SupportSoft™

Overview: Problem Resolution Platform

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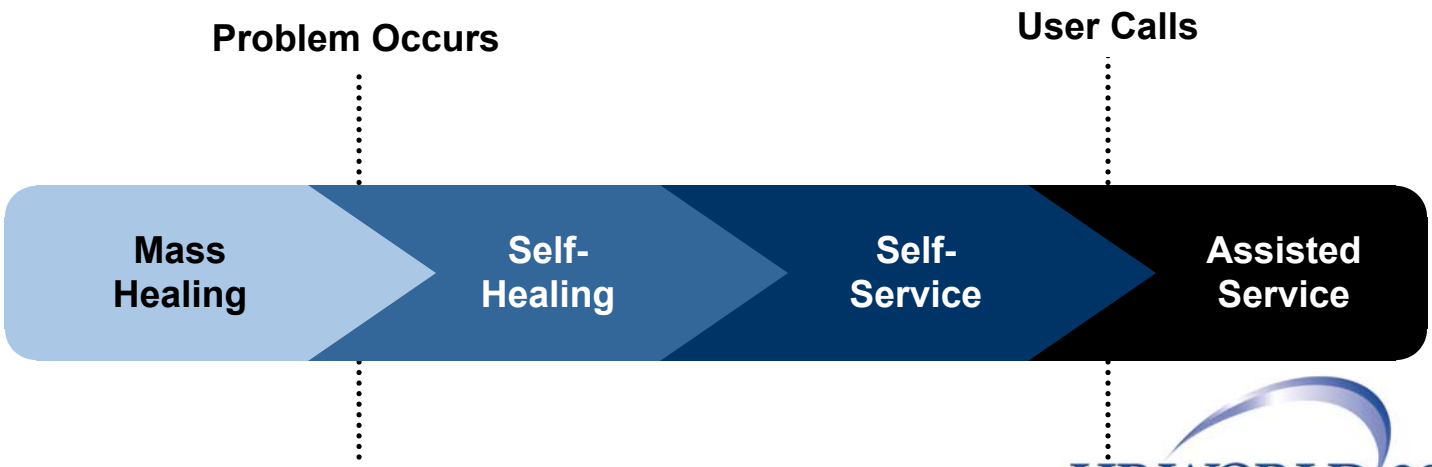
HP WORLD 2002 Conference & Expo

Customer Service Challenges

- Providing 24x7 Service
- Decrease Costs
- Increase Customer Satisfaction
- Provide Personalized Self-Service
- Customers Demand all Channels: Phone, E-Mail *and* Web

Problem Resolution for Customers, Employees and Infrastructure

- It solves problems **before they occur**
- It solves problems **when they occur**
- It solves problems **before a user calls**
- It solves problems **when a user calls**



A Complete Support Automation Solution

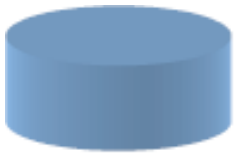
Offline
Self-Service

Online
Self-Service

Call Avoidance

Offline/Online
Assisted Service

Call Optimization



Database
Call Tracking
CRM Solution

Integration

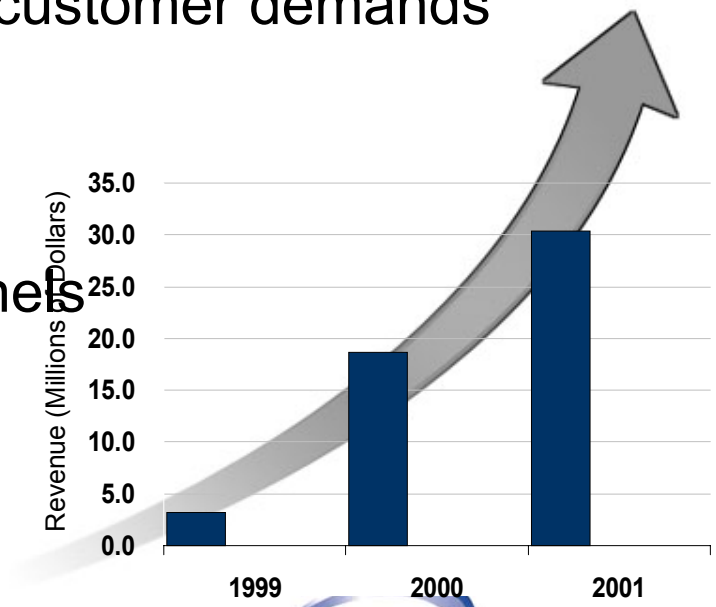
SupportSoft Overview

SupportSoft's software platform quickly and automatically . . .

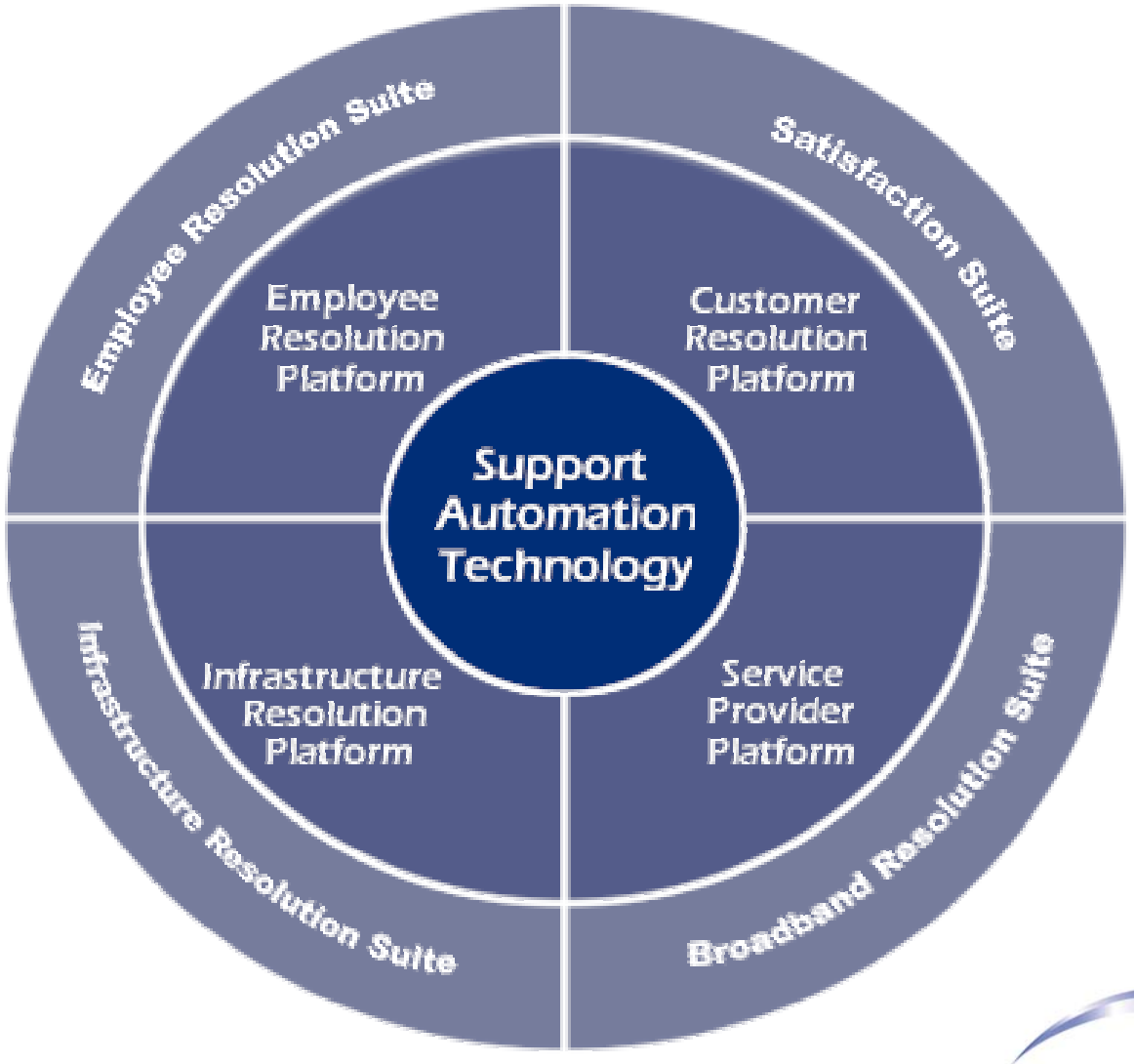
- Solves problems to create more satisfied customers, partners and employees
- Reduces service and support costs dramatically
- Scales efficiently to meet increased customer demands

