

Pure Help Desk®

Web based remote support



On demand Nat traversal remote support.

A remote assistance solution accessible in a few seconds over the Internet.

It can be used from any Pc connected to the Internet, for the resolution of your existing and prospect customers' most common software problems.

Pure Help Desk®

It is an evolution of the traditional remote control instruments. It does not require pre installation, or configuration of client's Firewall/Router apparatus.

It maximizes your productivity, the quality of your Customer Care Service, considerably reducing your technical staff's costs, avoiding costly visits and prolonged production stops for your clients.

The online back-office system enables you to record and measure your technical assistance.



Low Tco No technical infrastructure is required.



Firewall Friendly Compatible with most firewalls, routers and proxies.
Compatible with Microsoft Windows Vista™.



Clientless No software pre installation is required on user's Pc.



Fast exe System diagnostic commands with a click.



Centralized **Video recording** of assistance sessions, useful for skills sharing among technicians and in case of disputes.



Possibility to check operation **Reports** via web, to export them to Excel™ format for invoicing purposes and service level agreement statistics. The report ticket populates a knowledge base calibrated on your clients' products and specific cases.



Multitasking File Manager upload/download and shell commands.



Integrated **Chat** with  **Buzzer**.



Operator switch Possibility to transfer sessions among operators.



Security Only incoming TCP door is open, with industry-standard encryption.

Pure Help Desk® licensing:

Freeware :

Helpme® www.o9tech.com/helpme.exe

Oxygen Nine has a transparent pricing policy with all inclusive subscriptions, with no surprises.

Online service:

Pure Help Desk®

With a 2-month, annual and pay per use subscription:

- ✓ You will be able to assist an unlimited number of Pcs.
- ✓ You will be able to export assistance data to Excel™ format.
- ✓ You will be able to save the recorded video sessions.
- ✓ Support is included.

On Site :

Pure Help Desk®

- ✓ Available with on-site license.
- ✓ The software will be installed on your servers.
- ✓ You will be able to manage your operator account, ticket module and log.
- ✓ You will have the portal with possibility to export to Excel™ format and video sessions recorded on your server.
- ✓ Support is included.



For more information please visit : www.o9tech.com

Oxygen Nine Sales Department



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