

## Company Profile

### Desktop Streaming

Expertcity, Inc., 5385 Hollister Ave, Santa Barbara CA 93111; 800-549-8541, 805-690-6471 (fax); <http://www.desktopstreaming.com/ad/corp/home> ; [desktop@expertcity.com](mailto:desktop@expertcity.com); In business since 1997.

**Clients:** Bucknell University (PA)

**Price:**

1-2 Seats: \$375 Monthly per Seat, \$725 Implementation per Seat

3-4 Seats: \$250 Monthly per Seat, \$550 Implementation per Seat

5-9 Seats: \$230 Monthly per Seat, \$520 Implementation per Seat

10+ Seats: \$170 Monthly per Seat, \$390 Implementation per Seat

\*\* Implementation fee covers account setup, routing setup, and training.

**Free Trial:** The account representative was able to offer up to 30 days free usage of the software if a trial was desired.

**Training:** : From information obtained from customer service rep Paul Bielke ([Paul.B@expertcity.com](mailto:Paul.B@expertcity.com)). "After implementation we will schedule training session with your user groups and manager group with our technical training specialist. Each of these training sessions will be conducted via remote session using the DesktopStreaming product and last for 1 hour. During this time the training specialist will review both the representative's side and the "client's" side of the remote connection and answer all questions which may arise during the training. These sessions are intended to be as beneficial to your organization as possible, therefore the training is completed when you feel your organization can competently use the tool. Additionally there are user guides that review the support process and all of the tools in the DesktopStreaming application.

**Hardware Requirements:** From <http://www.desktopstreaming.com/ad/corp/home>

"Support reps must have the HelpAlert software running on Windows 95/98/NT/2000/Me/XP. An Internet connection of at least 56Kbps is required. Customers must have a connection to the Internet (28.8Kbps minimum) and a Pentium-class PC running Windows 95, 98, 2000, Me, NT 4.0 or XP to connect with an expert and start a session."

**Reports Available:** From information obtained from customer service rep Paul Bielke ([Paul.B@expertcity.com](mailto:Paul.B@expertcity.com)). "Real-time reports are available through the Monitors feature where you are able to observe the live status of incoming questions and the status of the representatives who are signed on the DesktopStreaming. You are also able to pull overall statistics and transaction histories for each representative. A Snapshot report is used to view a complete record of your DesktopStreaming usage. This report is similar to the overall statistics available for individual representatives, but also provides information on your entire representative group. There are three sections of the report. The first is Summary Statistics, which summarizes the status of questions as they go through the process of being posted, answered by representatives, established as sessions and completed. Representative detail provides activity statistics on each representative to help you evaluate performance. Any representative signed on during the reported period will be represented on the report. Session detail allows you to look at representative activity on a per session detail. All sessions are also recorded and can be played back through the management center in real-time or at predetermined faster speeds."

**Cobrowsing Features:** from webpage: "ScreenSharing empowers the support rep to escalate the session as necessary to remotely view the user's computer and share mouse and keyboard

control. Whiteboard allows both the customer and the support rep to draw and highlight on each other's screens. File Transfer enables the support rep to send files to and from the user. Web Page Push allows the support rep to send a Web page to the user.”