



Motorola eCare with Managed Scripts

A Revolution in Remote Support Resolution



Motorola eCare customer care software suite — the flagship help desk toolset that adds fast and secure remote support to your existing help desk abilities.

The tool set has been designed to augment existing telephone and web technologies, such as ticket queues and customer facing knowledge bases, and includes optional integration onto your agent's desktops and into your backend systems, such as a CRM solution. eCare is the tool that implements virtual desk side visits, thereby eliminating travel and increasing specialist availability. Motorola's pioneering work, developing remote support tools, such as chat and remote control, has been extended with the revolutionary Managed Scripts feature set. Not only does the Managed Scripts functionality permit your explicit expertise to be placed at the front lines of your support workflow, it has been delivered with a 21st century understanding of security and trust that are required in the Internet space.

Solving Your Customer's Problems

Motorola eCare with Managed Scripts enables your agents to deliver fast and secure customer care. eCare Managed Scripts allow your technical support specialists' to resolve customer issues, regardless of their experience level — whether the incident is a highly complex or a routine matter.

The flexibility and power of Motorola eCare Managed Scripts provide your customer care specialists with significant versatility in assisting your customers and you with operational cost reductions, all while improving the satisfaction of your most valued asset, your customers.

Examples of how eCare's Managed Scripts help your customer care specialists:

- They enable you to automate common diagnostics to allow Tier 1 call center representatives to perform ultra-fast troubleshooting.
- They enable you to automate common repair operations for faster issue resolution.
- They can reduce customer incident resolution time at the Tier 2 and 3 support levels by having Tier 1 representatives execute advanced diagnostic and resolution scripts.



Motorola's eCare customer care solution enables technical support specialists to extend expertise across the Internet and resolve incidents through a client desktop. eCare scales easily and affordably within any help desk environment and budget.

With Motorola's product training and ongoing support options, you can enjoy the benefits of eCare within the shortest possible time.

Fast and Secure

Many customer help-desk inquiries today involve issues with hardware, software, networks, and general system configuration — and these issues are becoming more complex than consumers can cope with on their own. The level of expertise required to resolve these issues, including those with peripheral devices, can be very high. Crafting a resolution may be extremely difficult, even for the most experienced technologist. Be it a routine or highly complex incident, the introduction of automated scripting to the front line of a support session alleviates time consuming incident resolution, while building support consistency. Instantly your call agents can apply specific knowledge to resolving the issue on a client's computer, application or networked device.

eCare Managed Scripts permit virtually any type of knowledge to be encapsulated in a script package, uploaded to the eCare server, and made immediately available to your support agents. With a library of self-crafted scripts residing on the eCare server, only assigned Support Agents can securely execute these scripts on the remote computer. Within seconds, the results of each script are then automatically captured and returned to the eCare server, where they are both displayed to the Support Agent and logged for future reference. And as with all of eCare's interactive services, each Managed Script requires the customer's explicit approval before it is executed on their computer. (See Figure 1 for a sample screen of a call agent deploying custom scripts to the remote computer with the customer's approval.)

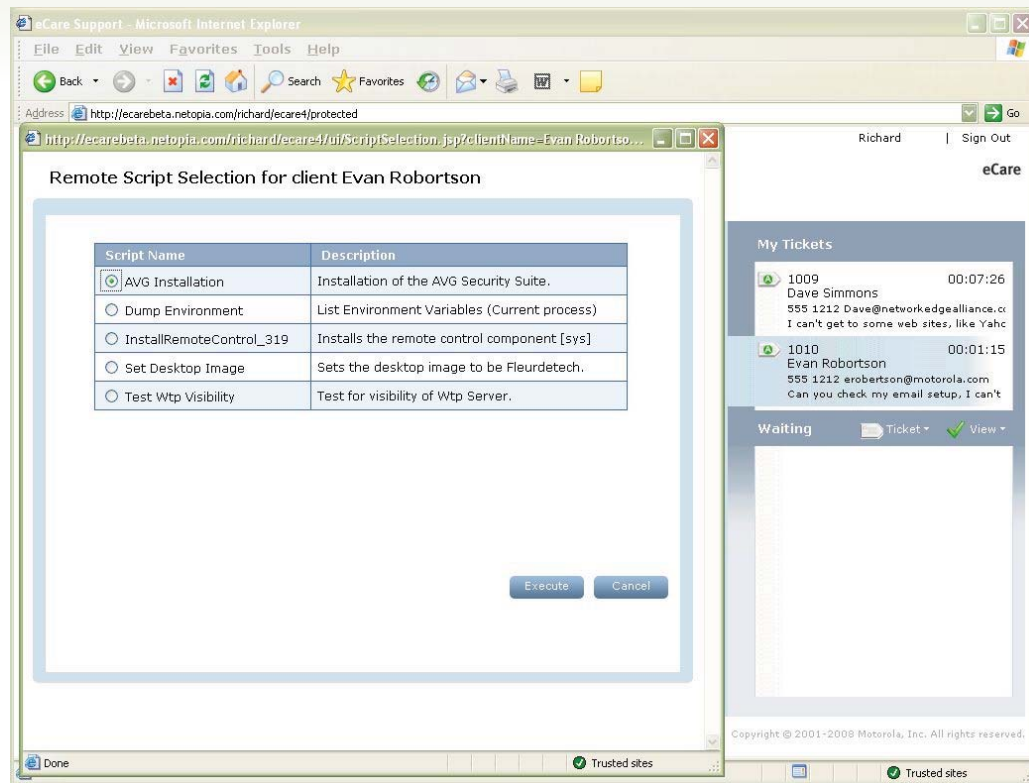


Figure 1
From the eCare tool menu, authorized agents can instantly deploy custom scripts to the remote computer for customer approved execution with the click of a button.

