



# Easy Assist

## Overview



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Microsoft Easy Assist is a remote support solution. This solution is designed to help support professionals quickly and easily resolve issues that customers in your organisation may experience. Specifically, Easy Assist is designed to enhance the following operations:

- + Help support professionals remotely troubleshoot an issue that a customer may experience on his or her computer.
- + Help support professionals provide step-by-step guidance or training to customers from a remote location.

Easy Assist lets support professionals remotely share control of a customer's computer to perform troubleshooting tasks or diagnostic procedures. Easy Assist is a feature that is available in the Professional Edition of Microsoft Office Live Meeting 2007.

## Easy Assist helps the technical support user experience

Easy Assist gives an organisation the ability to work directly on customer's computer. Also, Easy Assist includes many features over those of other remote support solutions such as Windows Remote Assistance or Remote Desktop Connection. By using Easy Assist, an organisation can improve the end-user support experience with regard to quick and easy resolutions to issue that customers may experience.

Easy Assist offers the following remote support features:

- + Full desktop sharing between a support professional and a customer
- + Single application sharing
- + The ability to record the visual portion of a session for later review.
- + Session reporting and summary e-mail generation. This helps link a particular support session to a support ticket.
- + An easy-to-use interface for both customers and support professionals.
- + File transfer support during a session. File transfer (upload/download) includes antivirus protection technology.
- + A restart and reconnect functionality that lets a support professional restart a customer's computer, and then automatically reconnect to the Easy Assist session.
- + The Easy Assist Safe Mode console. This feature lets a support professional connect to a customer's computer that is running in Safe mode.
- + Chat support. Easy Assist lets a support professional chat with a customer during a session. Additionally, Easy Assist allows for private chat sessions among support professionals during a session.

## AN EASY-TO-USE SOLUTION

The Easy Assist Console is designed to allow for an easy and quick installation to help customers participate with support professionals to resolve issues. To this end, Easy Assist has the following characteristics:

- + A small download size - Under three megabytes (MB).
- + User mode installation - Does not require administrative rights to install.
- + Simple dialog boxes - Dialog boxes contain Yes or No questions. Also, the Easy Assist console does not contain complex menus to navigate.
- + A connection that is based on Live Meeting 2007 technology - Easy Assist can successfully navigate most network configurations.
- + Language support for 22 languages.

## Easy Assist installation

When a customer joins a session, Easy Assist is automatically detected and if required, installed. Easy Assist detection occurs after a customer clicks the Join Session link that is provided by your support organisation, and then enters his or her name.

*Note: To use Easy Assist, customers must accept the Microsoft Easy Assist [Privacy Statement](#) and [Service Agreement](#) information that appears when they join Easy Assist sessions.*

Easy Assist can be removed after a session is over. Easy Assist prompts you to remove the program when the support professional ends the support session.

### EASY ASSIST USER INTERFACES

Easy Assist includes the following three main user interfaces:

- + Microsoft Easy Assist Launchpad
- + Microsoft Easy Assist Console
- + Microsoft Easy Assist Live Meeting Manager

#### Microsoft Easy Assist Launchpad

The Easy Assist Launchpad is used by a support professional to create an Easy Assist session. A support professional may access the Easy Assist Launchpad from the notification area of the taskbar. To create a session, a support professional can right-click the Easy Assist Launchpad icon, and then click Create Session. After the session is created, the support professional can send the end-user an invitation to join the session. Then, the support professional can join the session by using the Easy Assist Launchpad. Figure 1 illustrates some of the functionality of the Easy Assist Launchpad.