The Company

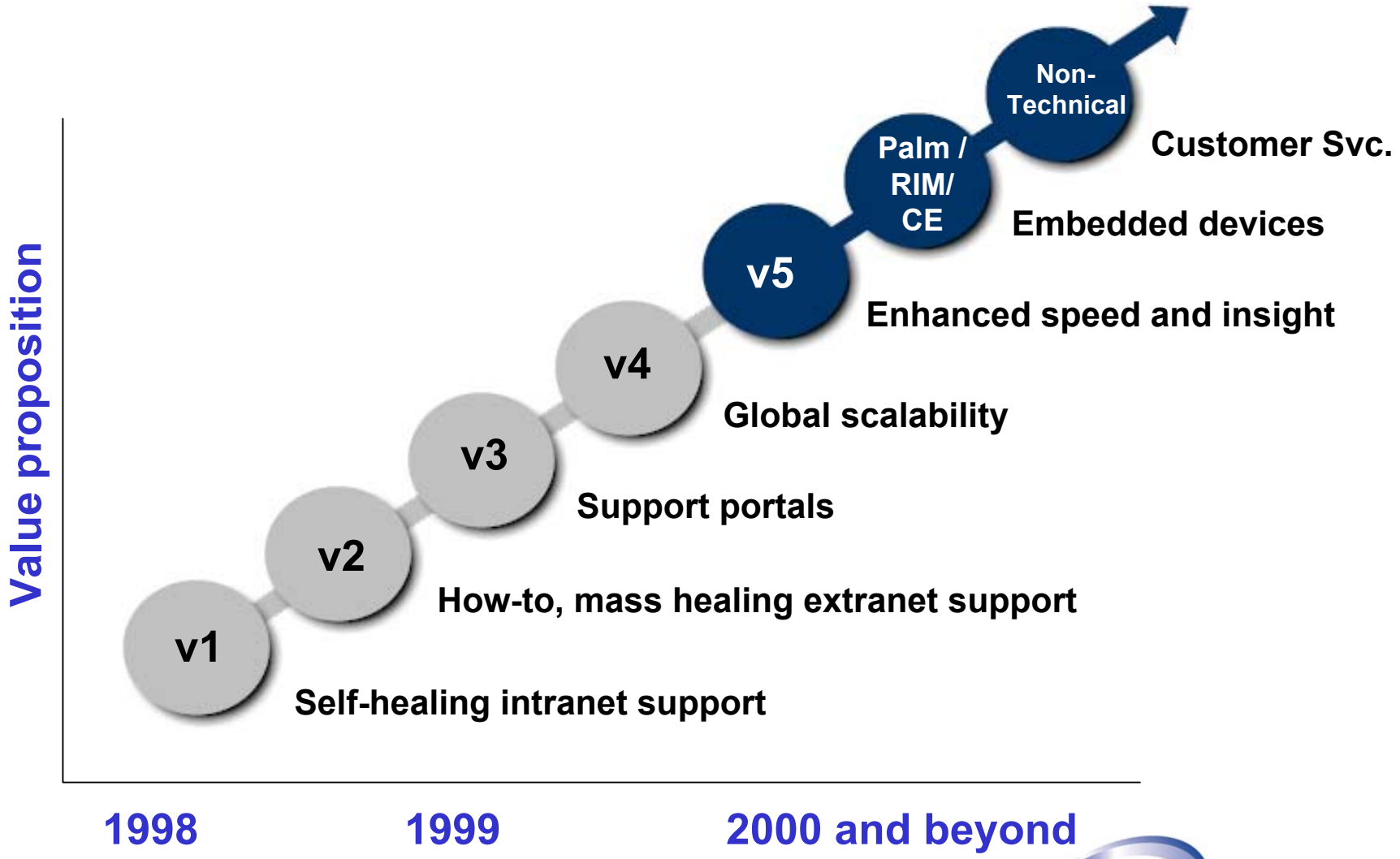
- Leader in support automation
- Global – customers, products, channels
- 135+ blue chip customers
- Public company – NASDAQ:SPRT



Problem Resolution Platform

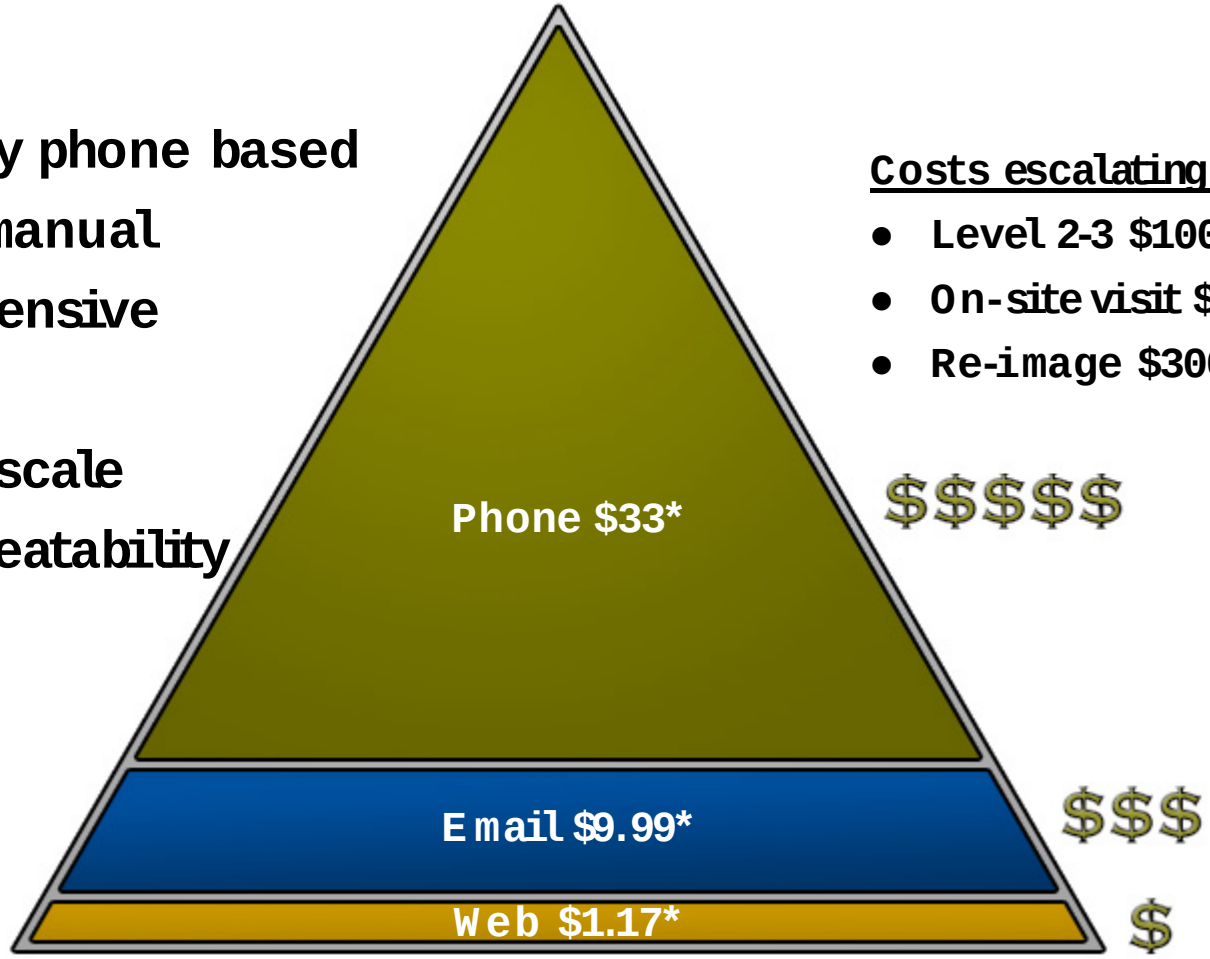


SupportSoft: A Platform for Growth



Exploding Cost of Traditional Support

- Primarily phone based
- Highly manual
- Time intensive
- Costly
- Hard to scale
- Low repeatability



