

Control your customer's desktop  
for remote diagnosis and repair

Lower call resolution times

Increase customer satisfaction  
with efficient support call handling  
using remote desktop sharing

Reduce your support costs

Go beyond expectations



With IntelliFix Rapid Support you are able to provide remote PC support to your customers desktop. Cutting down on lengthy phone calls and lowering onsite visits, while at the same time increasing customer satisfaction.

With IntelliFix Rapid Support you can remote control your customer's desktop to affect problem diagnosis without the need to relay endless "what's happening now?" messages.

**Improve your response times**

Because rapid support allows you to work on your customer desktop or applications you can see the issues first hand and provide instant remedies.

**Problem solve in less time than it takes to drive there**

From the minute the support call comes in you can be diagnosing and curing the customers issue right away saving you time and money and distance travelling.

**Reduce Customer call backs**

Provide instant remote desktop support to your customers and vastly reduce customer call backs normally associated with telephone support.

**Provide support to your customers wherever they are**

Regardless of whether your customer is a few miles away or on a different continent Rapid Support allows you to provide support at the same exceptional level wherever your customer happens to be.

**Maximize your support revenue**

Since you are able to lower your travel expenses using Rapid Support this helps reduce your overall support costs and produces quick ROI.

## Features of Rapid Support

When we developed rapid support we kept the customer security concerns in mind at all times. For this reason all actions performed by the support representative are visible by the customer, therefore the support representative is unable to perform any 'behind the scenes' actions.

All actions are permission based and the customer has overriding control of the entire session. When support representative actions are requested the customer is able to accept or deny them as they arise.

### Keyboard Control Sharing

Using the customer's remote keyboard is a shared action when the support representative has control of the customer computer desktop.

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### Mouse Control Sharing

When a session is initially established the engineer is automatically passed control of the mouse.

When the customer wants control of the mouse he or she simply clicks any button and control is returned to the customer.

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### Chat

Clicking the 'Chat' button on the toolbar opens a chat dialog windows similar to many IM messaging clients.

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### Reboot and Reconnect

When it is necessary to reboot the customer computer, perhaps after software or driver installations using this option allows you to continue the session when the customer computer is rebooted and reconnected back to the Internet.

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### Show my desktop

Sometimes it may be necessary for the support representative to show the customer his or her desktop. This is a useful feature when demonstrating a software program that is not installed on the customer computer (e.g. Sales demonstrations)

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### Inviting a second support representative

Sometimes it may be necessary for the first support representative to invite a second support representative to share a single customer desktop session. This feature is particularly useful in scenarios where the second support representative has specific knowledge about the problem at hand.

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### File Transfer

Files can be transferred during a support session in either direction.

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**Minimum System Requirements:**

Windows 98, ME, NT, 2000, Server 2003, XP, Vista  
Intel x86 (Pentium 400 Mhz or Higher) or compatible processor  
128MB Ram; Microsoft Internet Explorer 6.0 or higher  
56K or Faster Internet connection.

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