

White Label HelpdeskAnytime

White Label Helpdesk System Powered by UCAnytime

As a video cloud company, with employees located in different locations we understand the importance of a help desk system for our clients. With the UCAnytime HelpdeskAnytime, our team can help you support your users.

Our self help desk offers powerful automations, a knowledge base and an engagement platform with community forums etc. We have also other capabilities like supporting customers through multiple channels, like phone and email. We will also add live chat and social media in the near future.

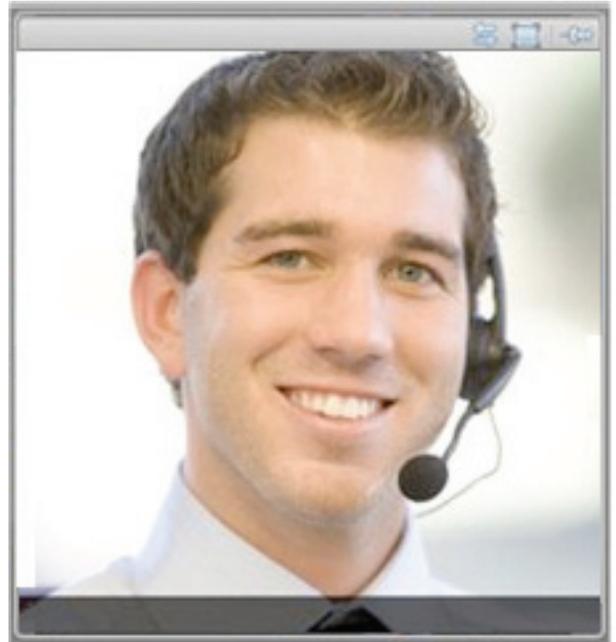
A majority of our customers would like to search and find answers to problems themselves. Providing them with all the knowledge they need through powerful self-service portals both reduces the support load and keeps customers happy.

With our HelpdeskAnytime, we can have a support portal branded for your customer, product or brand under our umbrella. True multi-brand support means we can manage as many brands as needed from a single help desk.

With more and more businesses thinking global, acting local, our support agents and customers come from all over the world, each with their own time-zones, languages and culture. It only makes sense that our agents are able to support customers in their (and your) own language.

We believe that we are in the business of making our customers happy. A perfect help desk solution coupled with a customer-first attitude can be the deal breaker that can win the customer love forever. Every request to our help desk – by phone, email or web immediately generates a response back to the customer with the ticket number and subject. This request will look like it is coming from one of your companies email accounts and your company internal support team.

All you have to do is to create the desired email address such as videosupport@yourdomain.com and forward it to yourdomain@ucanytime.com – we'll take care of the rest. In addition, your customers can always login to the custom branded <http://support.yourdomain.com> support portal where they will find your company logo and company name and see the latest status of their ticket along with a knowledgebase and more.



CONNECTING THE WORLD

Mobility. Compatibility. Simplicity.

+1.888.665.8640 +1.404.490.4220 support@ucanytime.com www.ucanytime.com

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Example:

A user (James) would like to report a problem. He can use the branded helpdesk email address in order to send the problem description. He writes an email to videosupport@yourdomain.com, a few seconds later, the user gets a response email similar to the following:

The screenshot shows the UCAnytime Support website. At the top, there is a navigation bar with 'Home' and 'Solutions' tabs. The main heading is 'UCAnytime Support' with a 'Welcome' message and 'Login Sign up' links. Below this is a search bar with the text 'How can we help you today?' and a 'SEARCH' button. To the right of the search bar, there are links for 'Login or Signup to submit a new ticket', 'Check ticket status', and phone numbers '+1.888.665.8640 or +1.404.490.4220'. The main content area is titled 'Knowledge base' and is divided into several categories: 'General' (with sub-sections 'FAQ (2)' and 'Getting Started (0)'), 'SCOPIA Desktop (4)', 'Microsoft OCS/Lync Connectivity (1)', and 'Audio / Video Issues (2)'. Each category contains a list of links to specific articles.

Response Email:

Dear James,

We would like to acknowledge that we have received your request and a ticket has been created with Ticket ID - 123.

A support representative will be reviewing your request and will send you a personal response. (Usually within 24 hours).

To view the status of the ticket or add comments, please visit

<http://support.yourdomain.com/helpdesk/tickets/123>

Thank you for your patience.

Sincerely,

The Support Team

If the problem is urgent, James can call the toll-free help desk number and one of our agents will answer as "Video Support" – a true white label powered by our experienced videoconferencing support technicians.

If the issue cannot immediately be resolved our agents will open a ticket and the customer will immediately be notified of his ticket number and can follow progress electronically or choose to call back in on the phone.

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