

HP Virtual Support Room

HP Services

Solve Customer Problems Faster and Remotely



For Effective Customer Support Organizations

Empower your support organization to solve customer problems quickly and efficiently while increasing customer satisfaction and loyalty. HP Virtual Support Room gives your support specialists the ability to initiate temporary, permission-only access to your customer PCs. Using HP Virtual Support Room, your support specialists can view and troubleshoot customer problems online and in real time—improving productivity and reducing the costs of providing support services.

Time is Money

With the HP Virtual Support Room, you enjoy the advantages of live human interaction remotely, via a standard web browser. Reduce costly on-site visits by solving your customer problems from your office. To ensure your support organization is up and running quickly, HP experts provide free technical support.

Reduce call time and increase first resolution rates using remote support access. HP Virtual Support Room was designed with the support specialist in mind by incorporating features to do what matters most—troubleshooting and solving your customer's problems quickly. An easy-to-use interface means support specialists can launch and start troubleshooting immediately when time is of the essence. Grab system information for quick analysis. Exchange needed files or even install updated software. Or demonstrate tasks on their own computer for the benefit of the customer.

Securely and Confidently Solve Customer Problems

HP hosts HP Virtual Rooms on a reliable, fully encrypted infrastructure so you and your customers can work securely and with confidence. Build trust with your customers with invitation-only access: support sessions can't be reinitiated without the user's permission. And all actions requested by the support specialist (taking desktop control, collecting system information, file transfer) must first be approved by the customer – via a pop-up permissions window.

What you need, when you need it

The HP Virtual Support Room offers the following features in an easy-to-use interface tuned for the support engineer:

- View and control your customer's desktop and applications. Share your own desktop to demonstrate functions or tasks to the customer.
- Take a snapshot of the desktop and save results for analysis.
- Text chat. With multiple session capability, support engineers can even manage two active support sessions at once using chat.
- Collect system information for quick analysis at the click of a button. Save system information to a file for later review or for posting within a call tracking system.
- Bi-directional file transfer to deliver files or software updates.
- Support specialists can quickly launch HP Virtual Support Room from their system trays and give a quick key to a customer to start a session in seconds. Or they can use the web interface for room and event management provided with all HP Virtual Rooms products.
- Very small client footprint ensures HP Virtual Support Room software downloads in seconds so problem solving can start immediately. No need to pre-install software.
- Eject an individual or everyone except yourself from a room.
- Secure, AES 256-bit SSL-encrypted sessions, with invitation only access.
- Firewall friendly. HP Virtual Support works through most firewalls using standard http and https ports.
- Optional API toolkit can be used to launch support sessions from your own support software.

For more information

To locate country contact information and to learn more about education services, please visit our worldwide web site at <http://www.hp.com/learn>.

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