



# CA SupportBridge Live Automation

Call Optimization Through Automated Diagnosis and Repair

## Top Five Key Features

- Live Chat and Desktop Sharing for enhanced remote interaction between technicians and end-users
- Automated Repair Tools retrieve diagnostic information instantly and accurately
- Automated Tasks implement resolutions to common problems with no end-user intervention required
- Advanced Repair Tools enable technicians to manage the remote computer in the background without having to interrupt the end-user
- Intelligent Support Workflow optimizes service desk processes with queuing and advanced security systems built-in

## Supporting Environments

- Windows Server and Client Platforms

The CA support automation solutions are designed to prevent, detect, and repair computer problems before they cause significant disruption to operations. The products minimize service desk costs by preventing problems and reduce the time required to solve support incidents by deflecting problems and optimizing the resolution process. The technology is standards-based, scalable, and integrates effectively with Unicenter Service Desk, Unicenter Service Desk Knowledge Tools and existing third party technologies.

CA SupportBridge Live Automation optimizes the technician's contact time by facilitating a cost effective channel of interaction for live support and automating detection, diagnosis, and repair in the live support process, thereby reducing operating costs, improving end-user satisfaction, and reducing downtime.

## Live Automation Tools

CA SupportBridge Live Automation optimizes existing live support procedures by automating the following key pieces:

- Collaboration tools such as Live Chat and Desktop Sharing provide the platform for enhanced remote interaction between

technicians and end-users. Collaboration can occur between multiple technicians and end-users. Within the collaborative mode, automated predefined responses expedite communication with the end-user.

- The Automated Repair Tools retrieve diagnostic information about the end-user's computer instantly and accurately, through the use of automated tasks. The technician gains quick access to pertinent information regarding the end-user's operating environment details, system memory, installed and network devices, and the status of currently running and installed applications. The Automated Repair Tools work behind the scenes, allowing the technician to obtain information quickly and directly from the end-user's computer without engaging the end-user in lengthy, potentially complex conversations. The tools are easily customizable and additional automated tasks can be added to extend the suite.
- The Advanced Repair Tools broaden the technician's ability to configure the end-user's computer. Critical operating system properties, file systems, and registry keys can be accessed to invoke changes. In cases where the end-user's login profile

is restricted from performing certain activities, the technician can remotely assign temporary administrative credentials to the end-user in order to perform these repair functions — without requiring the end-user to log out. Additional tools enable the technician to create screenshots of the end-user's desktop for future reference and remotely start or shutdown the end-user's computer.

## Workflow Automation

With Single-Click Access and intelligent Workflow Processing, your end-users have their choice of how they launch live support. The end-user software is light weight. It can be pre-deployed and directly invoked through a desktop shortcut. Alternatively, end-users can log in to CA SupportBridge Live Automation through a web page which will then start the process of downloading and invoking the latest end-user executable — no prior downloads are required. Once in Live Automation, end-users can be automatically directed to the most appropriate technician or queue by typing a question, which the system processes for significant keywords.

CA SupportBridge On Deck enables the administrator to prioritize how end-users and queues are handled, based on the unique needs of your service desk and end-users. Using the Escalation and Consultation tools, technicians can direct end-users to a specialized queue, invite another technician or third-party resource to assist in an existing incident, or even take control of or monitor an incident already in progress.

Technicians can also perform support activities without engaging end-users during any point of the process. CA SupportBridge TConnect allows the technician to execute support on the end-user's computer regardless as to whether the end-user is present or logged into Windows at the time, avoiding end-user downtime. During Desktop Sharing sessions, the technician can log the end-

user out of Windows and then log back in using a different account — all without closing the current support incident.

The Web Chat Client is a browser-based alternative to the existing Live Automation end-user interface, providing chat functionality only. It allows end-users in a non-Windows environment to receive live support. The Web Chat Client does not require the download of any end-user software. This makes it effective in a Windows environment in reducing the number of abandoned sessions resulting from end-users who would prefer not to download the standard end-user interface.

## Localization

Localizing your end-user's support environment improves communication efficiency and enhances the end-user experience. Localization allows information to be presented in the form it is best received by the end-user, no matter their native language or location.