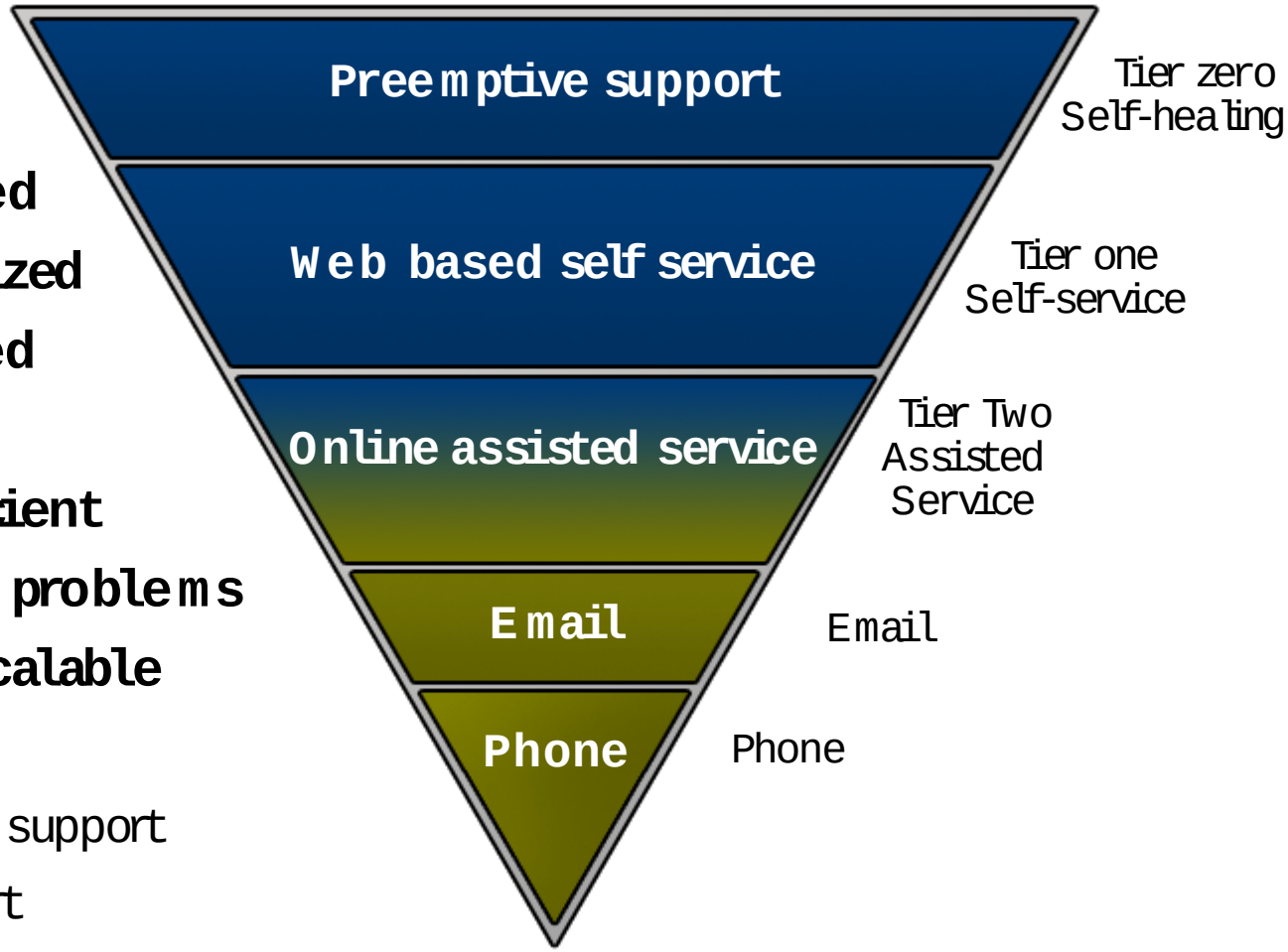
Costs escalating **

- Level 2-3 $100-200
- On-site visit $250-350
- Re-image $300-400

* Cost per contact (Source: Forrester Research, Inc.)
* Help Desk Institute Survey

The Support Automation Model

- Web based
- Personalized
- Automated
- Fast
- Cost efficient
- Resolves problems
- Highly scalable



Automated support

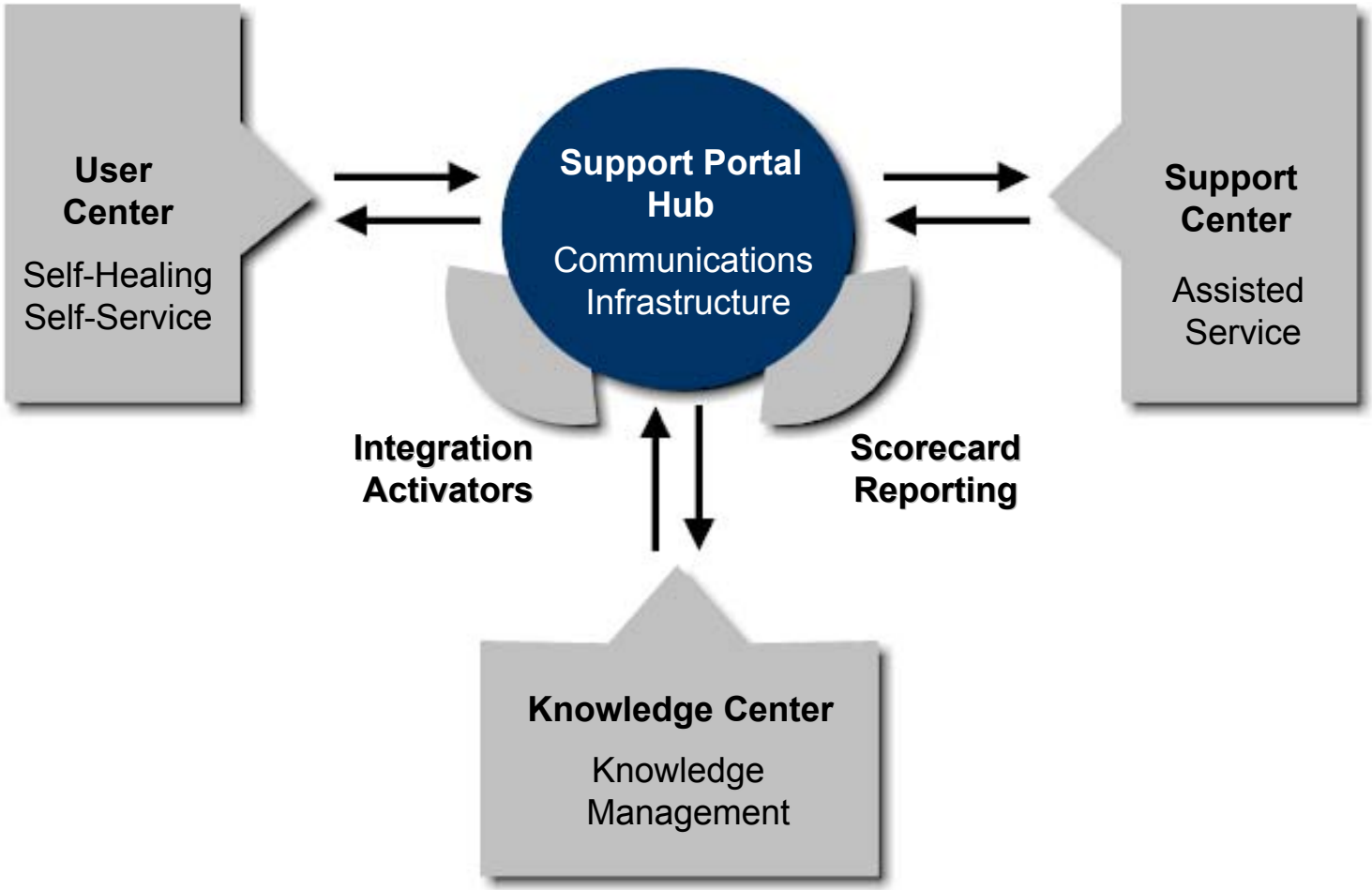
Live support

Source: Forrester Research, Inc.

A few of our customers . . .

Channel Partners

SupportSoft Resolution Suite



Product Leadership: Resolution Suite

Scalable, extensible and secure support infrastructure

The Industry Standard

- Faster Problem Resolution
  - **Knowledge Authoring**
  - **Calibrated SmartResults**
- Precision Support Delivery
  - **Selective SmartIssues**
  - **Next Generation Support Center**
- Business Insight
  - **New Scorecard reports and customization capabilities**

Driving employee productivity.

The Challenge:
Scale to effectively deliver support for $50 billion dollar organization with a high percentage of mobile knowledge workers.

The Success:
Two “mass healings” alone have accounted for +$600,000 in savings

“SupportSoft provides the most comprehensive and scalable eSupport solutions to meet the ever-changing needs of our complex support environment.”

Peter Vartabedian
Manager, Desktop Services

Support Goes Global

The Challenge:
Ensure that every GE business has a Customer Web Center offering highest quality support online … in five languages

The Success:
Over 200% expected 3 year ROI

"As our e-business efforts continue to expand globally, support has become a key focus. SupportSoft's scalable infrastructure will enable us to provide better service at significantly lower costs."

Gary Reiner,
Senior Vice President and CIO

Follow-the-Sun Support

Schlumberger

The Challenge:
Take an international company that operates in 24 time zones, toss in tens of thousands of users, and expect them to work together

The Success:
10-20% reduction in TCO for notebook users

"Support for a far-flung workforce traditionally takes place on the phone with a help desk, which is expensive to staff and operate. Schlumberger's XpertConnect Support Portal provides 12 basic tools a mobile worker can use …to get information on the problem, do some training ... and fix some problems,"

Colin Taylor
Vice President Network Services

Moving Support to a Higher Level

The Challenge:
Transform help desks from a costly, labor-intensive corporate headache to an automated problem-solving enterprise called the Virtual Help Desk

The Success:
Product savings in 2002 are estimated to be in the $40-80 million range

"Virtual Help Desk meets business requirements to increase workplace efficiencies by providing fast, automated responses to problem inquiries, reducing the number of calls and time required to answer questions and solve problems."

Kent Holcomb
Director, Internet Strategy and Development

Great Service makes Great Business

BELLSOUTH®

The Challenge:
Maintain eight-year streak of #1 superior customer satisfaction rating (ASCI) while controlling costs

The Success:
Heightened the customer experience by providing fast, personalized, Web-based self-service

"We are always striving to create the very best in on-line support for our customers. Using SupportSoft, we will provide a rewarding experience for our customers by giving the option for self-help via the web. "

Ralph de la Vega,
President Broadband & Internet Services

Cisco

Internal Technical E-Support - Netscape

File Edit View Go Communicator Help

Back Forward Reload Home Search Netscape Print Security Shop Stop

Bookmarks Location: file:///C|/Program Files/Tioga/Client/actions/index.html

CEC Cisco Dashboard Common Tools Internal Suppt TRC Technical L TRC Online Cisco Directory My Yahoo

CEC

Internal Technical Support (ITS) *Offline*

Cisco Systems

Sydney	Tokyo	Amsterdam	RTP	San Jose
2:57 11 Aug	1:57 11 Aug	18:57 10 Aug	12:57 10 Aug	9:57 10 Aug

When Offline:

Select from the topics below which have been made available to assist you when network connectivity is not available:

- Account Help
- Dialin Help
- Network Help
- Operating System Help
- How to get help when disconnected from the network

Display system information
Display currently running applications

When Online:

Document: Done

Cisco

Internal Technical Support (ITS) Home Page - Netscape

File Edit View Go Communicator Help

Back Forward Reload Home Search Netscape Print Security Shop Stop

Bookmarks Netsite: http://wwwin.cisco.com/support/

CEC Cisco Dashboard Common Tools Internal Suppt TRC Technical L TRC Online Cisco Directory My Yahoo RealPlayer

CEC

Internal Technical Support (ITS)

Cisco Systems

Sydney	Tokyo	Amsterdam	RTP	San Jose
2:59 11 Aug	1:59 11 Aug	18:59 10 Aug	12:59 10 Aug	9:59 10 Aug

Support Case Requests | How Are We Doing?

