SSP Seagate Software

SupportNow for Seagate Software

Introduction to SupportNow

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SupportNow for Seagate Software is a revolutionary form of customer support. Now a Seagate Software Technical Support representative is only a mouse click away—waiting to solve your support issues through an interactive session across the Internet.

NOTE	For more information about installing and using SupportNow for Seagate Software, see *SupportNow for Seagate Software User's Guide*. For more information about the security features of SupportNow, see *SupportNow for Seagate Software Security Features*.

What is SupportNow?

SupportNow is a real-time software support tool that allows our Technical Support representatives to provide faster, more effective technical support.

SupportNow brings your support issues directly to our Technical Support representatives. It allows a representative to see your application on their computer while talking to you on the telephone.

By being able to see the exact problem, a Technical Support representative can typically solve your support issues on the first call. The representative has the capability of escalating your issue by bringing another senior technician (or team) in to help solve the problem. The entire session can be recorded for playback so that you can see the solution and learn how to solve it if it reoccurs.

Using a SupportNow Wizard, the representative can also view relevant system information such as your operating system, DLL's in use, and registry keys.

How does SupportNow work?

During the support telephone call, you can initiate a SupportNow session by installing a small client application and clicking a shortcut to open the connection. Once the connection has been established, the Technical Support representative is able to view the desktop on your computer, and if necessary, be given control of your computer to fix the problem.

Security and Privacy

SupportNow provides a unique solution for connecting Users and Technical Support representatives, both behind their respective firewalls, without compromising security on either side. This is because SupportNow allows data transfer over HTTPS, the same protocol used to make a secure purchase with your credit card over the Internet. SupportNow allows Users to exit their firewalls on standard Internet port 443—making it unnecessary to open special ports in your organization's firewalls.

When using SupportNow you maintain complete control of the representative's access rights at all times. The connection begins initially in read-only mode where our Technical Support representative is granted **Read-Only** access to your computer. In order for the representative to do anything more than view the screen on your computer, you would have to grant them **Full-Access**.

You can switch the access rights of the representative from **Read-Only** to **Full-Access** and vice versa at any time during the support call. To regain control of your computer, simply move your mouse and the application automatically reverts to Read-Only mode. The support representative can still see what the user is doing and make suggestions.

Customer Benefits

By using SupportNow, Seagate Software is able to provide you with superior technical support including:

- Reduced diagnostic times and resolution times resulting in fast problem resolution.

- One-click access to real-time support.

- A learning experience for you, as a user, taking part in the interactive session.

- Multiple technicians participating in a single session. This makes it easy to escalate and conference with senior technicians.

- Easy access via the Internet.

- Advanced security and privacy features, which preserve your organization's firewall security. SupportNow's firewall feature allows the delivery of real-time support even when the User and Technical Support representative are behind different firewalls.

Features

- Interactive real-time visual support sessions.

- Easy to install and use.

- Interactive chat allows two-way communication without the use of telephones.

- Support for real-time conference escalation.

- Customer privacy controls.

- Layered security.

- Annotated session recording.

- One-click access to technical support.

Typical SupportNow Scenario

The following diagram presents a typical SupportNow scenario and describes the SupportNow process from beginning to end.
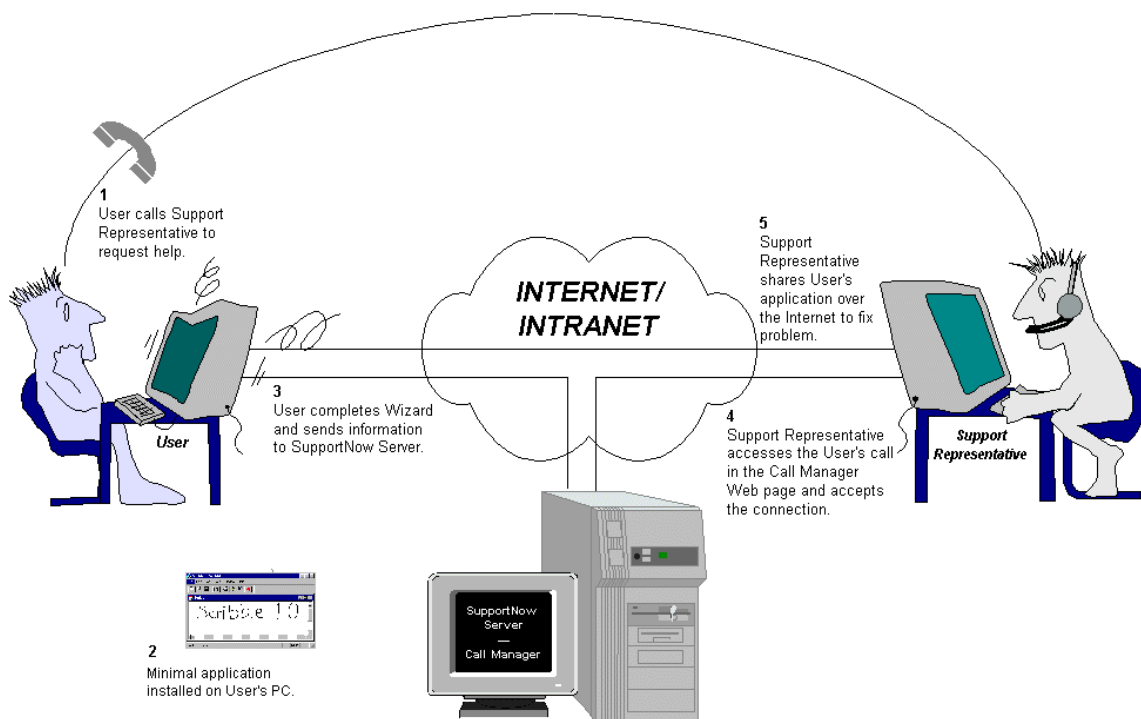
The SupportNow process:

1. The User telephones Seagate Software to request support.

2. The Technical Support Representative suggests initiating a SupportNow session. The User installs the SupportNow client and clicks the shortcut to begin a session.

3. The SupportNow connection is established and the latest Wizard is downloaded to the User's computer. The first page of the Wizard opens automatically and the user fills in the appropriate information. Finishing the Wizard opens a connection to the SupportNow Server, and sends the information that has been gathered.

4. The SupportNow Server records the support request and the information from the Wizard, and displays them to the Support Representative on the SupportNow Call Manager Web page.

5. The Technical Support representative connects to the SupportNow Server via the Internet, identifies the User's request, and views the support request information. The Support Representative then creates a read-only connection to the User's PC. If the User deems it necessary, the User can grant the representative full control of the User's computer.

6. The Support Representative resolves the support issue.