From Cisco WebEx Support Center you can start and conduct support sessions and view recorded support sessions.

Support sessions are not scheduled, but started in response to a call from a customer who needs assistance. A customer support representative (CSR) must start a session before a customer can join.

Customers do not need a WebEx account to join a support session; they need only be invited by a CSR.

If desired, you can configure WebEx One-Click to start support sessions. You might find this option helpful if you provide on-demand support, instead of working in your organization's support queue.

Support Session Roles

Multiple customers, and multiple customer support representatives, can engage in a support session simultaneously. Each participant has a different role.

Customer Support Representative:

- Starts support session.
- Invites customer to a support session.
- Invites additional CSR to support session.
- Transfers control of a support session.
- Transfers files to or from customer's computer.
- Ends a support session.

Customer Support Representative Assistant:

- Assists in support session.
- Observes application or desktop sharing.
- Participates in a chat.
- Assumes control of the session, if transferred.

Primary Customer:

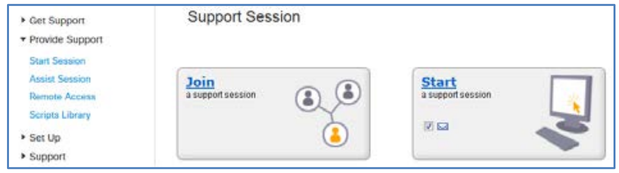
- Shares an application or desktop.
- Participates in chat.
- Views CSR's video (if shared).
- Shares video (optional)

Secondary Customer:

- Views customer and CSR interactions.
- Observes application and desktop sharing.
- Participates in chat.

Starting a Session

1. Log in to your WebEx Support Center site. *The Support Session page appears*.



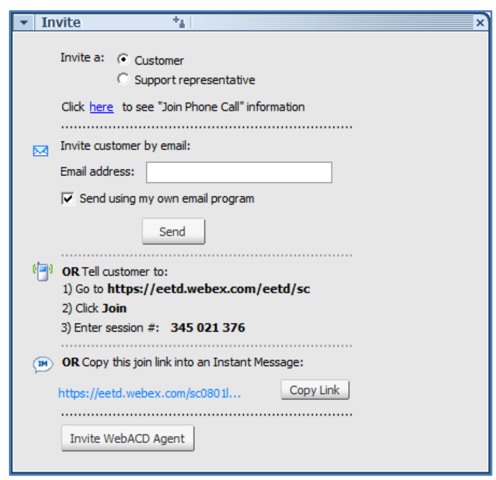
2. Click **Start**.
   OR
   Click **Provide Support** in the left navigation panel, then click **Start Session**.
3. Select a session type (and tracking code, if required), then click **Start**. *The session toolbar and Participants panel are displayed*.

Inviting Customers to a Session

Once you have started a support session, you can invite one or more customers to join.

To invite customers to a session:

1. If the Invite dialog is not displayed automatically, click **Invite** in the toolbar.

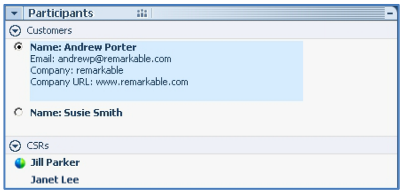


2. Select **Customer**, choose an invitation option, then send the invitation.
3. Repeat steps 1 and 2 to invite additional customers, if necessary.

When you have multiple customers in a session, you can make a secondary customer the primary customer (to allow that customer to share an application, for example).

To change a secondary customer to primary:

1. If the Participants panel is not displayed, click **Participants** in the tool bar.



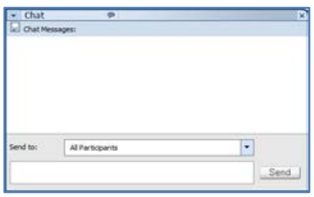
2. Select the customer you want make primary. *The previous primary customer becomes secondary.*

Communicating in a Session

You can communicate with customers and other CSRs in your session using chat, audio, and video.

To start a chat session:

1. Click **Chat** in the toolbar. *The Chat panel appears*.



2. Select the recipients from the **Send to** list, type your message, then click **Send**.

You can start an audio conference using your phone, or VoIP.

To start an audio conference:

1. Click **Audio** in the toolbar.
2. From the Audio menu, select **Join Phone Call** or **Start Voice Call**.
   - If you select **Join Phone Call**, follow the instructions in the prompt to start the audio conference.
   - If you select **Start Voice Call**, you are connected to audio using VoIP.

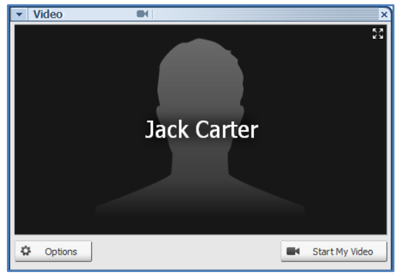
   Customers and CSRs who have joined the session are prompted to join the audio conference.

You can share video from your computer and view video from customers and other CSRs in the session if they share their video.

Note: You cannot start sharing video until a customer has joined the session.

To share your video:

1. Click **Video** in the toolbar. *The Video dialog appears*.



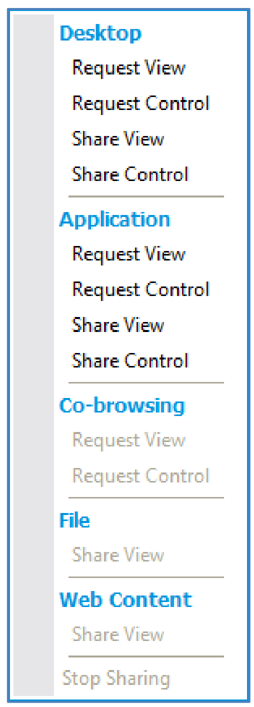
2. Click **Start My Video**. *Your video appears on the customer's computer, and the customer has the option of sharing video with you*.

