

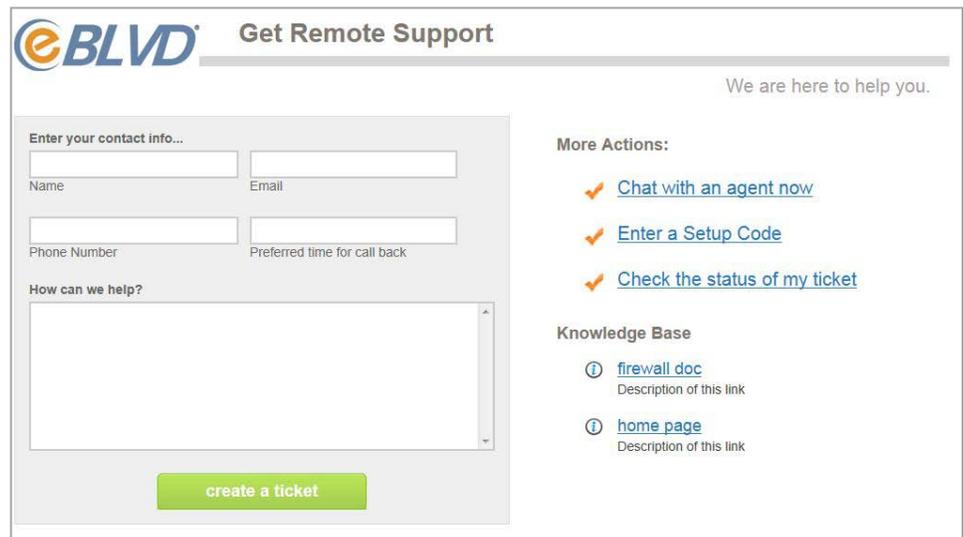
eBLVD Support Center instantly turns your web browser into a complete web-based help desk and trouble-ticket management system. Once set up, you can easily resolve your customer's technical problems; remotely access computers online for maintenance and control; and manage any size support organization.

The system is completely modular. You can configure Support Center to only use the components that you need. Furthermore, each component can be configured to your preferences.

TROUBLE TICKETING

If you're using the trouble ticket system, the Administrator will set up a User Account for each individual or group that provides support.

This individual is typically a Customer Service Representative, or CSR. If you're the only person doing support, you'll be the Administrator and the CSR. In larger organizations, you can organize CSRs into multiple administrative groups.



Trouble tickets are used when a customer has a problem and needs help. If customers call in to the CSR via [\(1\) Phone Contact Method](#), the CSR creates the ticket while on the phone and provides the customer a "Setup Code". Using the [\(2\) Web Contact Method](#), details describing the problem are input directly by the customer from your "support request page". You can use both methods concurrently, with some tickets generated from the web, and others by phone.

Your customizable [Web Contact Method](#) page is available 24/7 at http://support.eBLVD.com/User_ID, where User_ID is either the Administrator's or the CSR's Username on eBLVD. Tickets generated via Administrator URL can be

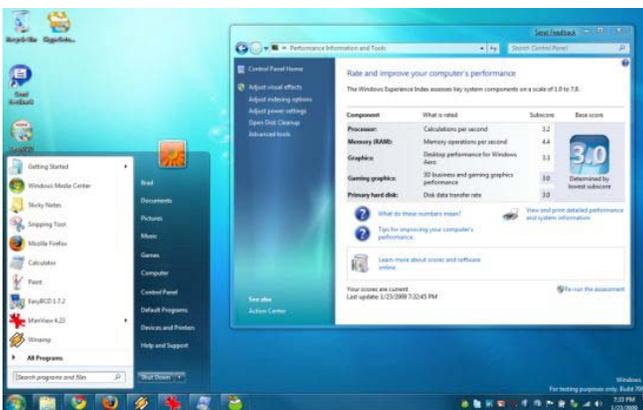
queued for review and subsequently assigned to a CSR. Tickets logged via CSR URL go directly into the CSR's ticket queue. This page also loads the support applet to collect diagnostic information and set up the customer's computer for remote access.

When a **Web Contact Method** ticket is generated, the Administrator or CSR will be notified via email or SMS message of the new ticket. Already equipped with the user's problem description and technical info, a single mouse-click connects him to the problem PC to diagnose and resolve. If the problem can't be resolved, notes can be added and the ticket elevated to another CSR. Once the problem is resolved, the applet un-installs, the ticket closes, and it's on to the next customer.

Subsequently, a custom, post-ticket "survey" can poll the customer about the experience. These responses can be aggregated for performance measurement and monitoring purposes.

REMOTE DIAGNOSES, ACCESS AND CONTROL

To remotely access and control the customer's PC, locate the computer on the Support Ticket -- or if not using the trouble-ticket module, the Host PCs page -- and click the "Connect" button. Note that when the ticket was initiated eBLVD automatically collected technical data about the computer that can be useful while troubleshooting.



If you are accessing the PC in unattended mode, enter the Host password. For attended mode, your customer must click the "allow" pop-up on their screen for you to connect. Your customer's screen is then displayed, and you can operate the remote PC as if you were sitting in front of it.

If the trouble ticket is being initiated by telephone, or you aren't using the ticketing module, you can generate a SETUP CODE to access your customer's computer. A



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setup code is a 5-digit identifier used to associate an eBLVD host to your account. To create a SETUP CODE, click "Manage Setup Codes" from your Toolbox and enter your customer's info. You then provide the code by email, instant message, or over the phone -- and proceed with the support session.

While connected, you can also transfer files back and forth between computers, use the built-in messaging tool for communication, or record your session to a video file for later review.

TREND ANALYSIS AND BILLING

You'll use the Ticket History Report to analyze trends for a given time period, and optionally export data to your billing system. Simply select the CSR or CSRs from the drop-down menu, select the Ticket Type, and input your date range.

Once your report is generated, you then have the option to Export Your Data to a spreadsheet or third-party software.

CSR PERFORMANCE MANAGEMENT VIA SURVEYS

CSR performance metrics can be collected and measured by Surveys. Surveys collect feedback from your customers after a support session. This feedback can be aggregated to identify recurring problems, as well as measure customer satisfaction and CSR performance.

Surveys are created or edited by clicking the "Manage Surveys" link from your Toolbox. To create a new survey, click the "create new survey" button and give your survey a name.

To save time, you can pre-populate questions and answers using the provided template; or previously saved survey. For each survey question, you mark whether multiple answers are allowed and if an answer to the question is required.

To distribute a survey automatically to all customers, select the "Auto-Send User Survey" option in your Account Preferences, or click the "Email Survey" button anytime to manually send the survey to your customer.