

# G/On Help



# G/On Help



## The need

- G/On allows customers to extend their business applications to a wider audience of users, partners, suppliers, franchise and more
- These users often need to have access to online help facilities
- Hosting partners want to supply helpdesk facilities to their customers

## The solution: G/On Help

- G/On Help is available through a “Help!” menu item
- When activated, a supporter is notified (popUp window)
- The supporter can gain access to the users desktop and both user and supporter can be active on the desktop



# What is G/On Help?

## Two main components

### G/On Help Client

- A separately priced feature to each G/On client
- Initiates contact to the supporters
- Gives G/On Help Manager shared access to the desktop (cross platform)

### G/On Help Manager

- A separately priced feature to the G/On server
- When activated (by a G/On Help Client), a supporter is notified (via popUp window)
- Gives the supporter shared access to the client machine's desktop (cross platform)



# Advantages of G/On Help



## Fully cross platform

- Windows
- Mac
- Linux

## One help solution for all client needs

## Allows for support in “unknown PC” situations

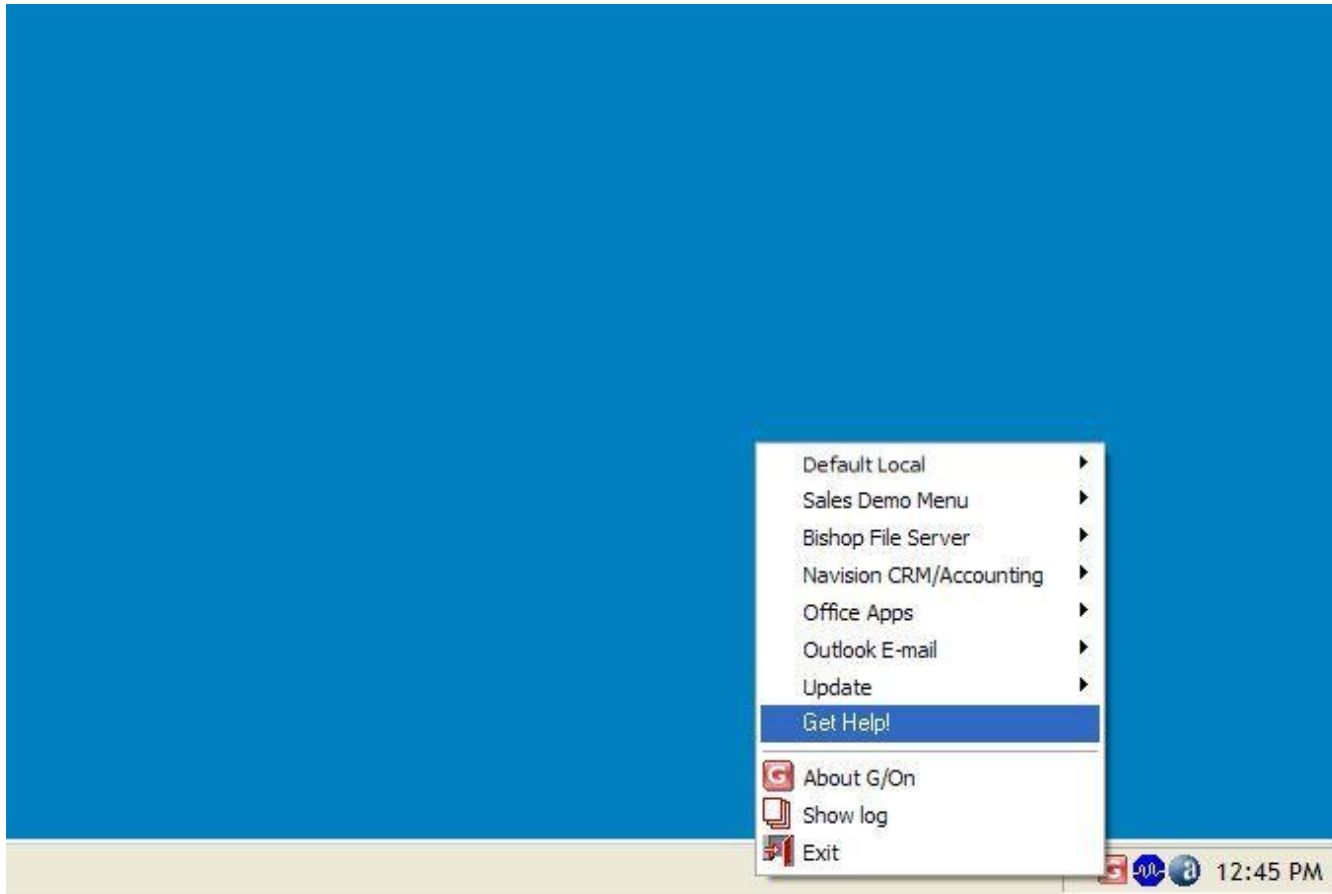
## Allows partners to build support offerings

