



WebInteractive

Meet. Present. Collaborate. Support.

Live Technical and Sales Support Over the Internet

Linktivity WebInteractive is a Web-based, real-time remote support software application that facilitates an immediate connection between your PC and that of your client, enabling on-demand, spontaneous remote support. It offers support professionals the tools needed to quickly manage and resolve online PC support requests that helps increase productivity and lower operating costs. And, it makes it easy for your customers because strategically placed hyperlinks grant quick access to the online support request queue, remote access and control is only available if the customer permits it, and permission prompts are formulated as simple "Yes/No" questions, allowing novice and advanced computer users alike to easily understand the process.

With Linktivity WebInteractive

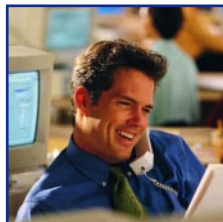
- Access a client's system to install or configure software
- Update files, programs and drivers using file transfer
- Backup and restore key system configuration files
- Obtain remote system information without relying on customer feedback
- Communicate with customers via keyboard chat
- Assist customers with web site navigation
- Create multiple queues for Support, Sales, Customer Service and more
- Identify and solve problems via remote access



Minimum System Requirements

Processor Pentium 4, 1.0 GHz or higher
Hard Drive 1 GB available disk space
RAM 256 MB for 3 agents; 512 MB or higher for more than 10 users
OS Windows 2000 Server or Windows Server 2003 Server Edition
Web Site Internet Information Services (IIS)
Controls Internet Explorer 5.x or later, or Netscape 7.x

Java Microsoft Java Virtual Machine (JVM) 5.x or Sun Java 1.4x
Protocol TCP/IP with static IP address or static DNS
Connection Bandwidth Requirement Minimum 76kbps per concurrent user required (56kbps connection per user plus 10kbps network overhead per user). For example: A meeting, or set of meetings with a total of 10 connections to the server would require an available bandwidth connection of approximately 760kbps, or 1/2 of a T1 connection.





WebInteractive Features

Desktop Sharing

Support and sales representatives can share any software application in a live, full-screen demonstration. Use desktop screen sharing to broadcast any visuals, applications, Web pages, documents, or software to remote users in real-time. Audience members will be able to see exactly what you are doing including all of your mouse movements and keyboard inputs.

WebInteractive Tools

Linktivity WebInteractive offers tools for troubleshooting, viewing and controlling a remote PC. With Linktivity WebInteractive the agent has unprecedented access to the user's computer to pinpoint and resolve technical issues more efficiently than ever before. Yet, Linktivity's WebInteractive leaves the ultimate control in the hands of the user. The user actively participates in the screen-sharing process and observes every step that is taken to resolve the technical issue. At any time the user can regain control of the mouse and keyboard or end the remote support session altogether.

Queuing

All inbound customer requests are displayed in a window and are visible to all representatives assigned to that queue. A simple mouse-over for each request shows relevant information such as the customer's email address, contact information and their initial question. Representatives can be assigned to monitor multiple queues simultaneously.

Queue Transfer/Call Escalation

Requests can be easily transferred to ensure the most relevant agent is helping a customer.

Multi-point Video Conferencing

Personalize and enhance your support with live, face-to-face, bi-directional video.

File Transfer Tools

During the support session file transfer enables support professionals to instantly transfer files to and from the customer's system.

Keyboard Chat

Enables representatives to interact with end users via keyboard text chat.

System Recovery Tool

Representatives can save snapshots of system configuration files prior to installing applications or modifying files. These snapshots can be restored later as needed.

Security

Dynamic CAST 128-bit encryption, SSL support allow users to encrypt all data transmission in a session or to run on a secure SSL connection.

Internet Co-browsing

Co-browse makes it easy to direct customers to specific online resources where they can find useful information or important sales and support tools.

Record and Playback

Record all meetings for training and development.

Online Management Reports

Review reports or access information to measure statistics.

Minimum Host and Attendee Requirements

Java	MVM 5.5. or Sun Java 1.4.x
Connection Type	56kbps with 40kbps connectivity, Broadband, DSL, Cable, T1 or Higher
OS (host)	Windows 98, ME, NT, 2000, XP, 2003
OS (attendee)	Windows 95, 98, ME, NT, 2000, XP, 2003
Browsers	Internet Explorer 5.5 or later; AOL 6.x or later, Netscape 7.x



Linktivity

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