



# cyberstreams

"HelpDesk" Technical Support Services

## What is CyberStreams Remote HelpDesk?

CyberStreams HelpDesk is a remote technical support service that CyberStreams, Inc. is now offering to all its customers in order to provide each of our clients the option for quicker and easier access to technical and engineering support.

With no software or hardware to buy, install, maintain or upgrade, HelpDesk easily shows instantaneous cost savings by minimizing the length of time to complete projects, upgrades, and troubleshooting. Cost savings can include:

- **Travel cost savings** – Reduces need for expensive site visits
- **Initial deployment savings** – No hardware, software or deployment fees
- **Configuration savings** – Little or no software or firewall configuration required
- **Downtime savings** – customers receive a more efficient and productive well-round technical support experience

## Greater Customer Satisfaction

Consistently customer surveys show that customers enjoy and appreciate having a support representative view their desktop and share their mouse and keyboard to more quickly and effectively solve their problems.

- Improves Response Time:

CyberStreams **HelpDesk** has been proven to reduce call-handling times, increase first call resolution, and positively impact support metrics.

- Easy Customer Access:

One-click access makes connecting easy and allows on-the-fly connections that do not have to be pre-arranged.

## "HelpDesk" Technical Support

- Streamlines Productivity:

Quick technical resolutions cuts down frustration and allows customers to focus more time on their work.

- Web Based:

Fast, easy, secure access with complete desktop sharing and support capability to nearly any customer with an Internet connection.

- Secure:

All customers get the benefit of state-of-the-art security no matter what size they are. Support providers are authenticated through challenge/response. The screen data passed between user and support provider is highly compressed and encoded. Randomly generated session keys ensure a one-on-one connection.

- No Pre-Installed Software or Customer Computers:

No need for pre-installation of software, no setup, no configuration and no reboot needed on the customer's computer.



**Reduced Cost: \$69/hr**