- Support to specific applications
- Hosting providers



# G/On Help in action

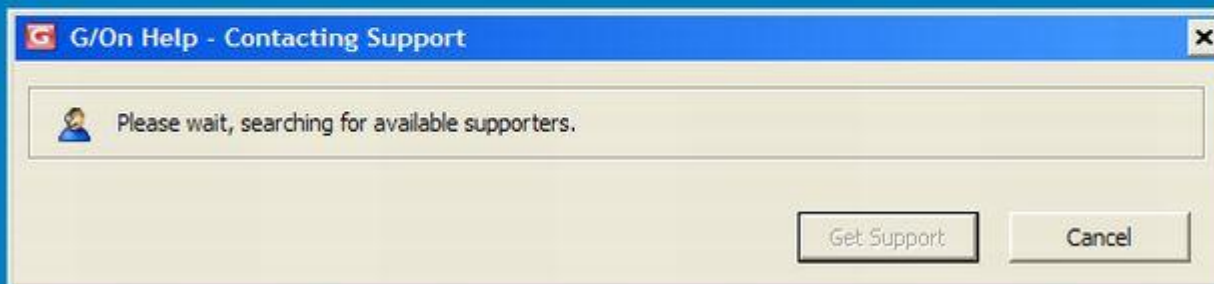
- User initiates request for an online support session from the G/On menu



