



**CONTROL YOUR CUSTOMER'S PC ANY  
WHERE, WITHIN SECONDS OF THEIR CALL.**

**ON DEMAND PC REMOTE CONTROL, AN INTEGRAL PART OF TODAY'S BEST HELP DESK OPERATIONS**



I'm OnCall is an integrated web based service that enables your help desk operators to take full remote control of your customer's PC, within seconds of their call for help. Secure and scalable, I'm On Call auto configures a remote connection to your customer's PC with no pre-installed software or configuration required.

**Hands-on support with direct control of your customer's PC.** The ability to see your customer's problem first hand allows you to resolve your customer's issues more quickly. Your customer is satisfied faster and your technical team's productivity is improved.

**Expand your geographical reach and customer base.** No prospect or customer is out of reach with I'm OnCall. Participate in the growing market opportunity for delivering online, on demand technical support services, by easily connecting to your customer's PC.

**Reduce Cost, Increase Profits.** I'm OnCall alleviates traditional legwork and costs associated with traveling to a customer's premises to configure their PC for future remote support. Provide off-site technical support without ever leaving your office.

# Reduce call times with on demand remote control of your customer's PC.



The screenshot displays the Im OnCall web application interface. At the top, there's a navigation bar with tabs for 'USERS', 'BILLING', 'INCIDENTS', 'HISTORY', and 'ADMIN'. The main content area is titled 'Open Incidents' and features a table of incident records. Below this, there's a 'Details of Incident 5' section with 'CUSTOMER INFORMATION' and 'Remote Support Activity' sections. The interface includes search filters, action buttons, and a table of support sessions.

| Technician | ID | Company        | Contact Name  | Priority | Category     | Open Date         | Duration     | # |
|------------|----|----------------|---------------|----------|--------------|-------------------|--------------|---|
| Jack White | 5  | Bell           | Will Andrews  | Normal   | General Help | 04/06/08 14:20:01 | 12d 20:56:51 | 8 |
| Jack White | 4  | Intel          | Scott Parkins | Normal   | General Help | 04/06/08 14:19:29 | 12d 20:57:23 | 0 |
| John Smith | 9  | ABC Printing   | Well Berrow   | Normal   | General Help | 04/07/08 15:26:43 | 11d 19:50:09 | 0 |
| John Smith | 8  | AT&T           | S. Kaspanov   | Normal   | General Help | 04/07/08 08:54:12 | 12d 02:22:40 | 1 |
| John Smith | 7  | ABC Printing   | Well Berrow   | Normal   | General Help | 04/07/08 08:54:03 | 12d 02:22:49 | 1 |
| John Smith | 6  | Intel          | Scott Parkins | Normal   | General Help | 04/07/08 08:53:41 | 12d 02:23:11 | 0 |
| John Smith | 3  | Gov of Ontario | Jon Galea     | Normal   | General Help | 04/06/08 14:18:30 | 12d 20:58:22 | 0 |

Comprehensive tracking of all support incidents

## Key Features

### Rapid deployment

- Web based, available from any browser
- Ready to use within minutes of first login

### Branded solution

- Business' logo displayed on all screens
- Ability to present technician's photo to customer
- Customize customer authorization email
- Create Incident categories
- Change interface color

### Auto configured temporary access to customer's PC

- No pre-loaded software required
- No port re-configuration required, firewall friendly

### Remote desktop control of a customer's PC

- Advanced Remote Desktop Viewer
- Multiple simultaneous sessions possible
- File transfer for patches or software updates
- Reboot PC and reconnect remote session

### Customer oriented

- Session requires customer authorization
- Customer can terminate session at any time
- Auto dismantling of remote connections and access files after session ends

### Comprehensive tracking and reporting

- Customer call history via incident tracking
- Incident priority tracking
- Ability to send customer reports of activity

### Secure

- 128-bit SSL Encryption
- No ports opened on the customer's network

## For More Information

Visit us at [www.imoncall.com](http://www.imoncall.com)

Email us at [sales@01com.com](mailto:sales@01com.com)

## Administrator Features

### Technician Management

- Define system user access - assign supervisors and technicians
- System status view - view who's currently logged in and logged out
- Reassign open incidents - from one technician to another

### View Customer Information & Incident History

- View notes recorded by technicians in previous customer incidents
- View open or closed incidents
- Generate incident reports using a variety of search criteria

The screenshot shows the 'Corporate Branding' section of the Im OnCall interface. It includes a 'Your Company Logo here' placeholder and a 'Your Contact Logo here' placeholder. There are input fields for 'Logo' and 'Theme Color', and buttons for 'Save' and 'Reset'. The interface is designed to allow administrators to customize the look of the application with their own branding.

Corporate Branding with business logo

The screenshot displays the 'Remote Support' authorization screen. It shows the technician's name 'Mary Brown' and a photo. The screen asks the customer, 'Do you authorize temporary access to your computer?' with 'Yes' and 'No' buttons. Below this, there's a 'Click "Yes" or "Grant" if a Security Warning dialog appears.' message. The interface is clean and professional, reflecting the corporate branding.

Customer authorization is required to allow an on demand remote session.

## System Requirements

### The customer you will remotely support:

- Windows 98/Me/2000/XP or Server 2003
- High-speed Internet connection (e.g. cable modem, DSL, ISDN, T1)

### Yourselves:

- Windows 98/Me/2000/XP or Server 2003
- Internet Explorer 5.5 or later or Mozilla Firefox 1.5



01 Communique  
1450 Meyerside Drive, Suite 500,  
Mississauga, Ontario, Canada, L5T 2N5  
1-800-668-2185 (North America)  
(905) 795-2888