SonicWALL Virtual Assist

Easy-to-use remote support tool

- **Anywhere, anytime remote support**
- **Thin client connectivity**
- **Chat functionality**
- **File transfer capability**
- **Tight integration with existing authentication infrastructure**
- **Diagnostic capability**
- **Logging and reporting functionality**
- **Personalized customer Web portal**
- **Easy-to-use technician standalone client**
- **Integration with SSL VPN administrative interface**
- **256-bit AES SSL encryption**
- **Seamless integration of the SSL VPN appliance behind virtually any firewall**

Today, customers receive technical support by phone, e-mail, chat and pre-installed remote support clients—often resulting in a cumbersome, time consuming and frustrating experience. With customer satisfaction being a key business driver for IT and Technical Support departments, employing user friendly tools is critical for enhancing service levels, improving resolution times and minimizing costs.

SonicWALL® Virtual Assist is a remote support tool that enables a technician to assume control of a customer's PC or laptop for the purpose of providing remote technical assistance. With the customer's permission, the technician can gain instant access to a computer using a Web browser, making it easy to diagnose and fix a problem remotely without the need for a pre-installed "fat" client.

Features and Benefits

Anywhere, anytime remote support improves customer satisfaction and support staff productivity.

Thin client connectivity eliminates the need to download and pre-install a "fat" client, minimizing customer frustration and set-up overhead.

Chat functionality provides an efficient communication alternative to costly phone support.

File transfer capability provides fast, convenient and secure access to local and remote files.

Tight integration with existing authentication infrastructure ensures that the customers' identities are confirmed. Alternatively, the local database of the SSL VPN appliance and tokenless two-factor authentication can be utilized.

Diagnostic capability enables a technician to quickly obtain system information from the customer's computer.

Logging and reporting functionality enables managers to supervise remote support activity for internal audit or external billing purposes.

Personalized customer Web portal enhances the user experience by providing a familiar look and feel for both Windows® and Mac® customers.

Easy-to-use technician standalone client facilitates the management and scheduling of the support queue.

Integration with SSL VPN administrative interface enables the IT administrator to easily license and configure the module.*

256-bit AES SSL encryption of the data by the SSL VPN appliance provides a secure environment for the data and assists in the effort to be compliant with data protection regulations.

Seamless integration of the SSL VPN appliance behind virtually any firewall enables organizations to leverage their existing network infrastructure.

* Additional license required. Only available as a software add-on module for the SSL-VPN 4000 and SRA 4200.

SONICWALL®

Specifications

SonicWALL Virtual Assist Deployment Scenarios

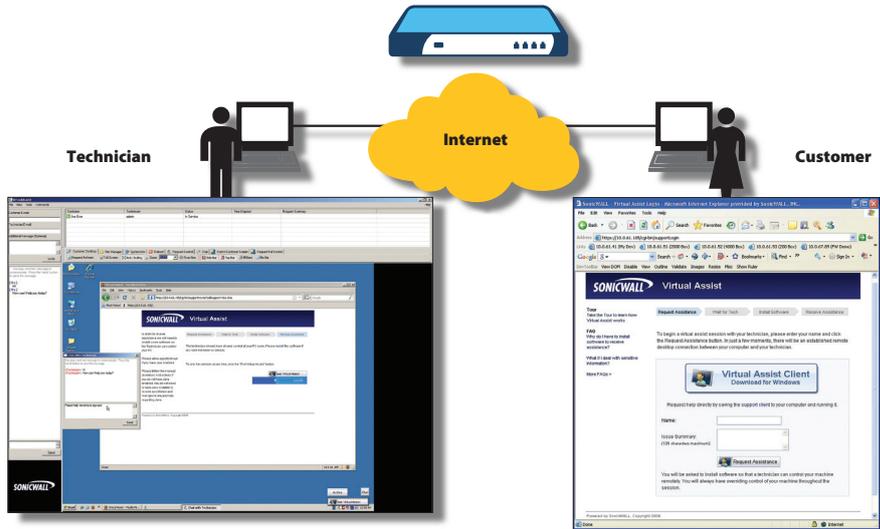**Trusted outside IT consultants** can remotely support any application on their clients' desktops and laptops
- Reduce the number of on-site visits and associated expenditures
- Improve time-to-resolution and staff productivity levels

Internal IT help desks of mid- to large-sized companies can assist on-site as well as remote workers
- Improve time-to-resolution and IT staff productivity when assisting on-site workers
- Minimize shipping expenses on cross-ship of equipment and phone costs when supporting remote workers

Call center technicians can provide assistance to customers across the globe
- Decrease call times and increase first call resolution rates, resulting in higher return on investment
- Improve customer satisfaction by meeting or exceeding service level agreement (SLA) objectives

SonicWALL Virtual Assist

SonicWALL Virtual Assist
up to 1 Tech
01-SSC-5967

SonicWALL Virtual Assist
up to 5 Techs
01-SSC-5974

SonicWALL Virtual Assist
up to 10 Techs
01-SSC-5971

SonicWALL Virtual Assist
up to 25 Techs
01-SSC-5972

*Support for SonicWALL Virtual Assist is covered by the support contract purchased for the SSL VPN appliance.

1. Technician logs into support Web portal or standalone thin client to monitor queue or invite a specific customer via e-mail.
2. Customer logs on to portal and requests help or accepts the e-mail invitation.
3. A thin client is pushed seamlessly through the browser to the Customer.
4. Technician sees Customer in queue and requests access to computer.
5. Customer gives permission and remote support session begins. The Technician now actively controls the remote computer. The Customer is able to see what the Technician does on the screen.
6. The Technician or Customer may end this session at any point in time.

Specifications

Customer's Computer

OS: Windows 2000, XP, Vista (32-bit, 64-bit), MacOS 10.4+ (PowerPC and Intel)
Browser: Microsoft Internet Explorer, Mozilla Firefox, Google Chrome

Technician's Computer

OS: Windows 2000, XP, Vista (32-bit, 64-bit)
Browser: Microsoft Internet Explorer, Mozilla Firefox, Google Chrome

Maximum Number of Allowable Technicians

SSL-VPN 2000: 5

SSL-VPN 4000: 25

For more information on SonicWALL SSL VPN solutions, please visit our Web site at **http://www.sonicwall.com.**

SonicWALL, Inc.

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