What is a managed script? A sequence of system level computer instructions.

Complete End-to-End Solution

Unlike other scripting solutions, Motorola's eCare is a comprehensive framework that enables creation, upload, tracking, verification, and an audit trail of scripts that you manage. You are your best product expert, and eCare with Managed Scripts allows your support center to place your expertise in a proactive and accountable position for fast, complete, and consistent support resolution.

Unified View of Remote Capabilities

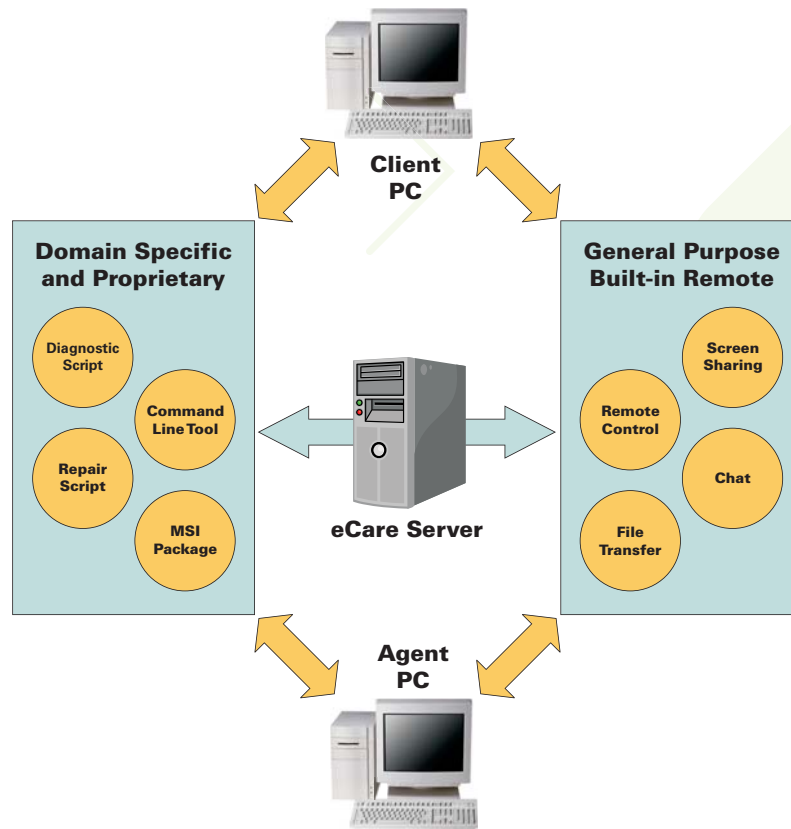


Figure 2
Motorola eCare with Managed Scripts extends the current interactive toolset for faster, more efficient remote support resolution.

Versatile Functionality: Consistent Results

Motorola eCare's proven versatility as a web based tool kit is greatly enhanced with the introduction of Managed Scripts. Many tasks that would have otherwise required an agent to engage in lengthy chat sessions or multiple remote control functions in diagnosing or troubleshooting a particular issue are now executed in a matter of seconds. Scripts enable you to automate what once was a laborious task – i.e.: comprehensive diagnostic sweeps, software installation, system and network configuration, and more (as illustrated in Figure 2). Some of the more common applications include:

- Examination and identification of the computer's security software.
- Verification of a software application's settings, with resulting recommendations presented to the agent.
- Configuration of browser settings to meet the customer's specific needs.
- Installation or execution of applications on demand.

And since each Managed Script is a complete package, containing all downloads, libraries, and other resources needed to support the script, they can provide or support a wide variety of functionality, including:

- Distribution of a custom diagnostic program, along with the script to run it.
- Analysis of the security software on a computer and a subsequent installation when it is found lacking.
- Update of the router firmware and reset of the TCP ports for their previous operational status.

eCare Managed Scripts are a complete tool framework to permit the deployment of specific knowledge at the front lines of customer service.

Motorola eCare enables the complete creation, upload, specialist readiness, deployment, security, and audit trail of scripts.