# G/On Help in action



- Request is routed through the G/On server to available supporters



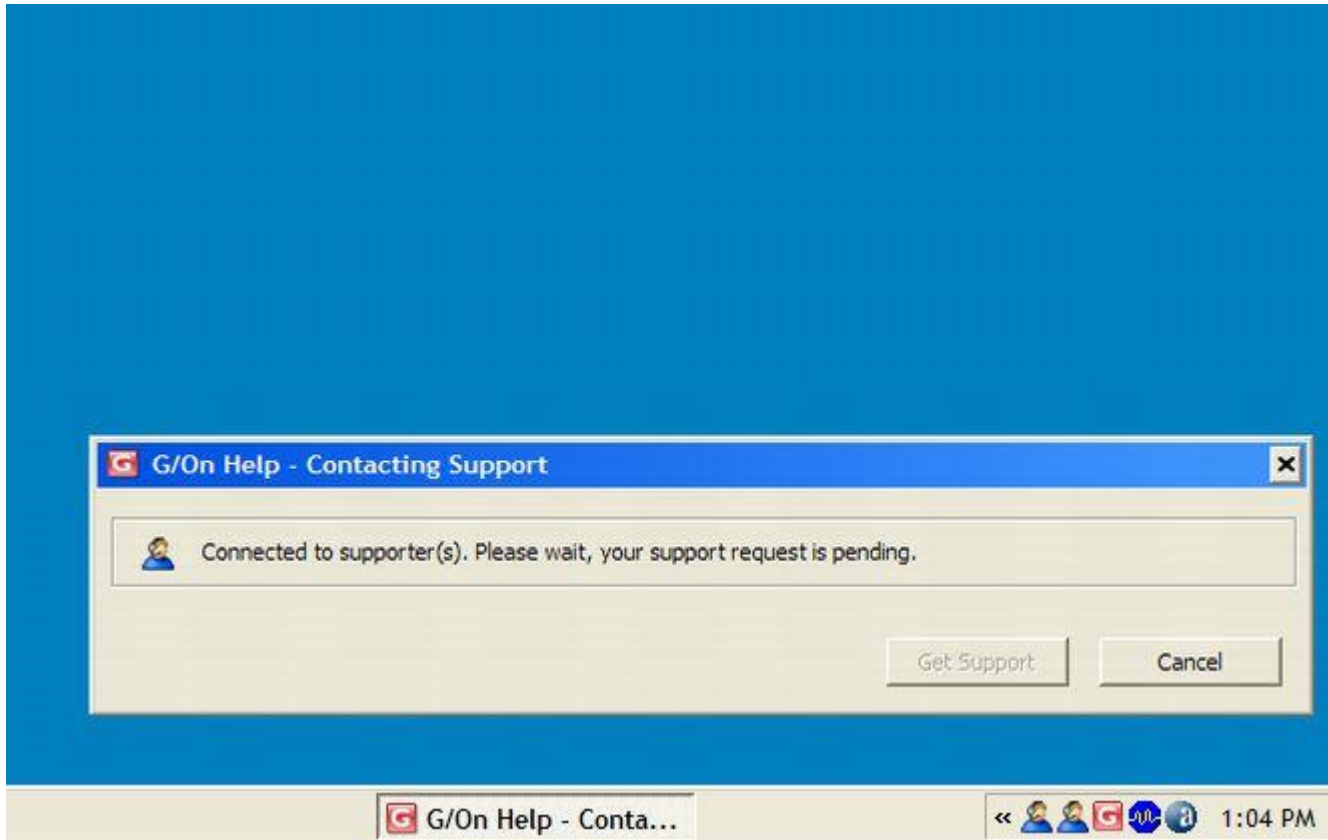
G/On Help - Conta...

<< [User Icons] [G/On Logo] [System Icons] 1:04 PM



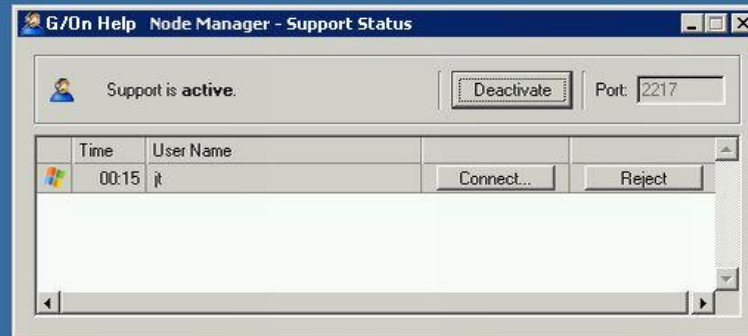
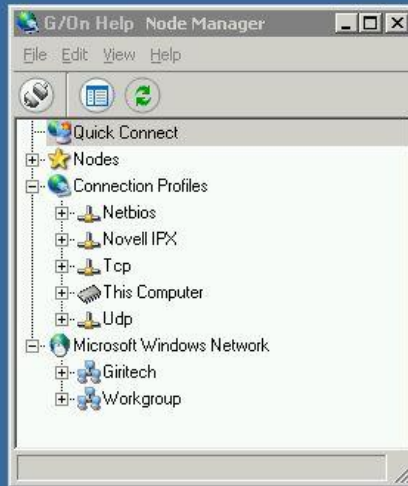
# G/On Help in action

- Once request has been received by one (or more) supporters, the user is notified (typically a few seconds if a supporter is available)



