

Our Support Center service instantly turns a web browser into a complete web-based help desk & trouble-ticket system.

HOW CUSTOMERS REQUEST ASSISTANCE

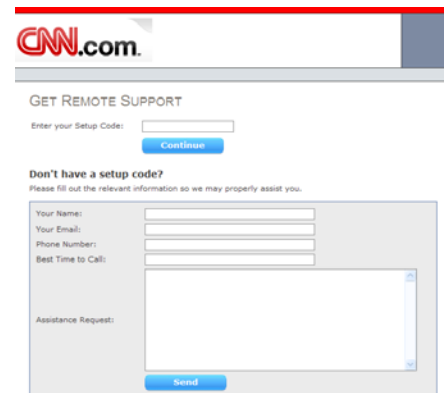
Your customers will request help-desk assistance via telephone or your customizable Web portal. If help is requested via the Web, the assigned support rep will be instantly notified and a trouble-ticket will be issued and placed in the support queue. If by telephone, the support rep can direct the customer to a Web portal to instantly activate the customer on the system.

The customer's technical info will automatically be collected and the assigned support rep can connect to the customer's PC or server using our "good as there" technology to diagnose the problem, upload software patches or updates, or elevate to a senior technician.

Once complete, the technician will note the account, the software will automatically uninstall, the ticket will be closed, and the system will await the next customer issue. Reports and surveys can be generated that measure customer satisfaction, technician performance, and optionally interface to your billing or CRM system.

Supporting customers over the Web

1. Open a web browser and log in to your account at <http://eBLVD.com>
2. If you want to customize your Web portal, navigate to your Account Preferences page, then click **Configure Co-brand Settings**. Upload your own logo, enter your contact info, and set your colors.
3. The URL: <http://support.eBLVD.com/YourUsername> is now active to receive support issues from your customers 24/7. You can provide this URL to your clients from your website, via email, or over the phone.



The screenshot shows a web browser window with the CNN.com logo in the top right corner. Below the logo is a section titled "GET REMOTE SUPPORT". It contains a form with the following elements: a text input field for "Enter your Setup Code:" with a "Continue" button below it; a heading "Don't have a setup code?" followed by the instruction "Please fill out the relevant information so we may properly assist you."; a form with four input fields for "Your Name:", "Your Email:", "Phone Number:", and "Best Time to Call:"; a larger text area for "Assistance Request:"; and a "Send" button at the bottom.

Supporting customers over the telephone


1. If your customers call in, you can either open a trouble-ticket on their behalf, or simply issue the customer a **"Setup Code"** to bypass the trouble-ticket system and simply diagnose and fix the problem.
2. To open a trouble ticket on their behalf, direct your web browser and log in to <http://eBLVD.com>. Next, click the **"Open New Ticket"** button and fill out the relevant information.
3. To bypass the trouble-ticket system and simply diagnose and fix the problem log in to <http://eBLVD.com>. Next, click the **"Manage Setup Codes"** button and fill out the relevant information. Here, you can send an email message to the customer that contains a link to automatically set them up for remote access and diagnosis. You can optionally direct them to <http://support.eBLVD.com/YourUsername> where they can enter the Setup Code and download the software.



DIAGNOSING A REMOTE PC OR SERVER

Remote PCs are accessed from their corresponding support ticket page, if one has been opened. If bypassing the trouble-ticket system, PCs are accessed from the Host PCs page.

The Remote Support Applet must be installed and running on a PC before it can be accessed.

1. Click the  button next to the PC name.
The eBLVD Client window will open with the PC name pre-populated.
2. If the remote PC is unattended, enter the password for the PC.
3. Click **Connect**.


Once connected, the PC's desktop will be displayed. You can now diagnose the problem, upload software patches, updates, or download other tools to assist in resolving the problem.

When you connect to a PC, by default you will have keyboard and mouse control, file transfer capability, and screen recording enabled. Additional functionality is available using the buttons on the toolbar at the top of the Client window displaying the desktop of the remote PC.

MANAGING SUPPORT TROUBLE TICKETS

You can track ongoing issues with support tickets. Tickets are displayed on your Support Center page. From there, you can open new tickets, update existing ones, and review the history of closed tickets.

Your clients can alert you to their need for assistance two different ways.

- If the Support Applet has already been installed, they can select *Request Assistance* from the menu of the eBLVD icon, , in the lower right corner of the screen.
- Tickets can be opened by anyone via your account's customized Web Portal page: <http://support.eBLVD.com/YourUsername>.

When a new ticket is opened, you have the options to receive an email notification and/or instantly allow the installation of the Remote Support Applet. Manage these settings and more by clicking the **Account Preferences** link on your Support Center page.

