

Lumen Solutions for Webex Support Center Remote Support

View and control remote desktops over the web for instant, personalized support

Lumen Solutions for Webex Support Center Remote Support helps you, aid customers or internal users, regardless of their location. You can start an instant support session and bring in the resources you need to solve problems quickly. Observe and troubleshoot software and systems in real-time, even if the remote system is behind a firewall. Webex Remote Support is easy to use for both your customers and your support teams.

Common Use Cases

- Serve and support internal employees and external customers delivering personalized service through streaming VoIP with high-quality video.
- Improve customer satisfaction and time to resolution on the first call by troubleshooting and fixing issues directly on customer's remote desktops
- Simplify support staff experience by easily monitoring queue and remote support requests through a fully integrated WebACD system.

Lumen lets you meet with confidence using a web conferencing service that is simple, intuitive, highly reliable and makes it easy to host or join a meeting.

Optimize support

- Enable better customer service and optimize compliance using network-based recording to document sessions, expedite incident resolution, and train new support staff. Access recordings easily from your Webex site. Use the detailed reporting function to analyze and help improve support processes.

Easily scalable & secure

- Webex service that works across firewalls: Webex services are delivered on-demand over the global Cisco Collaboration Cloud. No software or hardware installations are required, making these services easy to implement and scale as your needs change. Security of your support sessions is assured using encryption technologies such as SSL and AES.

Enhance productivity

- Deploy in public, private, and hybrid cloud environments on Lumen® Private Cloud on VMware Cloud Foundation™, Microsoft Azure, AWS cloud and others over a consistent application stack experience.

Features and Specs

Webex Support Center Remote Support

- Include up to five participants. Allow one agent to support multiple customers with multi-session interface
- Installed on-premises or on Lumen® Private Cloud
- Log onto any desktop as an administrator
- Chat with other support reps and bring experts into support sessions to help solve problems faster
- Chat-phrase library for fast responses and scripted calls
- Integrated video and voice conferencing. Enable full screen webcam video at 65x360 resolution at 30 frames per second for “in person” tech support sessions
- Reboot and reconnect with session continuity, even in Safe Mode
- Collect system information with one click
- Transfer files to install patches instantly with drag-and-drop ease
- One click support sessions start including access permission request
- Automated request routing to next available agent
- Predictable monthly service rates
- Independent third-party validated security audits
- Localized in 11 languages with extended reach of toll-free numbers in multiple countries
- Ditech echo canceller architecture installed for exceptional international call quality as network expands
- Disaster avoidance with load balancing, dual provisioning, failover, and alternate routing to other bridges



Why Lumen?

The Lumen network provides customers with one network for collaboration, data, and voice needs, leveraging existing VPN and voice networks for OPEX savings. Lumen's global inter-carrier relationships allow for aggressive pricing solutions with quick service delivery and fast conflict resolution. Our long-tenured Collaboration Teams provide unsurpassed industry expertise for a premier customer service experience everywhere you connect.