escalate the session as necessary to remotely view your customers' computers and share mouse and keyboard control.

**2-Way ScreenSharing/Viewing** empowers your representative to show his/her desktop to your customer while retaining sole mouse and keyboard control. Your representative can toggle back and forth to view either the local or remote desktop.

**Reboot/Reconnect** provides enhanced accuracy and improved first-time resolution rates by empowering your representative to confirm issue resolution in real time.

**MultiSession** allows your representative to bring other members of your support team into a difficult session, thereby providing additional over-the-shoulder support.

**Session Transfer** allows your representative to stay connected to your customer while the issue is escalated, resulting in greatly increased customer satisfaction and first-time resolution rates.

**Whiteboard** allows both your representative and customer to draw, highlight and type on each other's screens. Whiteboard is integrated within all desktop-sharing features.

## Independence

DesktopStreaming is browser independent, allowing your customers to connect without conflict. Plus, no installation is necessary on your customers' computers or company servers.

## Scalability

DesktopStreaming provides both phone and Web solutions that are scalable to your needs.

## Fast and Easy Implementation

Enterprises can be up and running in 48 hours.

## Low Cost of Ownership

DesktopStreaming offers a cost-effective ASP solution for screen sharing without any hidden per-session or per-customer fees. No additional infrastructure or IT resources required.

## Cost and Operational Efficiencies

DesktopStreaming provides a proven minimum 20-70 percent return in both increased support-representative productivity and reduced customer downtime.

**File Transfer** enables fast and easy two-way document and application exchange during a session.

**Web Page Push** allows the instant remote transfer of a Web page.

**HelpAlert™ and Queue Option** customizable routing technology automatically sends customer inquiries to the appropriate support department.

**Management Center** provides advanced administrative, management and monitoring tools including real-time group and individual support-representative metrics, chat session logs, snapshot reports and, optionally, session recordings.

**Customization** gives you the flexibility to bundle support tools for your preferred level of interaction, including Chat-only with File Transfer option; view-only option; or full remote control option with Reboot/Reconnect.

*“DesktopStreaming saves us 11,000 support-engineer labor hours per year.”*

Mark Ellis, Director of Global Support, Kronos Incorporated

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**Arrange a Demo:** [www.DesktopStreaming.com](http://www.DesktopStreaming.com) • Phone: (800) 549-8541

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