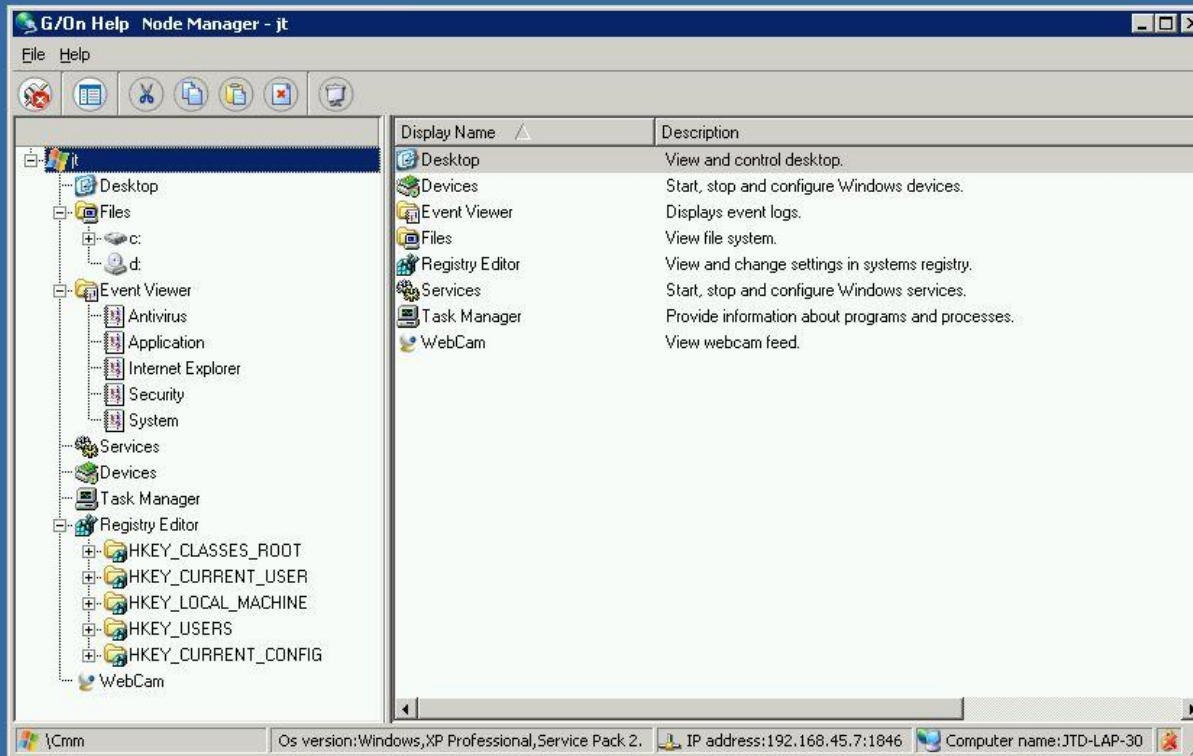
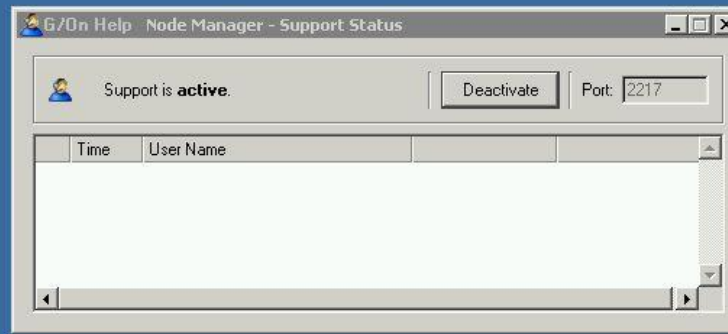
# G/On Help in action

**GIRITECH™**



- Supporters view pending requests in the G/On Help Manager Application





- Once a supporter “connects” – the supporter is given access to the desktop or all resources on the users computer, so the supporter can guide the user (typically over the phone, or a messaging system)