Reported P1 Outages

jaguar available to Manufacturing at 09:27 PDT

Internetindicators.com

US-SanAntonio experiencing intermittent connectivity problems.

EMEA: Concert Link from Stockholm to Gothenberg failed. Loss of WAN connectivity. OS: 22:48CET (06/0

Notices

Email notications being sent out regarding Password Cracking project

Adobe patch sent by e-mail Monday 08/07

Common Tools

Select a Tool

ITS Library

Browse ITS Library categories:

Search ITS

More search options

Top Solutions by Category

Place your mouse over categories to view solutions

Access (Remote / Onsite) | Accounts / Passwords | Applications / Software / Tools | Hardware | Messaging (phone, email, v mail, pager) | Printing | Video

Create NT machine accounts

NT admin utilities

o the ITS site.....To open a case, select *Support Case Requests* in the upper left corner.....To send feedback ab

Accenture

eSupport - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites History

Address https://esupport.accenture.com/newstart.asp?name=Gregory%20A.%20Burger&octel=573/4277&success=Y

Links My Yahoo! for kyle32 Intranet MLSlistings Property Type Selection Search the Web Support.com WebTop Login TSS O

OUTAGES PHCLN1001 is up. #921366 -GNOC

accenture

SEARCH SUPPORT >GO

Search Accenture customized solutions

Search industry standard knowledge

Monday September 17, 2001

- Home
- What's New
- Symptoms + Solutions
- Protect and Fix My Applications
- CIO Support Overview
- Phone Support for CIO Technology Services
- Site Help
- Feedback

Welcome to eSupport, Gregory A. Burger

Symptoms + Solutions

Click here if you need to fix your hardware or software, or you just have a question. >GO

Protect and Fix My Applications

Protect and fix the applications on your computer. >GO

Phone Support for CIO Technology Services

Click here to view a list of phone numbers for CIO Technology Services. >GO

Hot Topics

1. Welcome to eSupport! Please read the following frequently asked questions and known issues...
2. Upgrade your Lotus Notes mail template...
3. Add eSupport.accenture.com Shortcut to IE Favorites, Desktop, and Start Menu

SUPPORT

©2001 CIO Tecnology Services

Report a bug

IBM

IBM Access Support

Access **Support**

Home | System Details | About Access Support

Access Support

- Use Automated Solutions
- View System Details
- Start Help Applications
- Get Software Updates
- Link to IBM Support on the Web
- Update Access Support

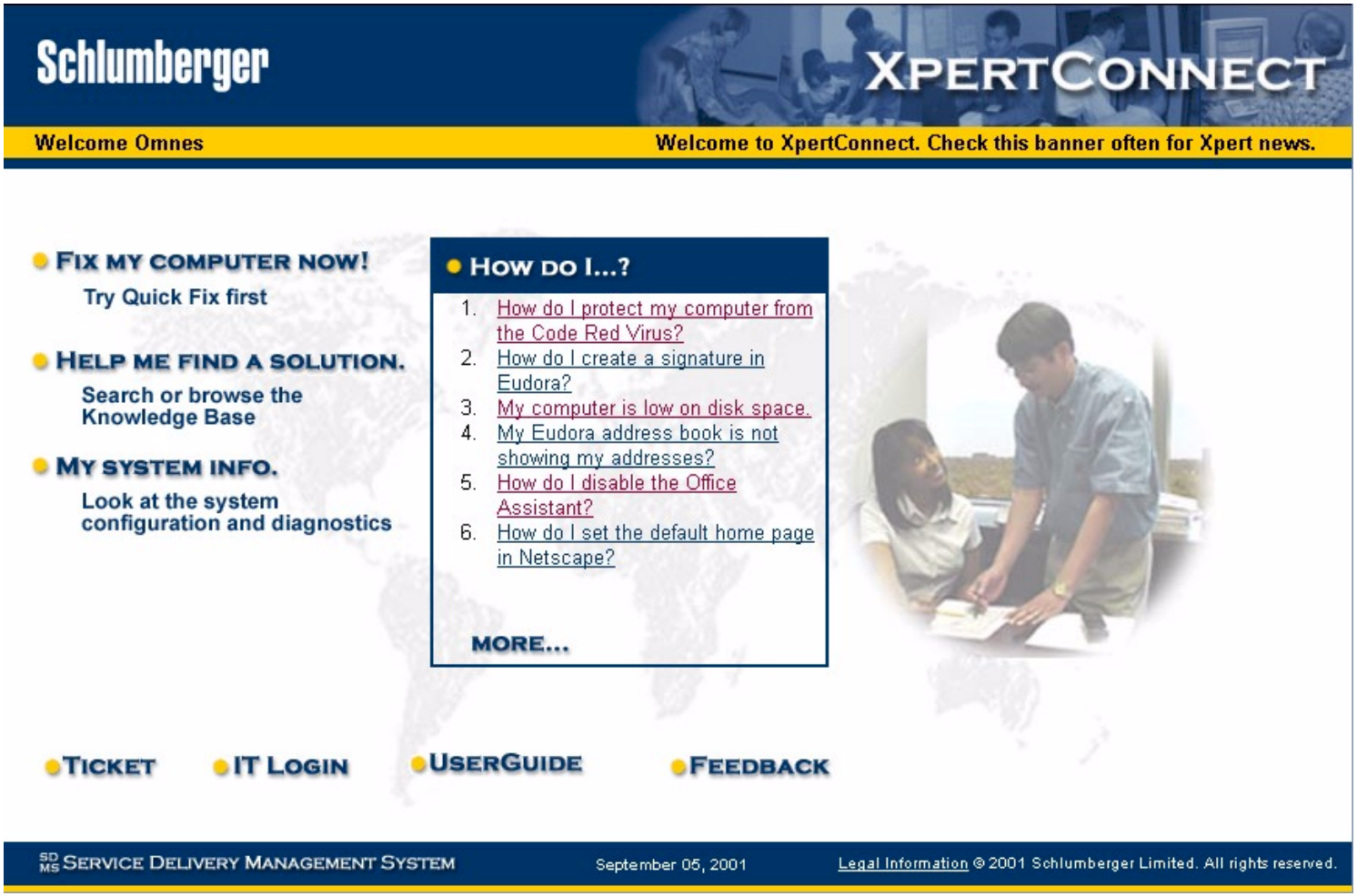
Welcome to Access Support

Access Support can help solve common computer problems.

- **Use Automated Solution**
  to identify, diagnose, and fix computer problems
  powered by SUPPORT.COM.
- **View System Details**
  displays information about your computer.
- **Update Access Support**
  enables you to update this application with new Automated Solutions and other enhancements as they become available. An internet connection is required to take advantage of this feature.

Indicates local link | Requires Internet Connection | Copyright © 2001 IBM Corporation

Schlumberger



BellSouth

BellSouth FastAccess Support - Microsoft Internet Explorer

File Edit View Favorites Tools Help Send

Back Search Favorites History

Address http://www.support.fastaccess.com/sdcuser/asp/default.asp Go

Customize Ticker: Quotes Charts News Rsrch Add To My Portfolios Markets

BellSouth® Internet Service

BellSouth® FastAccess® Support

At Home | At Work | Customer Support

Thursday, May 02, 2002

FastAccess Support Home | Review Open Issues | www.fastaccess.com | Help | Website Feedback

Welcome

In today's fast-paced environment, time is of the essence! Keeping this in mind, we have enhanced our online customer service features. Now, getting help is faster and easier than ever before!

With BellSouth FastAccess Support, you will be able to:

- Find answers to common solutions
- Run Automated Solutions that do the work for you with just a couple of clicks
- Read Troubleshooting Tips, and How-To's to solve your issues yourself
- Download software such as Connection manager and modem drivers to enhance your FastAccess Internet experience
- View a list of today's Top Support Issues and their solutions

Coming soon...

Live Support E-Chat

Additional Solutions

Note: In order to use our site, you will need to download a couple of controls (aka "plug-ins" for Netscape users) to allow us to give you more personalized support.