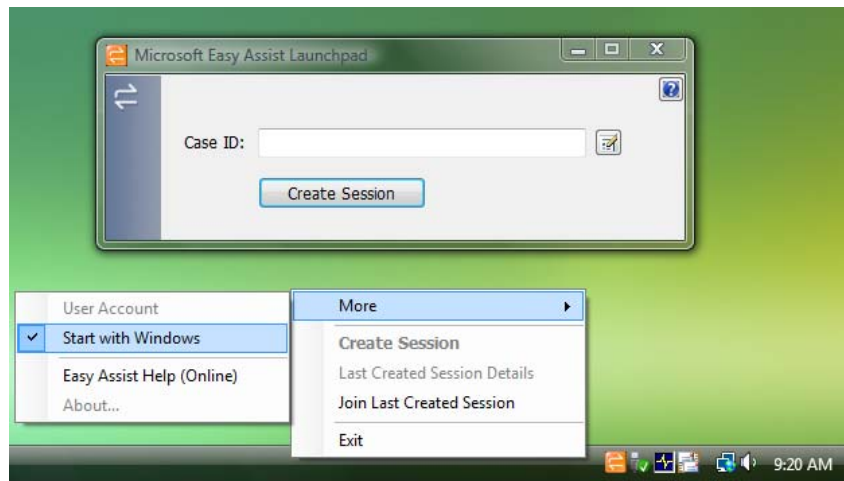


Figure 1: Easy Assist Launchpad

#### Microsoft Easy Assist Console

The Easy Assist Console is the client-side user interface to start desktop sharing or to perform other actions in an Easy Assist session.

*Note: For a Live Meeting 2007 comparison. The Support Professional console has similar functionality to that of the Live Meeting Presenter console. The Customer console has similar functionality to that of the Live Meeting Attendee console.*

**Support Professional Console**

The Support Professional console allows a support professional to request control of a customer's desktop. The console also lets a support professional upload and share files or documents, and can start and stop recording during a session. Figure 2 illustrates the Support Professional console.

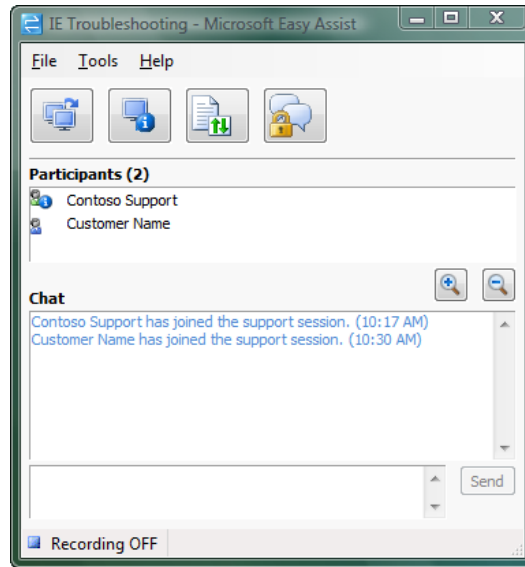


Figure 2: Support Professional console

**Customer (attendee) Console**

The Customer console has a minimal user interface. This console provides feedback to a customer with regard to requests from a support professional. Also, the console notifies the customer about recording status and sharing status. Additionally, the console allows customers to upload files or documents in response to requests from a support professional. Figure 3 illustrates the Customer console.

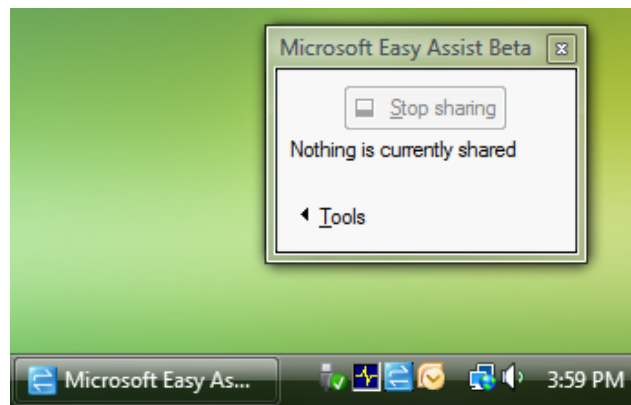


Figure 3: Customer console

**Live Meeting Manager**

The Live Meeting professionals may use the Live Meeting manager to create, configure, and manage support professional accounts. Figure 4 illustrates the Live Meeting manager user interface.

The Live Meeting manager is a Web-based management interface for Live Meeting and for the Easy Assist service. Support professionals can use the Live Meeting manager to access recordings and published reports. Live Meeting administrators can use the Live Meeting manager to create, configure, and manage support professional accounts. Note: Support professionals are identified as an Organiser role in Live Meeting 2007. Figure 4 illustrates the Live Meeting manager user interface.



