



eCare

Virtual Hands-On Incident Resolution

eCare Benefits

Agent Versatility for Improved Client Satisfaction

eCare's browser-based set of interactive support tools — including web based chat, URL push, file transfer, Managed Scripts, and remote control — provides agents with the on-demand versatility and efficiency necessary to speed resolution and keep customers productive and satisfied with products and services — no matter where they are.

Accurate and Complete Resolution with Managed Scripts

Adding to eCare's interactive tool set, agents may push fully customized and pre-loaded scripts, maintaining the consistency of support, reducing the level of agent expertise, and hastening the resolution of incidents through the end user's desktop.

Satisfied Customers at Lower Cost

When 'hands on' desktop intervention is required, eCare's remote control capability is there to help.

Comprehensive Session Records Provides An Audit Trail

Full session transcripts, optional web surveys, and session recording provide a full audit, end-to-end documentation trail of support sessions.

Cross-platform flexibility

eCare supports Windows®, Macintosh® Solaris, and Solaris X86 computers.

Motorola eCare enables support specialists to assist customers anywhere in the world without leaving their desks. Using just an Internet connection and a web browser, eCare makes the "virtual desk side visit" possible with a comprehensive diagnostic and resolution toolset that includes remote control, chat, URL push, file transfer, pre-loaded Managed Scripts, and more.

With global implementations ranging from the support of complex hardware devices to proprietary and industry-standard software applications, Motorola eCare provides support staff with the versatility and security necessary to speed the resolution of increasingly complex support issues regardless of customer location or competency. As an interactive web-based solution that is designed to extend your call center's support applications, eCare has been proven to increase support-agent efficiency and first-call resolution, significantly reducing support costs and enhancing customer satisfaction.

Secure and Private

Although eCare sessions are driven by the support agent, each eCare action suggested by the agent must be explicitly approved by the customer. All interactions with the customer's computer are logged and stored, establishing an audit record for reporting and training. The customer may terminate individual actions or the entire session at any time with no residual vulnerabilities left on the customer's computer. eCare sessions are transacted across standard browser connections, HTTP and HTTPS.

Operating-System-Independent

For nearly a decade, eCare has fully supported Macintosh, Windows, and Solaris computers, providing the versatility necessary to meet the growing demands of mixed-platform environments.

Flexible

eCare is designed to integrate within your existing support environment, which may include telephone queues and other support systems. eCare sessions can be initiated in several ways, including by the agent through an e-mail invitation or by the customer through a website.

Authorized agents can utilize pre-loaded and custom-tailored scripts to execute on the client's XP™ or Vista™ PC. From diagnostic sweeps to installations and configurations, eCare's Managed Scripts minimize the amount of technical experience or proficiency required by the support staff, as well as unify otherwise complex technical detail across the support chain. The result is a faster, more consistent approach to resolution of customer issues, shorter wait times, and enhanced level of customer satisfaction.

eCare

Virtual Hands-On Incident Resolution

SYSTEM REQUIREMENTS

Windows 2000™, XP™, or Vista™
 Internet Explorer™ 5.5 or later
 Mac OS X 10.4 for support agents
 Mac OSX 10.3.9 or later for clients
 Safari 1.3 or later

To accept scripts, the client's computer must run:

- Windows XP running IE v. 6 or 7
- Windows Vista running IE v. 7

Scalable and Easy to Integrate

eCare's optional integration server with bi-directional data transport quickly and easily integrates with CRM and trouble ticketing applications.

"Using eCare, Xerox Support Specialists can remotely connect to a selected Xerox office and devices to diagnose and solve a problem, with just the click of a button," says Tom Zapata, IT Support Manager at Xerox Corporation. "Working with Motorola's eCare helps us improve the world-class support we provide to our customers."

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.

Configuration

- Administration portal for branding and feature set selection
- Colors and logos
- Hours of operation
- Agent and sub-administrator login IDs
- Control of features for different classes of agent
- CSS control over all web pages in eCare
- E-mail invitation configuration
- Survey configuration

Communications

- Web browser initiated over standard HTTP(S) ports
- Shared simultaneous chat window between customer and agent
- Dynamic real-time screen replication
- Customer and agent post-session transcripts
- Customer and agent surveys

Tool Set

- Send files from the secure eCare server or agent desktop
- Receive files
- Remote control through virtualization and replication of remote desktops
- Send automated and pre-loaded Managed Scripts
- Remote observation
- Retrieve configuration items, hardware, and software
- Remotely open new web pages on customer's desktop
- A simple enclosed ticket queue or integration into existing ticketing system

Security and Audit

- eCare database available to administrators only
- Session transcripts and video recordings centrally logged and protected
- All customer approvals logged in the database
- Session transcripts available for administrators to review
- Reports can be exported for use with external reporting tools

Support Agent	Created	Ticket ID	Wait Time	Duration	Escalated	Resolved
Richard	Nov 14, 2007	1235	113	159		Yes
	Nov 14, 2007	1236	8	3938		
	Subtotal/Avg.		2 tickets	60.5	2048.5	0
Total/Avg.		2 tickets	60.5	2048.5	0	1
superadmin	Nov 14, 2007	1232	23	65		Yes
	Nov 14, 2007	1233	5	50		
	Nov 14, 2007	1234	4	96	Yes	
	Subtotal/Avg.		3 tickets	10.7	70.3	1
Total/Avg.		3 tickets	10.7	70.3	1	1
Report Total/Avg.		5 tickets	30.6	861.6	1	2

Copyright © 2001-2007 Motorola, Inc. All rights reserved.

Daily Agent Activity Profile showing number of eCare tickets and duration, escalation, and resolution status of each.



MOTOROLA

Motorola, Inc. 101 Tournament Drive, Horsham, Pennsylvania 19044 U.S.A. www.motorola.com

MOTOROLA and the Stylized M Logo are registered in the US Patent & Trademark Office. Netopia is registered to Netopia, Inc., a wholly-owned subsidiary of Motorola, Inc. Macintosh and MAC OS are trademarks of Apple Computer, Inc. Microsoft and Windows are registered trademarks of Microsoft Corporation, and Windows XP and Windows Vista are trademarks of Microsoft Corporation. All other product or service names are the property of their respective owners. © Motorola, Inc. 2008. All rights reserved.