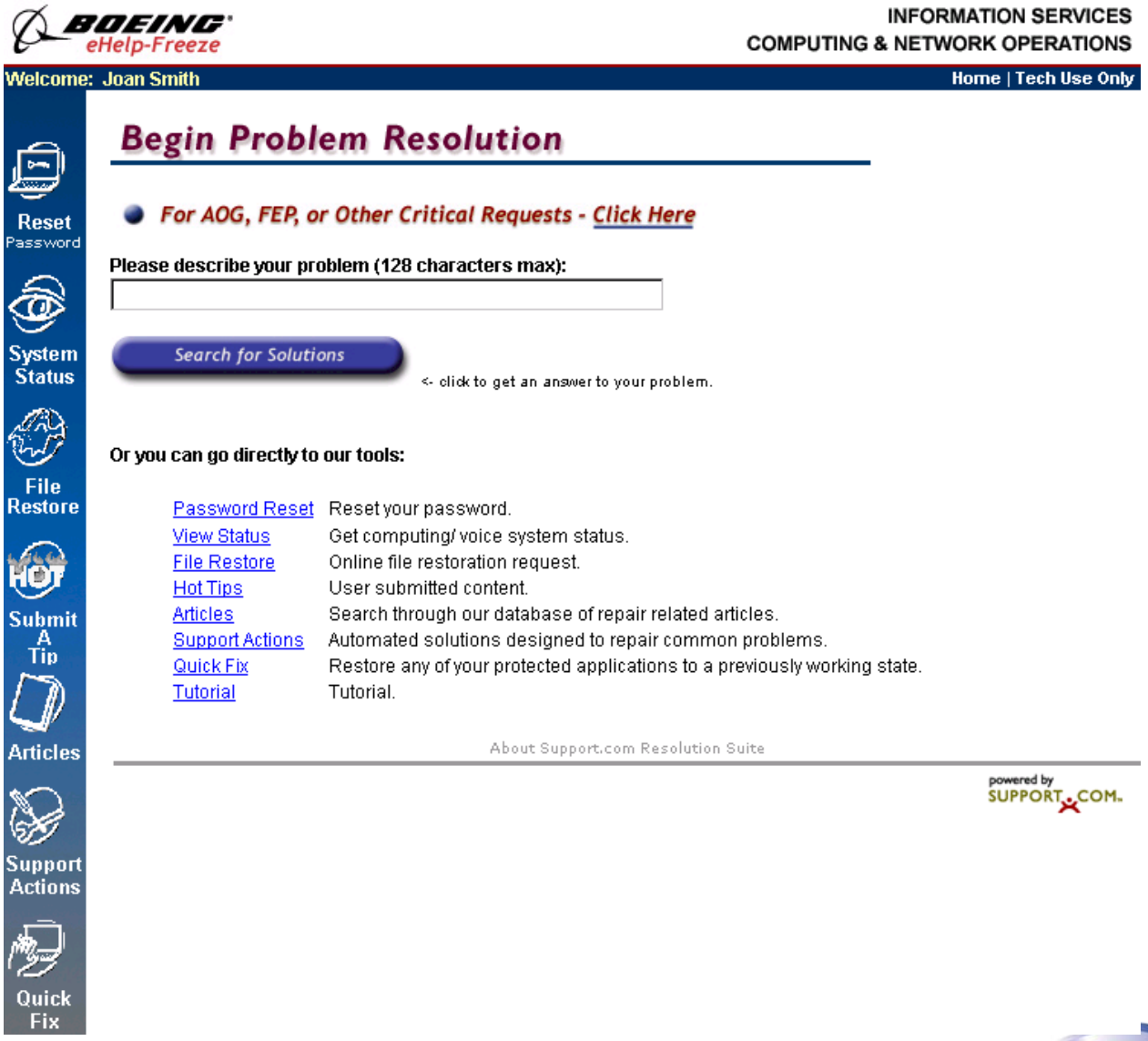
Click here to continue

more information

Do not show this page in the future

Bear Stearns

Boeing


BOEING
eHelp-Freeze
INFORMATION SERVICES
COMPUTING & NETWORK OPERATIONS
Welcome: Joan Smith
Home | Tech Use Only
Reset Password
System Status
File Restore
Submit A Tip
Articles
Support Actions
Quick Fix
Begin Problem Resolution
For AOG, FEP, or Other Critical Requests - Click Here
Please describe your problem (128 characters max):
Search for Solutions
<- click to get an answer to your problem.
Or you can go directly to our tools:
Password Reset Reset your password.
View Status Get computing/ voice system status.
File Restore Online file restoration request.
Hot Tips User submitted content.
Articles Search through our database of repair related articles.
Support Actions Automated solutions designed to repair common problems.
Quick Fix Restore any of your protected applications to a previously working state.
Tutorial Tutorial.
About Support.com Resolution Suite
powered by SUPPORT.COM.

Comcast

COMCAST USER CENTER

powered by SUPPORT.COM

Go to Start | Issue not Resolved | Issue Resolved | Return to Search | Request Live Support | Exit support

comcast SUPPORT

Comcast Tracking #:
1533

Problem:
Undefined

Date:
9/17/2001 12:57:57 PM

Please choose from today's top Support topics:

- My application is broken but it has worked previously
- I want to browse the Support Actions
- Make @home my default start page
- I am receiving a "Session Expired" error from Member Services
- None of the above helped resolve my problem

comcast

Sony

SUPPORT CENTRAL

sony style VAIO

Welcome **dan Koster,** Monday September 17, 2001

>Home | Update Account

Support Wizard

Please choose from today's top support problems

1. Windows Locks Up When Trying to Shutdown
2. How to Locate Your Serial Number
3. Windows is Running Slow
4. Requirements and Procedures to Upgrade Memory
5. Does My Sony Notebook Support TV/Video Out
6. Connecting Two VAIO Computers using i.LINK
7. No Sound in Windows or Windows Applications

Or, enter your problem below and click **Search** to automatically locate self-help solutions:

Search

Frequently Asked Questions

How does Support Central work?

Why do I have to register?

How can I change my registration information?

How do I navigate (get around) in Support Central?

How do I know if Support Central has an update for my computer?

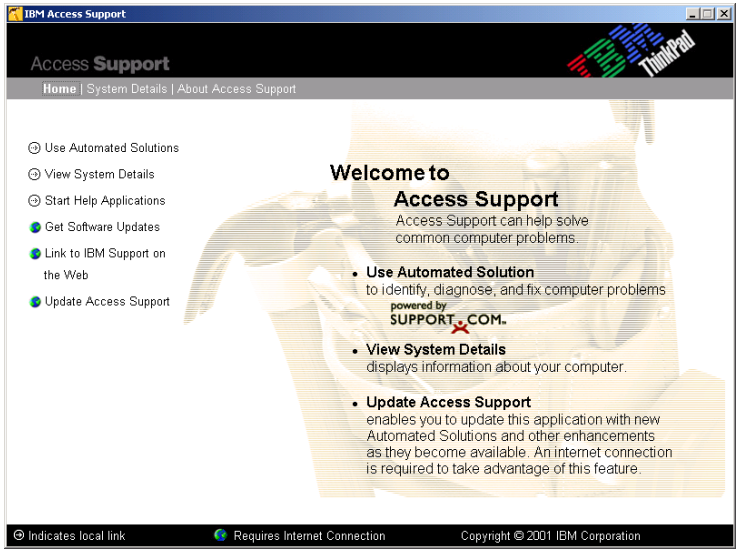
What information does my computer send to Support Central?

How can I know when my computer contacts Support Central?

What if I don't want my computer to contact Support Central?

What are my support options in Support Central?

Proven Deployments

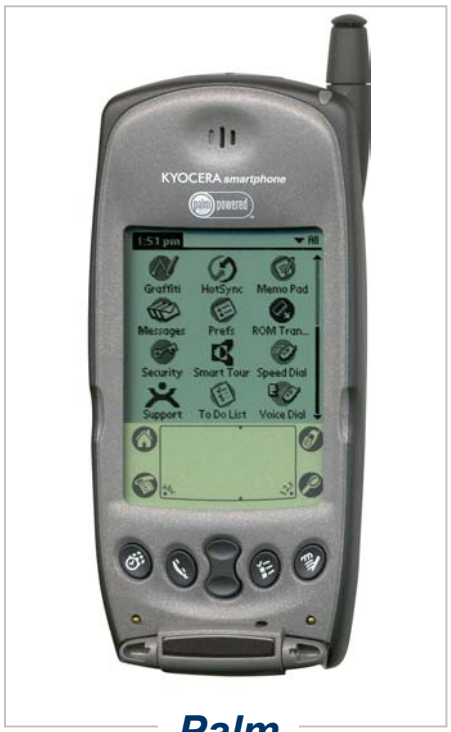


Mobile Device Support

Palm

PocketPC

RIM



Palm

Language Support

User Center

powered by SUPPORT.COM

問題の解決 | 支援の取得 | ヘルプ | ホーム

Suggested Self-Help Solutions

現在の問題: ＝愚ウ柳烈ロ衛鉄?

以下は、説明された問題に対する解決策です。

指定した検索基準に基づく結果が見つかりません。.

- 解決策の参照
- 詳細検索

Quick Fix:

クイック修復を使用すると、

保護されているアイテム

Acrobat アプリケーション

[今すぐ修復] 選択したアイ

動作していないソフトウェア

Other Options:

- 支援の取得
- 現在の問題を解決

User Center

Lösungsvorschläge zur Selbsthilfe

Ihre aktuelle Frage: Liegt ein Netzwerkproblem vor?

Diese Lösungen sollen Ihnen helfen, das Problem zu lösen. Wenn Sie mehr als die ze
Link "Erweiterte Suche" , der darunter verfügbar ist.

Ergebnisse von SupportAction:

SupportActions sind automatisierte Lösungen, mit denen viele Probleme behoben we

Ergebnisse zu Artikel:

Diese Artikel enthalten Informationen, die Ihnen beim Lösen des Problems nützlich se

- Durchsuchen Lösungen
- Erweiterte Suche

Quick Fix:

Quick Fix ist ein Werkzeug, mit dessen Hilfe Sie Ihre Software schützen und wiederherstellen können.

Andere Optionen:

- Direkt-Support anfordern

User Center

Solutions d'auto-aide suggérées

Votre problème actuel: Existe-t-il un problème de réseau ?