The administrator interface is based in English and supports management of the localization properties presented to the end-user. The technician interface is also in English but supports chat communication with the end-user in his or her language of choice. Multiple localizations are available from CA; administrators need only select the languages to activate.

## Integration

CA SupportBridge Live Automation is designed to be modular. The server and infrastructure complement existing systems with unique and innovative support automation functionality.

- Data Integration is achieved through an expandable data layer. For instance, session log data, audit trails, and user authentication data can be retrieved and stored into external systems. Packaged within the infrastructure are standard integration methods such as XML, email, HTTPS, and web services.
- It is often desirable to manage user accounts and role assignments from within a central system and have this

information populate all integrated systems. The CA SupportBridge User Synchronization SDK is a web service interface that allows external systems to create, modify, share, and delete user and role records in the CA SupportBridge Server.

- Help Desk Incident Management and Customer Relationship Management (CRM) integrations are achieved through an open database model that enables CA SupportBridge to automatically store gathered data into desired fields within a Help Desk Incident Management/CRM system.
- Knowledge Base systems can be integrated throughout the entire workflow. End-users can launch a live support request from within a knowledge article. The knowledge article's description or ID and any related resources can be passed to the system in order to route the end-user's request to the most appropriate support queue. Additionally, technicians can launch knowledge articles directly from the Live Automation interface.
- Brand Integration is accomplished through simple HTML and web standards.

## Detailed Reporting

CA SupportBridge Live Automation includes customizable, extensive reporting for service desks. Reports display detailed and summary data that can be filtered and sorted by various means such as queue, technician role (group), or user type.

- Real-Time Activity can be tracked at any time, monitoring the overall support desk, groups, technicians, or queues
- Historical Data is available for audits and trend tracking
- Statistical Data and Metrics are available to track effectiveness, success, and areas of strength or weakness

## Scalability

CA SupportBridge is built on Java 2 Enterprise Environment (J2EE) standards. The server software is designed to scale within large enterprise environments with thousands of end-users and technicians. Using built-in load balancing and clustering

functionality, server environments can be easily scaled by adding new servers to prevent critical server outages through automatic and real-time server replication.

## Connectivity

CA SupportBridge is firewall and proxy friendly, which enables end-users behind restrictive environments to request live support seamlessly and remotely. The built-in firewall transparent technology ensures that only simple web access is necessary, eliminating the need for further port or protocol requirements other than HTTP. Advanced security systems ensure that all data transfer is protected from attacks, and the information is 3DES 168-bit encrypted for privacy.

## Security and Logging

CA SupportBridge incorporates a high level of protocol security and data encryption, which maintains the integrity of your secure corporate infrastructure. Security options give administrators the power to decide each technician's access to tools, based on role assignment. Customers have the power to grant the technician's degree of access to information on their computer and they receive detailed logs of each session. Every action that a technician performs on the end-user's computer is tracked in a detailed audit trail saved on the server. Customers and administrators can view this log at any time. The log is automatically stored within the Incident Management system ticket, ensuring a

detailed and consistent history of the technician's activities is always available.

## Shared, Customizable Content

With CA SupportBridge Server as the integration system, automated tasks are built once and then shared across all of the CA SupportBridge products. Automated tasks are built in common scripting languages (VBScript and JavaScript). There are currently over 160 automated tasks available. Additional tasks are added on a regular basis, based on common, topical issues as determined through knowledge providers and end-user feedback.

The CA Automated Task Library can be easily supplemented with publicly-available scripts from the extensive development community, which includes Microsoft TechNet. These external resources provide you with hundreds of additional sample scripts to add to your automated task library.

Organizations can easily create and customize Automated Tasks to fit their specific environment and needs. The CA SupportBridge Automated Task Builder is an intuitive tool that allows administrators to build additional custom automated tasks and manage existing ones (i.e., edit and delete) using a pre-built functions library.

## Easy to Deploy

The CA Support Automation solution is modular, web-based and easily embedded into existing service desk infrastructure. When deployed, the automation software footprint is extremely small and the software can be automatically updated or uninstalled.

For more information on CA Support Automation solution, visit [ca.com/sm](http://ca.com/sm) or call 1-866-576-9551.

