

Fact Sheet **pcvisit ProfiSupport**



pcvisit ProfiSupport is the solution for IT supporters wishing to increase their profits with online support. Develop your support service into a profitable commercial model: In addition to the well-known basic functions (show, see, remote control and much more), you can benefit from the functions for record keeping and accounting purposes.

Solve complex problems online, quickly and simply - without your customer needing to buy anything, install anything or have any special knowledge.

Functions:

- Showing, seeing and remote controlling functions
- 2 to 3 session participants
- High level of protection for users through choice of applications to transmit, preview monitor and status mouse
- Highly secure encrypted transfer of clipboard contents, files and folder
- Invitation function via session link
- Transfer of multi-monitors (up to 4 monitors)
- Transfer of Vista UAC dialogues
- Start a session with viewing direction set to "Host sees Guest"
- Remote control enabled by default
- Disable background picture transfer
- Remote system data scans (after guest approval)
- Integration with Helpdesk & CRM systems
- Capture extensive session history comments
- Comprehensive session history
- Flash-recording function
- Integrated chat
- Automatic language synchronisation to the regional Windows setting
- Available languages:
DE, EN, NL, FR, ES, CA, IT, PT (others on request)
- Tool tip (user help function)

Quicker access and eased online support:

- Super-fast and easy connection to customers through special invitation function via session link
- 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
- 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

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

System requirements:

- Pentium II, 500 MHz;
recommended: Pentium III, 1 GHz
- 128 MB RAM; recommended: 256 MB RAM
- 5 MB hard disk space plus additional space for recordings and session history records
- 56 Kbit modem; recommended: DSL/Broadband connection
- Operating system: Win98, Win98SE, WinME, WinNT4 SP6a, Win2k, WinXP, WinXP x64, WinServer 2003, WinServer 2003 x64, WinServer 2008, WinServer 2008 x64, WinVista, WinVista x64

Pricing:

- **pcvisit ProfiSupport incl. InstallationFlat & pcvisit 4 Remote full licence:**
898.00 € excl. VAT
- **pcvisit ProfiSupport extensions:**
 - 700.00 € excl. VAT (per additional channel)
- pcvisit usb-card & configurations:
79.00 € excl. VAT

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