Ces solutions doivent vous permettre de répondre au problème. Outre les 10 figuran
avancée" (lien ci-après).

Résultats de la SupportAction :

Les SupportActions sont des solutions automatisées qui peuvent résoudre un grand

Résultats de l'article :

Il s'agit d'articles contenant des informations qui vous aident à résoudre votre problè

- Parcourir Solutions
- Recherche avancée

Correction rapide :

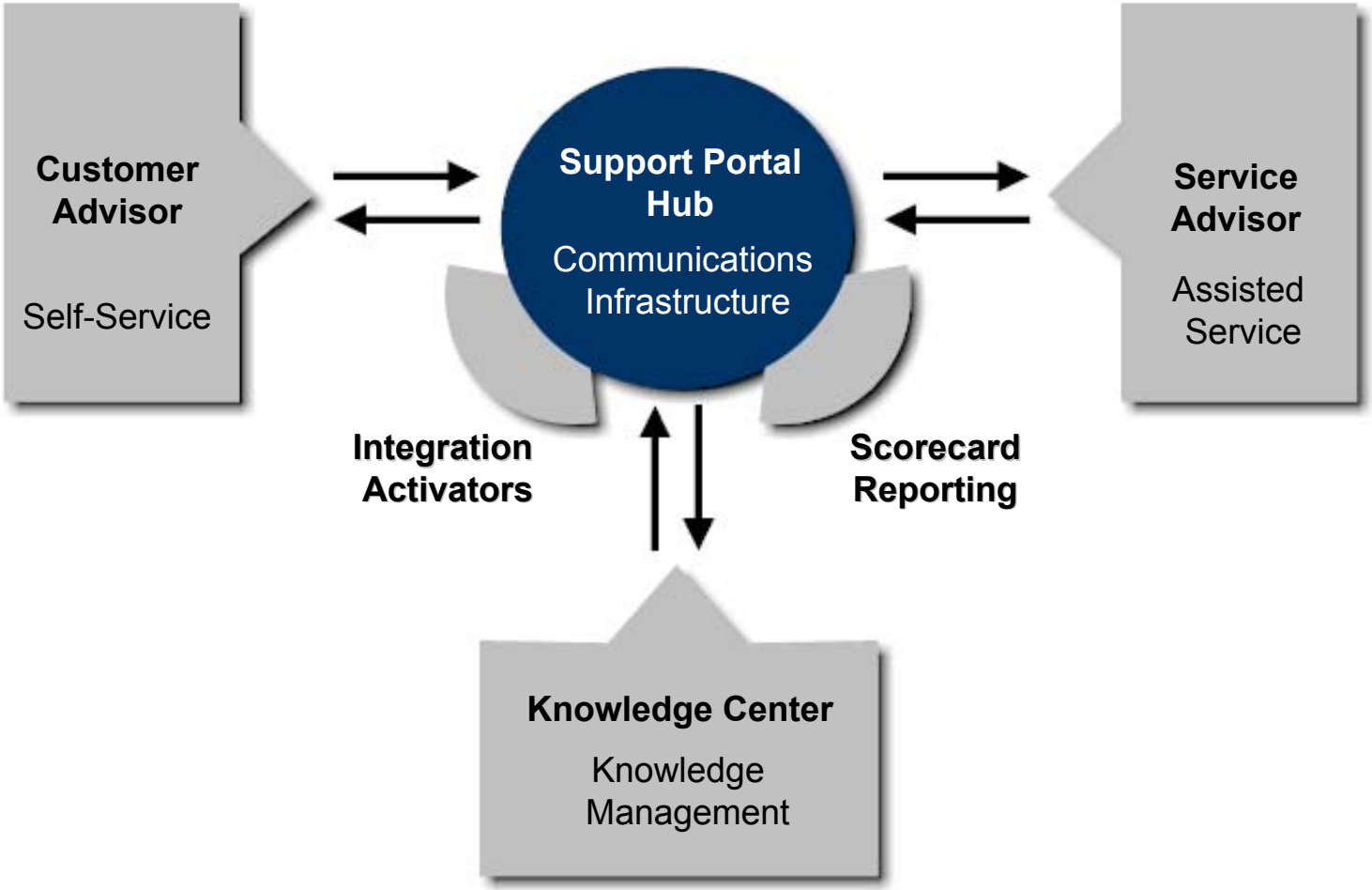
La correction rapide est un outil qui permet de protéger et de restaurer les logiciels.

Élément protégé	Options de réparation
WinZip Self-Extractor	Réparer maintenant

Cliquez **Réparer maintenant** pour réparer l'élément sélectionné.

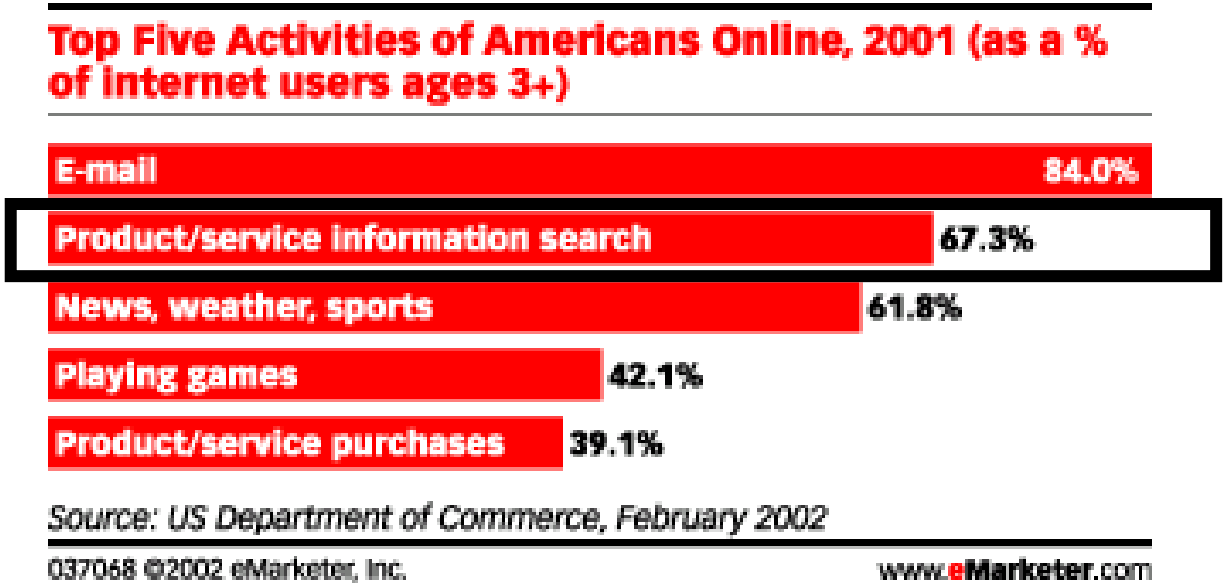
Ne tentez pas de protéger un logiciel qui n'est pas en cours d'exécution.

The Satisfaction Suite



What Are Users Doing on the Web?

- The #2 online activity is searching for product/service information

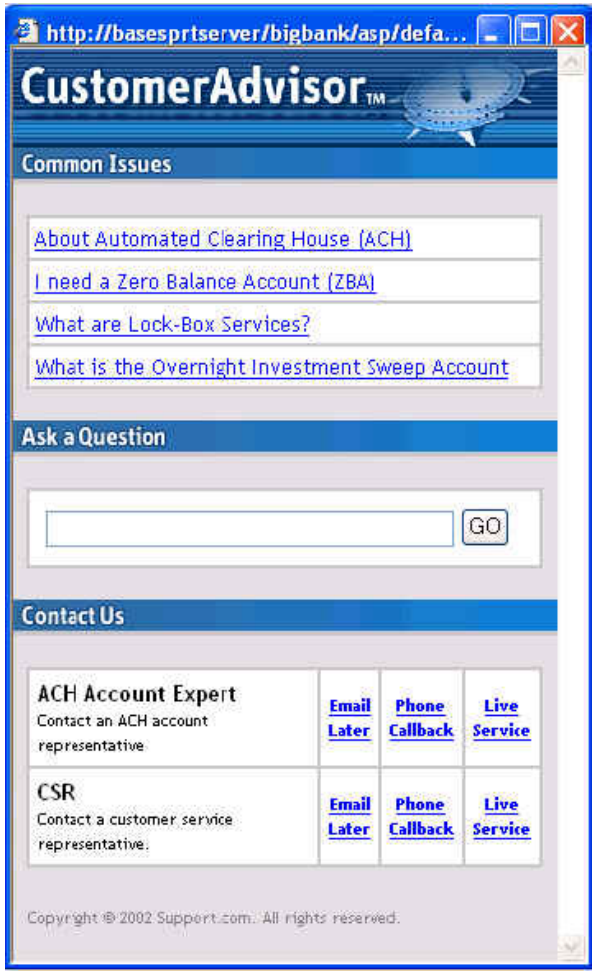


Make it easy for customers to find the "right" information… FAST

The Satisfaction Suite

- Single solution for self-service through assisted service embedded into the customer process.
  - **Proactive** – Service is there when you need it. Service is automatically offered to the customer based on business rules.
  - **Personalized** – It knows where you are when you need help. Context-sensitive service embedded directly in the web application.
  - **Continuous** – Provides a seamless service experience from self-service through assisted service at the click of a button.
- Extends the value of CRM - investments by delivering self-service problem resolution embedded in the customer process.

