



SUPPORT CENTER SERVICE



Increase Productivity

Improve first-call resolution rates and lower handling time, with less staff.

Improve Customer Satisfaction

Providing high-quality support is not only a customer requirement, it's a competitive advantage.

Save Money

Increases in productivity, customer satisfaction, and retention generate substantial cost savings.

Product Overview

eBLVD Support Center makes it easy for your support staff to remotely access PCs from anywhere, using only a web browser.

Easily access applications and files for instant troubleshooting and diagnosis, safely over a secure connection.

Support Center is the easiest and most cost-effective way to deploy an automated help desk system for any size company.

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For more information,
please visit www.eblvd.com



Product Information
www.eblvd.com

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KEY FEATURES

Customer Friendly Installation

A simple, one-step installation process quickly gets your customers online.

e-Support Ticketing System

Customers easily generate trouble tickets from your web site, instantly alerting you to new assistance requests.

Surveys

Gather feedback after support sessions to track and improve your customer service.

File Transfer

Copy files between computers.

Session Recording

Save sessions for training or later review.

Remote Diagnostics

View system information before connecting to the PC.

Flat-Rate Pricing

Licensed from only \$59/month per Agent for unlimited use. Flexible pricing plans are available.

Firewall Friendly

The Support Center applet works with hardware and software firewalls. No configuration is required.

Secure Access

All data is transferred using 128-bit Secure Sockets Layer (SSL) security.

Ease of Use

Support Center is a self-maintaining service, with no additional infrastructure or IT resources required. All software is deployed from within the web browser.

Founded in 2001, eBLVD is a privately held pioneer of web-based communication software and professional remote access tools. eBLVD stands behind each and every use of our product. If for any reason you are not satisfied, notify us within 24 hours and we will either make it right or refund the cost of your session.

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