Flexible Implementation

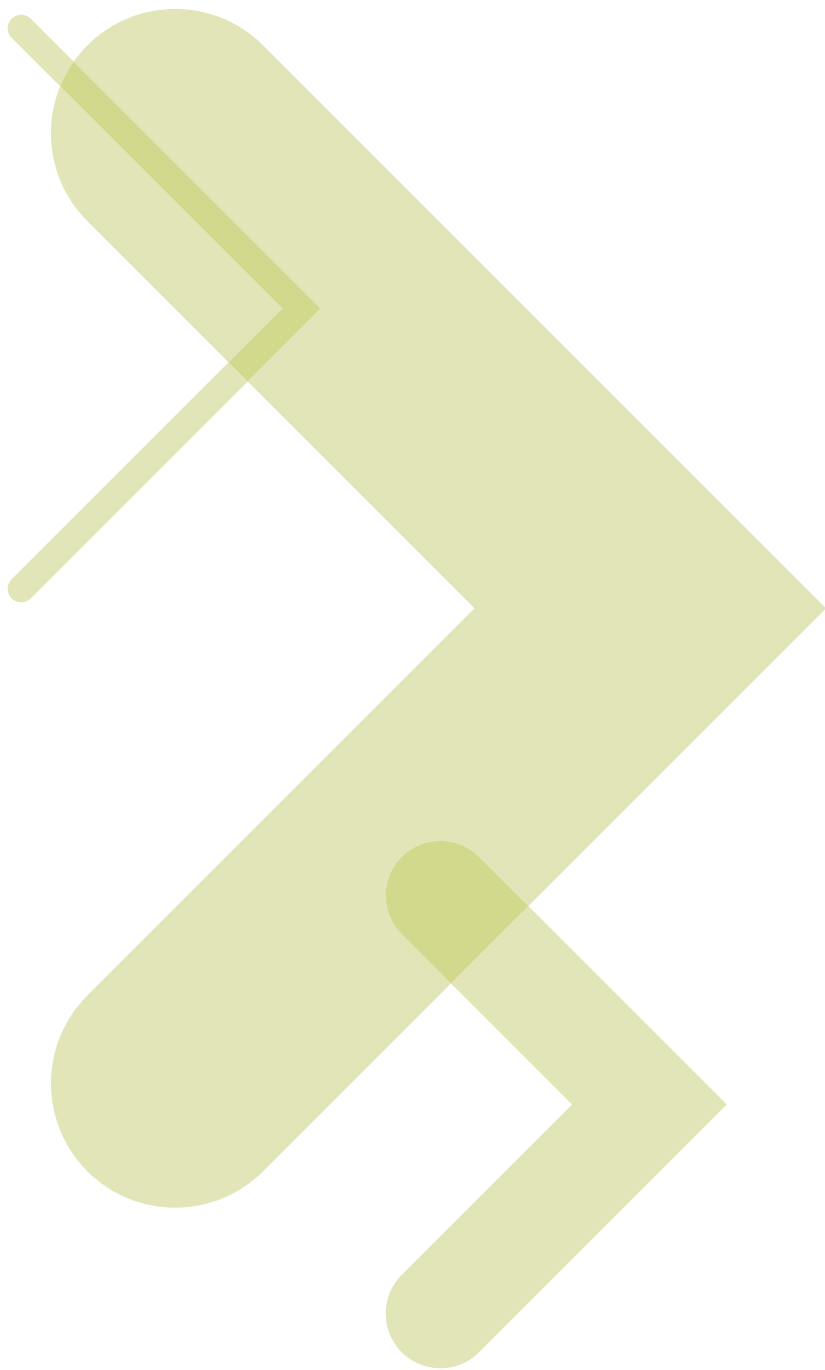
eCare Managed Scripts utilize the remote host's native scripting language. For example, on Windows® the scripts run in the Windows Scripting Host. This permits Visual Basic Script and JavaScript programs to be created by your organization for deployment through eCare. Motorola's Professional Service Organization can also create the scripts for you. Either way, Motorola has enabled a revolution in customer care by placing the power to encapsulate your knowledge into your hands, which you can then deploy to the front lines of your customer support organization with precise automated execution and consistency.

In addition, as a server based service, Motorola eCare is available in two deployment models – as either a licensed server or hosted solution – and it supports both Windows® and Macintosh® computers providing the versatility necessary to meet the growing demands of mixed-platform environments.

Motorola Expertise – The Competitive Advantage

As the need for technical support grows to accommodate new applications, devices, and services, so too must the tools that enable fast and effective support. Fortunately, proven support technology is available for call centers and help desks to improve first-call resolution and end-user satisfaction. With more than 10 years of call center deployments, Motorola has developed a support solution that call centers can rely on. Available as a standalone system or as an extension of existing customer care systems, eCare enables call centers and help desks to streamline support of today's diverse service and device offerings, improving efficiency, reducing support costs, and building customer loyalty. Motorola's Professional Services division delivers customization and functionality enhancements tailored to our customers' requirements. eCare allows your customers to be successful with your product.





Motorola, Inc.

www.motorola.com

MOTOROLA and the stylized M Logo are registered in the US Patent & Trademark Office. Windows is a registered trademark of Microsoft Corporation in the U.S. and/or other countries. Macintosh is a registered trademark of Apple Computer, Inc. All other product or service names are the property of their respective owners. © Motorola, Inc. 2008. All rights reserved

557330-001-a 08/08 5921 0K