Resolve issues on remote devices in real time using Cisco WebEx Support Center Remote Access.

Solve customer support and internal IT help desk problems quickly and easily right from your browser. Boost productivity and improve customer satisfaction with Cisco WebEx® Support Center Remote Access. View and control any attended or unattended remote device as if you were on site—despite firewalls and distances.

Gain an edge over your competitors. Differentiate yourself by offering customers superior support. Keep remote computers, servers, and other devices highly available without customer involvement. Set up to three authorization levels to protect remote devices from unauthorized access. Establish highly competitive service level agreements (SLAs) by improving efficiency with WebEx.

Deliver high-quality service for less. Manage thousands of computers distributed over various customer sites or networks—without costly service visits. No need to invest in new hardware or software. Replace expensive and inefficient dial-up and private network solutions with secure web-based access. Record sessions for audits and learning.

Count on Cisco for secure, scalable WebEx service. WebEx services are delivered on demand over the global Cisco WebEx Collaboration Cloud. No new software or hardware is required, making these services easy to implement and scale as your needs change. The WebEx Collaboration Cloud offers better than 99.99% reliability, as well as robust security, to meet your strict requirements. Your session content is never stored on our servers, and 128-bit SSL and 256-bit AES encryption ensures privacy during transmission. WebEx services are stringently audited against ISO-17799 standards with compliance details provided in a SAS 70 Type II report and other third-party security reports.

“WebEx Remote Access improves our customer satisfaction because we can get in and fix things rapidly. We can be more responsive to our customers and we don’t have to rely on their presence to ensure our solutions are performing the way they’re supposed to.”

— Eric Sanabia, Manager of Integration, InfoGenesis

Highlights:
- Access remote computers, point of sale (POS) systems, or other devices without customer presence.
- Create distributed remote access networks without investing in costly VPN hardware or dial-up modem banks.
- Provide proactive support during application, OS, or hardware upgrades to confirm system availability, troubleshoot, and resolve issues.
- Eliminate costly field visits while increasing customer satisfaction and retention.
- Maximize equipment performance, uptime, and availability with a secure, encrypted solution.

Cisco WebEx
Support Center Remote Access
Sell Sheet
Manage and resolve remote support issues fast with these powerful features.

**Remote Desktop and Application Control**
View and control remote desktops or specific applications. Work with multiple applications in a single session.

**File Transfer**
Transfer files and folders to and from remote systems to apply patches and updates. Retrieve data files for in-depth analysis. It’s easy—just drag and drop.

**Remote Printing**
Print registry data, error messages, and other critical data from a remote computer to a local printer.

**Call Escalation**
Reduce downtime and increase first call resolution by inviting subject matter experts or partners to join sessions.

**Chat**
Enhance communication between customers and technical support representatives (TSRs).

**Reboot and Reconnect**
Close all applications, reboot, and reconvene your remote support session—even in safe mode—with a single command.

**Comprehensive Session Log**
Capture reboot, file transfer, and application switching activity to save details for any session.

**Annotation Tools**
Highlight, circle, or point to specific areas to increase understanding and speed resolution when customers or other TSRs are in your session.

**Session Recording, Editing, and Playback**
Record sessions manually or automatically for auditing or for your archives. Edit and record audio to create self-service and training content.

**POS Systems and Large-Scale Deployments**
Manage a large number of computers and ensure optimal use of software licenses from your Remote Access console.

**Firewall Friendly**
Work through most firewalls without opening additional ports. WebEx Remote Access operates through standard http and https ports.

**Support Servers with Proxy Server Authentication**
Access servers easily and increase the productivity of your support team.

**Access Control**
Assign user access to individual computers or groups of computers. Set passwords at the site, group, or individual computer level. Automatically expire passwords after a predefined time. Set strict criteria to retrieve passwords.

**Phone Authentication**
Enhance security by using phone authentication and password control.

**Group Management**
Improve management and accessibility by grouping computers and assigning access at the group level. Edit settings at the group level for default installation values, IP ranges, remote printing, and more.

**Email Notification**
Notify your customer anytime anyone accesses their computer. Email a transcript at the end of a session.

**Reporting**
Track WebEx Remote Access usage and identify trouble spots with usage reports sorted by TSR and computer.

WebEx Support Center Remote Access is updated regularly to meet the latest system compatibility needs. Please visit www.webex.com to see system requirements.

**Languages supported:**
English, Spanish, Brazilian Portuguese, French, Italian, German, Japanese, Korean, and Chinese (simplified and traditional)

WebEx Remote Access is part of WebEx Support Center, a suite of web-based support and IT applications. Learn more about WebEx Support Center and other WebEx solutions, all from Cisco. Speak with a solution specialist at 1.877.GOWebEx (469.3239) or visit www.webex.com/solutions.