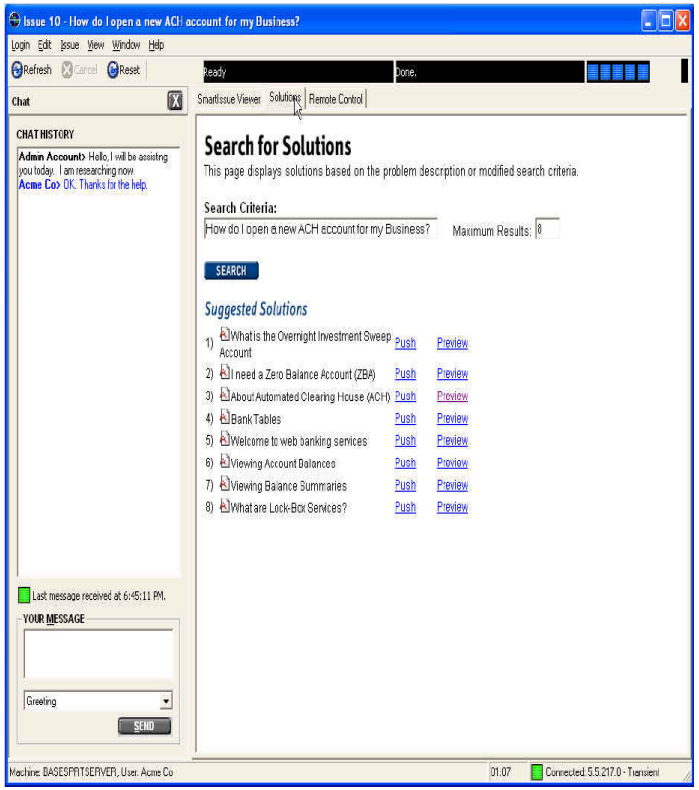
CustomerAdvisor
Proactive, Personalized Self-Service



Customer-facing self-service

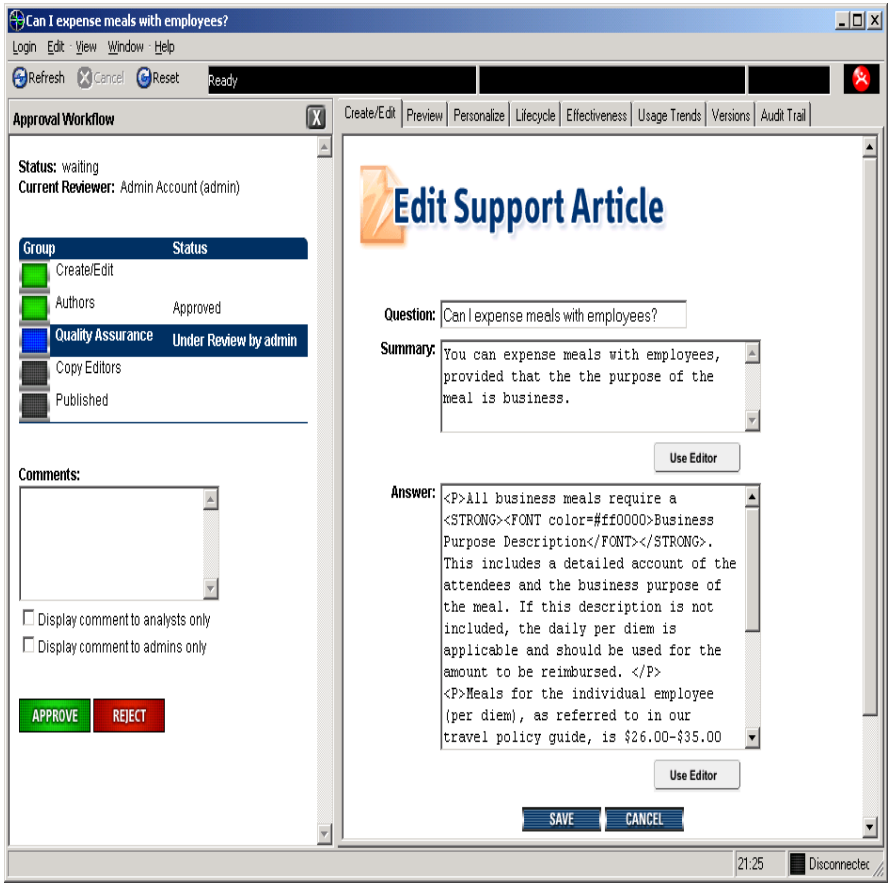
- Solves problems faster
- Context-sensitive, dynamic FAQs
- Smart natural language Q&A
- Self-service embedded in Web sites and Web apps
- Subject matter expert routing
- Easily brandable
- Seamless escalation to assisted service

ServiceAdvisor: Continuous service through assisted service when needed



- CSR facing assisted service application
- Integrated into overall CRM Strategy
- Single application for communication and collaboration
  - Automatic answer suggestions
  - Integrated Chat
  - Web push
  - Co-browsing
- Integrated content authoring and Knowledge Management
- Service analytics: ScoreCard Reporting

KnowledgeCenter: Cradle-to-grave content lifecycle management



- Content author/approver task management
- Configurable authoring and approval workflows
- Support for multiple approval schemes (serial or parallel)
- Support for author, approver, and browse roles
- Content version control and audit trail
- Ability for support analysts to contribute content

Extend CRM with Self-Service Problem Resolution Embedded into the Process

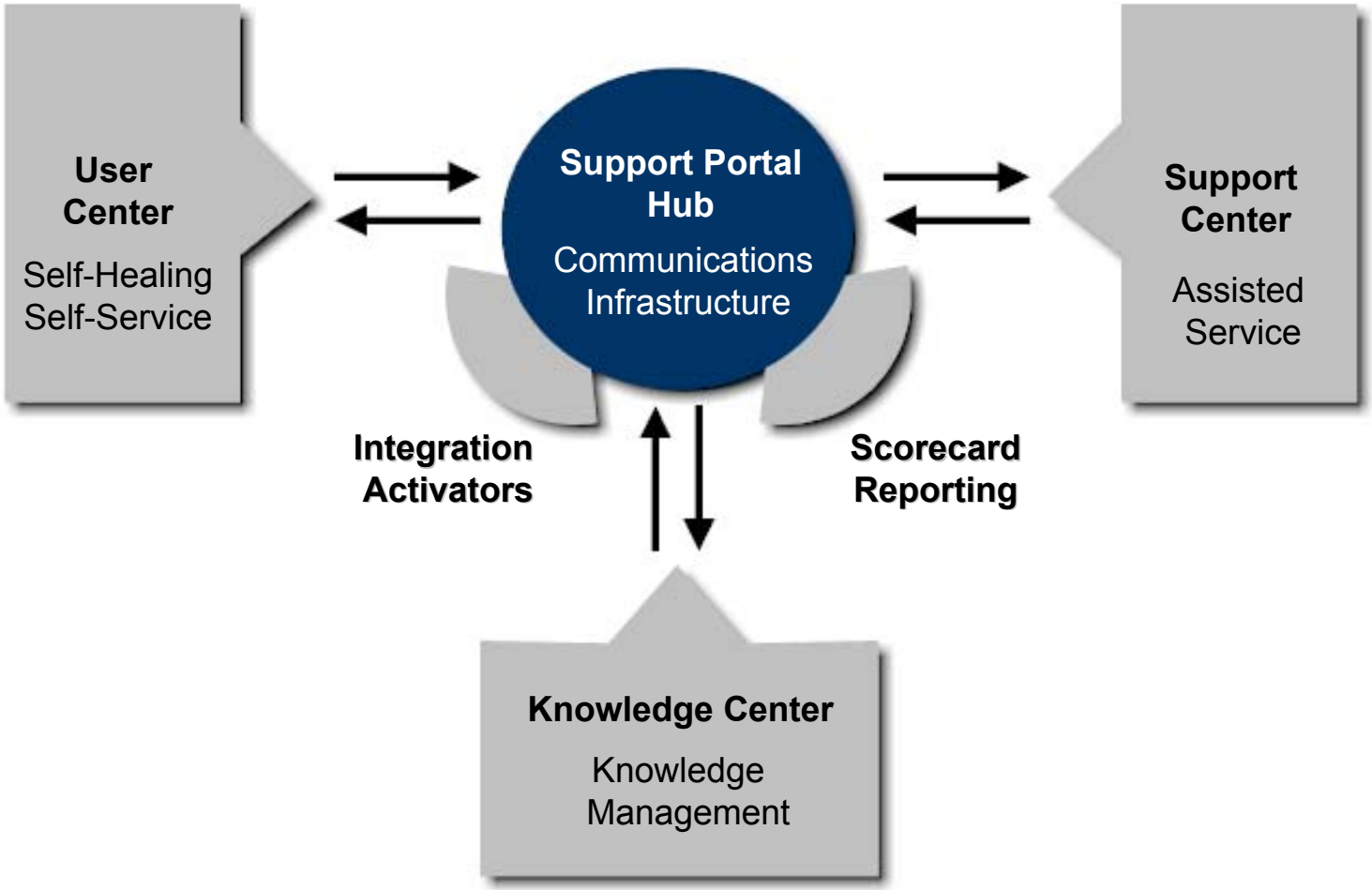
Business Benefits

Increased profitability and competitive differentiation through superior customer service

