



Fact Sheet **pcvisit ProfiSupport 10.0**

pcvisit ProfiSupport 10.0 allows you to deliver worldwide support, independent of location and time - and get paid for it.

Specifically tailored to the challenges faced by small and medium IT providers, pcvisit ProfiSupport 10.0 enables you to complete support tasks efficiently while also evidencing your support achievements.



Functions:

- Showing, seeing and remote controlling functions
- 2 to 3 session participants
- Transfer of clipboard contents, files and folder
- Invitation function via session link
- Instant messaging function
- Transfer and remote control of Vista/Windows 7 UAC dialogues also on limited accounts
- Support-Note to leave a customer notice after a session
- Remote Quick Start bar: with one click, access important customer programs
- Remote comfort functions for uninterrupted support, even with reboots, through reconnection mechanisms
- Remote system data scans
- Taxameter to balance the account of your support services
- pcvisit SupportJournal for a professional billing system of support services and export data to other systems
- Expert mode allows add an additional specialist
- Automatic Flash recording to document your support meetings (deactivatable)
- Transfer of multi-monitors (up to 4 monitors)
- Start a session with viewing direction set to "Host sees Guest"
- Integration with Helpdesk & CRM systems and databases
- Disable background picture transfer
- Automatic language synchronisation to the regional Windows setting

Quicker access and eased online support:

- Super-fast and easy connection to customers through invitation function via session link
- Efficiently troubleshooting per remote comfort functions
- Exemption for customers - Customers need not intervene after first-time support start
- Standardised rights and default settings enable targeted session control by support staff
- Uncomplicated accessibility to customers behind firewalls and proxy servers
- Automatic and comprehensive remote system data scans allows analysis of technical information on the relevant system
- mypcvist - adapt the pcvisit Guest user interface to your CI
- Highly secure encrypted transfer of clipboard contents, files and folders simplify the work of support staff (e.g. transfer of patches and passwords)
- Highly optimised compression method for narrow bandwidths
- Sophisticated user guidance for the guest module allows easier use of the software for customers

pcvisit SupportJournal:

- Generate service reports and billing reports
- Sort and filter function for session history
- Archive and export session history in custom format

Detailed records of support sessions for accounting and auditing purposes:

- Comprehensive session history (records kept of changes to line of vision, file transfers, remote access etc.)
- Merge data from the pcvisit session history into your own accounting or CRM system through configurable meeting comments (e.g. customer number)
- Analyse a support session at a later date with the help of recording in Flash format

Security:

- Use of the secure and authenticated pcvisit server connection
- 128 bit BlowFish connection encryption
- Random generated session connection number
- Additional password protection possible
- Modules authenticated by VeriSign code signing certificate
- Permanent security verification of the connection
- Status information available about authenticity of module and server

mypcvist – adapt the pcvisit Guest user interface to your CI:

- Supporter-picture for more personalized support
- Color your Guest-module and use a logo-picture for brand recognition and product branding
- myAdscreen to display customer information, hints, advertisements,... to your customer at the end of each session

Pricing:

- **pcvisit ProfiSupport incl. InstallationFlat:**
€ 850.00 excl. VAT
- **Additional channel**
€ 680.00 excl. VAT
(per additional channel)

Purchase and test pcvisit without risk:

- 30 days refund policy
- Get future service and technology updates without additional charges
- One time charge - use as long as you want
- No additional surcharges for pcvisit sessions and server maintenance

System requirements:

- Pentium II, 500 MHz;
recommended: Pentium III, 1 GHz
- 256 MB RAM; recommended: 512 MB RAM
- 20 MB hard disk space
- 56 Kbit modem; recommended: DSL/Broadband connection
- Operating system: from Windows 2000