EMPOWER MANAGED SERVICE PROVIDERS (MSPS) AND IT TEAMS TO RESOLVE IT ISSUES MORE EFFECTIVELY TO IMPROVE PRODUCTIVITY

IgniteTech's SupportSoft is a powerful combination of best-in-class automation tools that can effectively solve most PC problems. Unlike products that concentrate only on offering competitive support diagnostic tools, IgniteTech's SupportSoft is positioned in a way to prevent PC problems before they occur. This transformational approach to problem elimination and resolution adds tremendous value to business operations, giving the paradigm of operational efficiency a whole new definition.

PROACTIVEASSIST

Think about it this way. By the time a non-technical end user explains a PC problem to a technician and the technician walks the user through a possible fix, the resolution to the issue can become more complex than the issue itself. Therefore, IgniteTech's SupportSoft choses to empower the end users with ProactiveAssist — a powerful support channel that brings enhanced customer support and relevant information directly to the user's desktop.
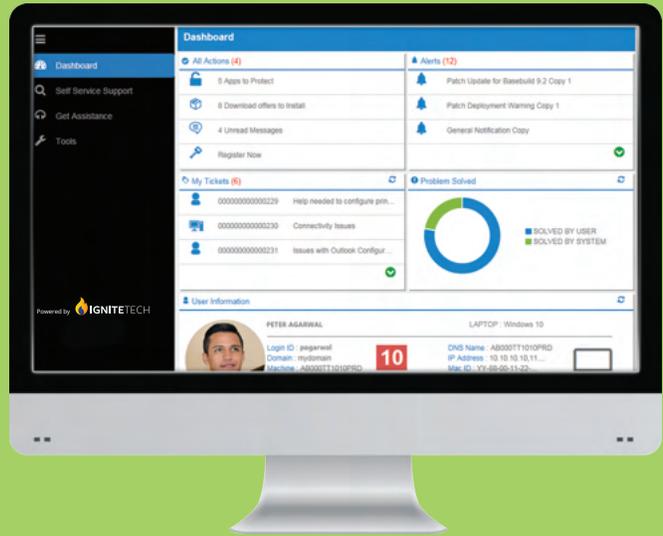
WHY PROACTIVEASSIST?

- Offers 'One-Click' solutions for routine endpoint problems to help users resolve the issue themselves, in turn reducing the number of help desk calls
- Proactively addresses potential problems associated with security, e-mail, browsers, operating system, applications and more
- Provides real-time updates, alerts and support right when the user needs them
- Ensures support channel efficiency by capturing, recording and transmitting system configuration data and corrective step history through SmartIssue technology
- Create highly targeted content based on user system and activity data

PROACTIVEASSIST FEATURES

ProactiveAssist has a segregated and fluid interface that includes Self-Healing and Self-Service tools to help users fix endpoint issues on their own without help desk intervention. In case of issues that require help desk assistance, ProactiveAssist routes service and support requests to the appropriate Assisted Service channels, thus providing efficient support in every way.

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PROACTIVEASSIST FEATURES

Dashboard

Search Capability

Self-Service Support

Get Assistance

Tools

DASHBOARD

ProactiveAssist includes a dashboard that displays various pending actions and important information that need the user's attention.

Widgets on the dashboard include:

All Actions: Displays the various pending actions that need to be performed. If there are any pending actions, the links in the widget will guide the user to the appropriate pages where the necessary actions can be taken.

The All Actions widget further includes:

- **Apps to Protect:** Displays the number of applications that can be protected. The Protect feature of ProactiveAssist allows users to protect the exact state of an application at a specific time.
- **Download Offers:** Displays the number of software downloads available for installation (Download Manager license required).
- **Unread Messages:** Displays the number of unread messages.
- **Account:** For registered users, this link displays a reminder to perform a password reset if it is going to expire shortly (10 days or less) (Account Manager license required).

Alerts: Displays the latest alerts related to memory leakage, server maintenance, system outage, browser alert and more.

My Tickets: Seamless integration with ITSM systems like Remedy or Service Now to display 3 latest tickets that are in the New and In-progress states.

Problem Solved: Displays the total number of issues resolved on the user machine. It displays problems that are both solved by the user and by the system automatically without user's intervention along with date and time of the last update.

User Information: Displays user-related and system-related information.

SEARCH CAPABILITY

The ProactiveAssist Search is designed to quickly and seamlessly guide users to the solutions that they are looking for. The Search field is always readily accessible from the header section of ProactiveAssist.

The Search feature further offers:

Content Search: Allows local content search on the user machine. Local content is the content that is present on the user machine after the user machine syncs with the server.

Autocomplete Search: Provides users with suggestions of matching content to help with their query. ProactiveAssist's unique Indexing capability built across various authored content empowers users to quickly find and select a suggestion from the prepopulated list of queries, therefore quickening the query search.

Natural Language Search: Allows users to find results they are looking for without having to be familiar with either the tool or the underlying relationships in the content. It supports submission of any natural language string or keywords, returning results based on the content searched.

> *Example*
> **Query:** How to clear internet explorer history?
> **Result:** The search engine searches only the relevant words and returns results such as 'Clear internet explorer history'.

Fuzzy Search: Supports misspelling of words or queries, returning results with words similar to those entered. Fuzzy Search also supports acronyms, which are often misspelled.

> *Example*
> **Query:** I cannot conect to the web?
> **Result:** Fuzzy search recognizes that the word "connect" was misspelled as "conect" and returns articles containing the terms connect and connection.