- Increase customer satisfaction, loyalty and profitability
  - Fast customer answers without the letdown of unanswered emails or lengthy phone queues
  - Loyalty: *A 5% reduction in customer defections increases company profits from 25% to 85%*
- Fast payback through measurably reduced costs driven by a decrease in call & email volumes and call times
  - By delivering personalized self-service that solves problems and avoids costly phone calls and emails
- Increase self-service effectiveness
  - By constantly delivering fresh, relevant solutions from a self-learning system

Source: Harvard University Study by researchers Fredereich F. Reichheld and W. Earl Sasser

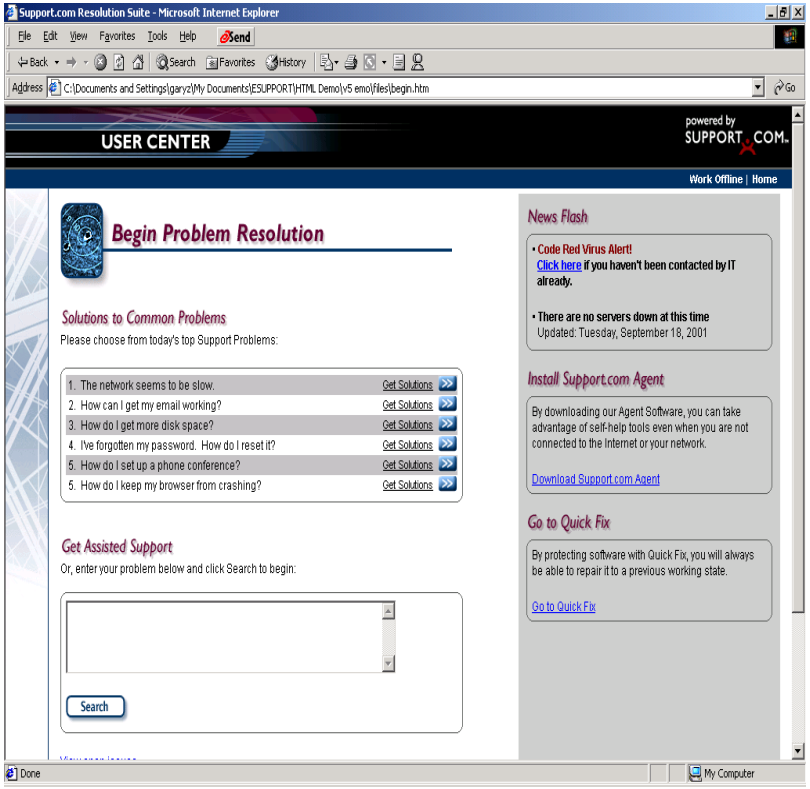
The Resolution Suite



Self Healing: Problem Avoidance

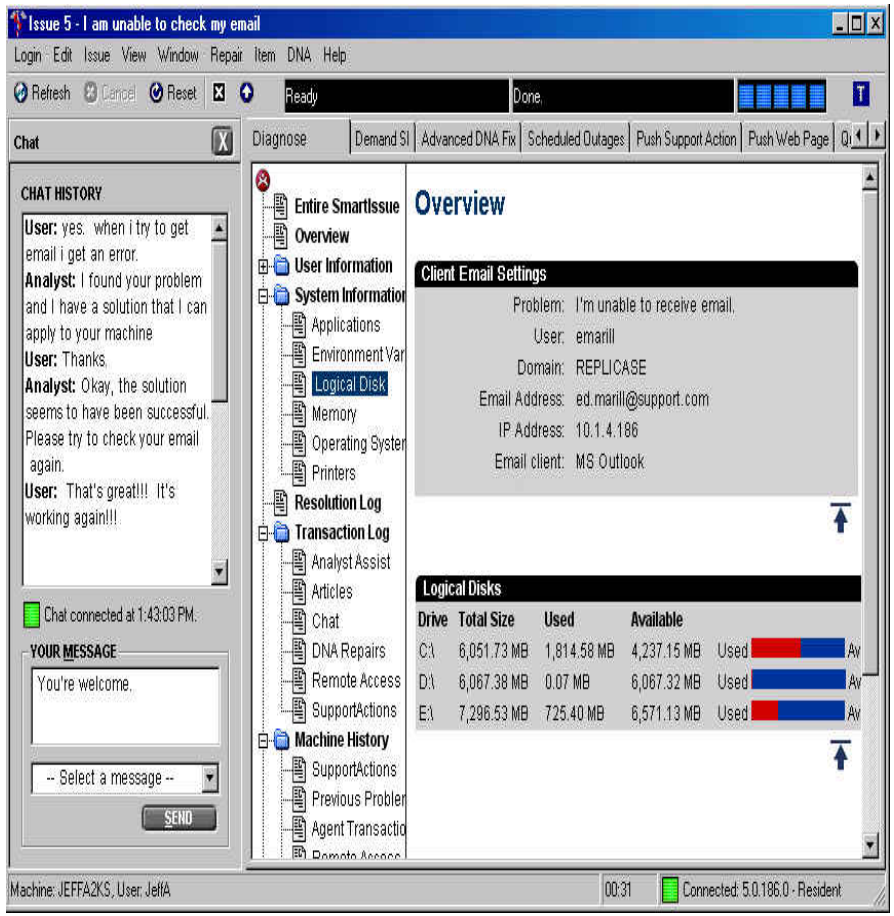
- Self-Healing
  - Diagnose and solve problems dynamically before the problems occurs
  - Transparent to the end user
- Proactive Support
  - Mass diagnosis and repair
  - Proactive problem avoidance
  - Transparent to end users

Self-Service: Call Avoidance



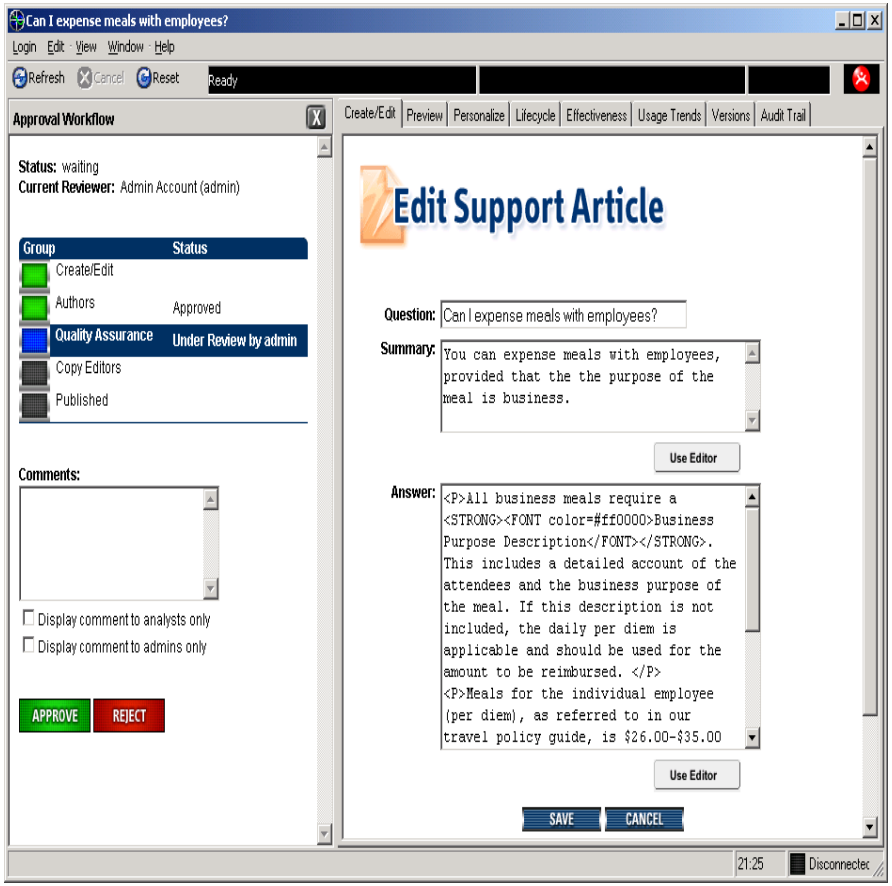
- Online or Offline
- Fast and easy to use
- All problem types
  - Technical Break-fix problems
  - Configuration problems
  - “How-to” questions
  - Password reset
- Works the first time
- Automated Solutions (One Click)
- Easy escalation to assisted service

Assisted Service: Shorter Calls



- Automated data collection (SmartIssue)
- Integration with CRM/CTS applications
- Full history of "prior attempts"
- Online Communication and Collaboration
  - In-context Support (SmartIssue)
  - Integrated Chat
  - Web based push
  - Remote Diagnosis and Repair
  - Remote Control

KnowledgeCenter: Cradle-to-grave content lifecycle management



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- Support for multiple approval schemes (serial or parallel)
- Support for author, approver, and browse roles
- Content version control and audit trail
- Ability for support analysts to contribute content

How can Support Automation help today!

- Provide a self-service solution for your most common problems (pick the low hanging fruit)
  - Examples
    - Password reset
    - Connectivity issues
    - Answers to common “How-To” questions
    - email
- Example: Self-service Password reset
  Quick Benefit Analysis: 10,000 calls a month
  - 1,500 Password resets (Range: 5-25%)
  - Cost per call $15 avg. (Range: $13-18)
  - 1500*$15=$22,500/month
  - **<u>Savings =$270,000 a year!</u>**

•Cost per call $13-$18 (Source: Gartner)
•Password reset percentage 5-25% (Source: Gartner)