Remote Control & Sharing

Once a customer joins your session, the remote control and sharing options become available.

To start remote control or sharing:

1. **Click Remote Control** in the toolbar.
   The menu is displayed.



2. Select an option. *The customer is prompted to allow the option you selected*.

Transferring Files

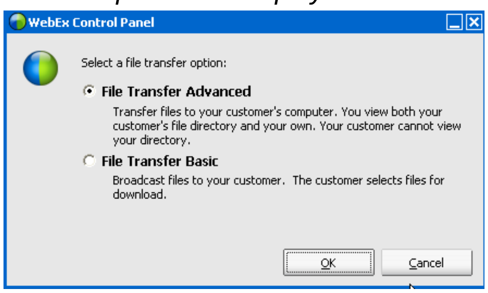
If your site administrator has enabled them, two file-transfer options are available.

- Basic File Transfer enables you to broadcast files to the customer. The customer can then select files to download.
- Advanced File Transfer enables you transfer files to or from the customer's computer.

Note: You cannot transfer a file if you, or another CSR, are viewing or controlling a customer's application. Before you can transfer files, you must stop application sharing.

To transfer a file:

1. **Click File Transfer** in the toolbar. *The file transfer options are displayed.*



2. Select a file transfer method. When the file transfer is complete, continue with step 3.

Select…	Then…
File Transfer Basic	▪ Click **Share File**. *The File Transfer dialog opens.* ▪ Select the file(s) you want to share, then click **Open**. *The files are made available to download in the File Transfer dialog on the customer's PC.*
File Transfer Advanced	▪ Click **OK** to close the File Transfer message. *When the customer grants permission, the File Transfer dialog opens in the Support Center window on your screen.* ▪ Select a file to transfer to or from the customer's PC. ▪ Click the directional arrow to begin the transfer. *The customer is prompted to allow the transfer.*

3. When you have finished transferring files, click **End File Transfer**.

Requesting System Information

Use the system information request to get details about hardware and software on the customer's computer.

To request system information:

1. Click **Customer System Information** in the toolbar.
2. Click **OK** to Close View System Information message. *The customer is prompted to allow system information to be shared.*

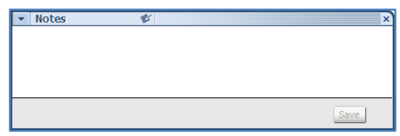
   System information appears when the customer accepts the request.

Taking Notes & Recording

If you want to save information you gather during a session, you can take notes, or record the session.

To take notes during a session:

1. Click **Notes** in the toolbar. *The Notes panel opens.*



2. Type your notes, then click **Save**. The *Notes window remains open until you close it.*

To record a session:

1. Click **Record** in the toolbar. *The WebEx Recorder Setup dialog appears.*

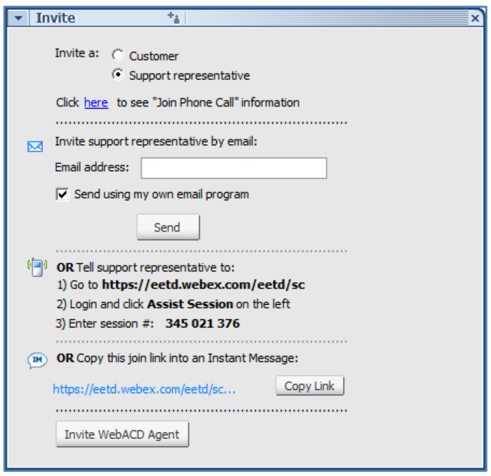
2. Select a recording option, then click **Start Recording**. *The customer is prompted to allow recording to begin.*
3. When permission is granted, the recorder panel appears.
   - To pause or resume recording, click .
   - To stop recording, click .

Requesting Assistance

If you need additional assistance to resolve a customer's issue, you can invite another CSR to the session at any time.

To invite an additional CSR to a session:

1. Click **Invite** in the toolbar. *The Invite dialog appears*.



2. Select **Support Representative**, choose an invitation option, then send the invitation.

To transfer control to a CSR in your session:

3. Click **Participants** in the toolbar. *The Participants list appears*.
4. Select the CSR you want to transfer control to, then click **Transfer Control**.

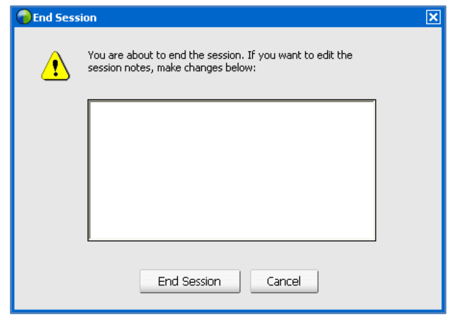
   Note: When you transfer a session, support activity ends. You can leave the session, but you cannot end the session unless control is transferred back to you.

Ending a Session

You can end a support session at any time.

To end a support session:

1. Click **End Session** in the toolbar. *The End Session dialog appears*.



2. Add or edit notes about the session, then click **End Session**.

   Note: A customer cannot end a support session. However, a customer can leave a support session at any time by clicking **Leave Session**.