Exact Phrase Search: Supports the ability to search for exact phrases within content, returning only content that contains the exact phrase. This search is performed by enclosing the search words within quotations marks.

> *Example*
> **Query:** "Configuration Policy"
> **Results:** Exact Phrase Search only returns documents that have the term "Configuration Policy" explicitly mentioned within the document.

SELF-SERVICE SUPPORT

Self-Service Support on ProactiveAssist is a unified page that brings together different support solutions that help users solve support issues on their own.

Self-Service Support offers:

Filtered by: These filter links categorize the available solutions based on content type and display appropriate solutions corresponding to that particular content category.

Filters available on the Self-Service Support page are:

- **All Filters:** Displays all the available solutions that are deployed on the user machine.
- **Auto-fix:** Displays automated SupportActions that provide fixes to common support issues.
- **Repair:** Displays solution to restore the application's protected state.
- **Optimize:** Displays performance optimization solutions that help user's system run smoothly by optimizing the system settings, performing regular system cleanup and maintenance, and ensuring that the security settings are configured appropriately and the Internet browsers are tuned for performance.
- **Install:** Displays a list of software to be installed.
- **Articles:** Displays support articles that serve as solutions to users.
- **Alerts:** Displays text-only messages such as outages and company-wide news updates. These messages can be formatted to have a rich look and features to specify custom size and make it transparent when displayed.
- **Messages:** Displays informative and preemptive messages with embedded actions such as launching a web page link, run a video or perform a one click automated solution.

Sort By: This feature available on Self-Service Support page sorts the solutions displayed depending on the selected criteria; the available criteria being Title, Category and Featured.

GET ASSISTANCE

The Get Assistance page includes support options that users would need to connect to the Support team for assistance.

The support options include:

Online Chat Support: Allows users to chat with the support analyst through the chat window for real-time problem resolution.

Online Resources: Provides users with a link to the user portal to avail assistance from support analyst.

Voice Assist: Generates a 16-digit code that captures information such as settings, configurations and specifications of the user machine. This code can be provided to the support analyst to decode and troubleshoot the issue.

TOOLS

The Tools page offers the System Information link.

The System Information link allows you to view the following information:

System Summary: A summary of the hardware and software information of the user machine.

Windows: Detailed operating system related information of the user machine.

My Hardware: Detailed hardware-related information of the user machine.

Network Information: Detailed network-related information of the user machine.

Environment Variables: Detailed information of the environment variables on the user machine.

Printer List: List of available printers.

Running Programs: Programs that are currently running on the user machine.

SECURITY HARDENING MEASURES

- Server-side (web) security tightened
- For RemoteAssist and AnalystAssist on Windows, the SSL communication now uses TLS 1.2. It uses SHA-2 with RSA key size of 2048 and supports only strong cipher suites.

ACCOUNT MANAGER

Improvements on the security questions:

- The number of questions to be answered by the user
during a password reset or unlock is configurable and is a random subset of the number of questions the user has registered to. *Example:* The user has registered for 5 security questions. When attempting a password reset, the user will be prompted to answer 3 random questions out of the 5 registered security questions.
- *Password reset will restrict users from using their
previous passwords:* While performing a password reset, previous passwords cannot be reused. The number of previous passwords that cannot be reused is configured in Active Directory.
- *Auto-update of domain in the Account Manager
database:* Users will be allowed to reset or unlock even if they are moved to a different OU (Organizational Unit).To use this feature, these users must belong to the same Account Manager's business unit. Otherwise, their registration status will become void.

WINDOWS 10 SUPPORT

- Display of operating system information in Voice
Assistcode.
- Display of operating system in system information for
Chat and Analyst Assist.
- Details of Windows 10 support added for
performance optimizations under More Details.
- Ability to target support contents to client machines
running Windows 10 (32 bit and 64 bit).

OTHER FEATURES

- *SupportAction Library Framework:* The author can create or import libraries which can be linked to SupportActions.
- Quick Optimization is assigned with default target collection to target specific clients.
- SupportJob allows execution of one or more SupportActions simultaneously.
- The theme of ProactiveAssist is customizable.
- Updated ProactiveAssist reports to give the user the most relevant information

VALUE ADDITIONS

COLLECTION SCRIPTS
Collections provide a mechanism to identify the state or characteristics of a machine. The state can be a machine's property like the operating system or could be a problem identified.

PROBLEM DETECTOR SCRIPTS
Problem Detectors Scripts are created using Support- Soft SmartIssue technology. These scripts collect information from end user machines and are used to detect possible problems.

VALUE REALIZATION
The usage and effectiveness of all SupportSoft features is calculated in terms of productivity improvement, based on the parameters MTTR (Mean Time To Resolution) saved and AHT (Average Handle Time) saved.
- Configuring MTTR and AHT for each solution
- *Product features supported:* SupportAction, Support-Optimization, Targeting Collections, SupportRemediation and RemoteAssist
- *Value Report:* Provides details of the value generated based on each solution.

DASHBOARD
Two dashboard reports for operational and executive teams are available. They can be scheduled to be received through email.

SUPPORTSOFT COPILOT

SupportSoft CoPilot brings the power of GenAI technology right to your fingertips. Now, searching for solutions is easier and faster. Just type in what you're looking for in your own words, and CoPilot will quickly give you the most relevant and helpful results. It's all about enhancing your experience, making it more streamlined, efficient, and ultimately, more satisfying.

With Market dynamics constantly changing, organizations need to reinvent themselves and look out for new and innovative ways to survive the competition. IgniteTech's SupportSoft brings the best of technology to the workplace, so you can spend less time worrying about PC problems and more on the things that matter.

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