SupportCentre

Frequently Asked Questions

InterCall

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WHAT DO I NEED TO HOST OR ATTEND A SUPPORTCENTRE SESSION?

You will need to download the Support Manager. The first time you start or join an event, it is automatically downloaded to your computer, You will need a user account; if you do not have one, ask your site administrator to set one up for you.

WHAT IS THE QUICKEST WAY TO START A SUPPORTCENTRE SESSION?

The quickest way to start a support session is to use the One-Click from your Windows taskbar, desktop or web browser.

HOW CAN I INVITE CUSTOMERS TO ATTEND SUPPORT SESSIONS?

You can invite customers:

- From your CSR console
- From the SupportCentre home page
- By pasting a link for the Support Session in an IM or email message

WHAT HOTKEYS CAN MY COMPUTER USE DURING SESSIONS?

Hot keys are keyboard shortcuts customers can use to quickly carry out a function. Customers can use the following hotkeys:

- Leave session: Ctrl+F10
- Start chat session: Ctrl+F8
- Close the chat window: Ctrl+F3
- End file transfer session: Ctrl+F7
- Close the application or desktop sharing windows: Ctrl+F9
- Bring the chat window to the foreground: Ctrl+Shift+F3

CAN I AUTOMATICALLY END INACTIVE SUPPORTCENTRE SESSIONS?

Yes. Site administrators can set an option on the Site Administration page to

WHAT TYPES OF FILES AND APPLICATIONS CAN I VIEW OR CONTROL IN A SUPPORTCENTER SESSION?

You can view or control almost any application that runs on your customer's computer.

DO I NEED TO HAVE THE APPLICATION THAT I WANT TO VIEW OR CONTROL ON MY COMPUTER?

No.

WHAT HAPPENS IF MY CUSTOMER'S SCREEN USES A DIFFERENT RESOLUTION THAN MINE?

SupportCentre can appropriately display your customer's desktop or application even if the resolution on your computer is different. For best results, set your monitor to 800x600 pixels.

WHY DO I SOMETIMES SEE A YELLOW CROSSHATCHED PATTERN WHEN VIEWING OR CONTROLLING A CUSTOMER'S APPLICATION?

The crosshatched pattern is the shadow of a dialog box or window that is in front of the shared application on the customer's screen. Once the customer closes this dialog box or window, the pattern no longer appears.

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HOW CAN I IMPROVE THE PERFORMANCE OF MY SUPPORTCENTRE SESSIONS?

Some of the factors that affect performance are the following:

- the speed of your computer's connection to the Internet
- the performance of your Internet service provider
- performance of firewall and proxy servers, if your computer is behind a company firewall

Although you may have a high-speed connection to the Internet, there can often be congestion or packet loss on the Internet. You usually can't do much about such problems, other than to inform your network administrator or Internet service provider. Congestion is often transient and resolves itself over time. However, you should report serious, persistent problems.

HOW CAN I TEST PERFORMANCE?

The Trace Route utility on your computer can help you to determine where problems are occurring between your computer and the WebEx server. On Windows, open a DOS prompt or a Command prompt window, then type:

- tracert your_site_URL
- where your_site_URL is the address for your meeting service Web site. Ensure that you include a space after tracert.

When running Trace Route, your computer sends packets of information across your connection to measure the amount of time it takes to for the packets to reach the meeting server. Ideally, packets should take between 1-60 ms to reach the server. If packets take between 60-100 ms to reach the server, your connection is slow and may be noticeable in a WebEx meeting. Times longer than 100 ms are likely to seem unacceptably slow. If you continue to experience poor performance, consult your network administrator.

WHAT'S THE BEST WAY TO ENSURE AUDITING COMPLIANCE?

To ensure auditing compliance, Site Administrators can:

- Place disclaimer text on the SupportCentre pre-session form.
- Enable the option in the Site Administration website to automatically record all support sessions.
- Review the event log to see CSR actions during support sessions.

WHAT IS THE BEST WAY TO GATHER DIAGNOSTIC SYSTEM INFORMATION FROM CUSTOMER COMPUTERS?

From the CSR console, select the option to collect customer system information. You can then save the information and upload it to your ticket management system. This way, system information gather by first level CSRs is automatically available to second and third level CSRs.

WHY CAN'T I BOOKMARK SOME PAGES ON MY SUPPORTCENTRE WEBSITE?

Your SupportCentre website dynamically generates many of its pages, which you cannot bookmark.