



## **New Remote Technical Support System at Inkcups Now Corporation: Real-Time Support on Computer Screen**

Inkcups Now Corporation is announcing a new technical support system that allows highly efficient real-time online demonstrations, problem solving and training for company's globally dispersed customers.

The process is simple and does not require anything but Internet access and a phone line. Upon customer's request, a secure password-protected connection is established to log ICN technician into customer's computer. During the session, both parties see the screen of customer's computer, the technician controlling the mouse and being able to use the software on the remote computer, the customer observing and asking questions over the phone.

This audio plus video mode has proved an excellent way to administer equipment setup and troubleshooting, live software demonstrations, graphic art training, and project discussions. Issues that otherwise may take days to resolve because of large distances and communication imperfections, are now taken care of within minutes, ensuring that the customer enjoys seamless transition to new equipment, uninterrupted production and smooth completion of joint projects. The remote support system has been an enormous success with Inkcups Now clients and partners.

For more information please visit [www.inkcups.com](http://www.inkcups.com) or call 1-(978)-646-8980.