

Control-F1™ Corporation

CF1-LIVE!™

Product Category: [Supplied by Remedy] Validation Date: [Filled in upon validation]

Product Abstract

Control-F1 introduces CF1-LIVE!—integrated eSupport that combines powerful collaboration capabilities with the power and productivity of automation. CF1-LIVE! is the leading enterprise eSupport solution, delivering a comprehensive, fully integrated set of tools, including collaboration, diagnostic, remote control, support automation, and repair functions.

Using CF1-LIVE!, help desks can better meet the continual challenges to reduce costs, increase end user satisfaction, and enable increased productivity for internal and external end users.

With the advent of CF1-LIVE!, the evolution of support technology has taken the next critical and innovative step for enterprise support.

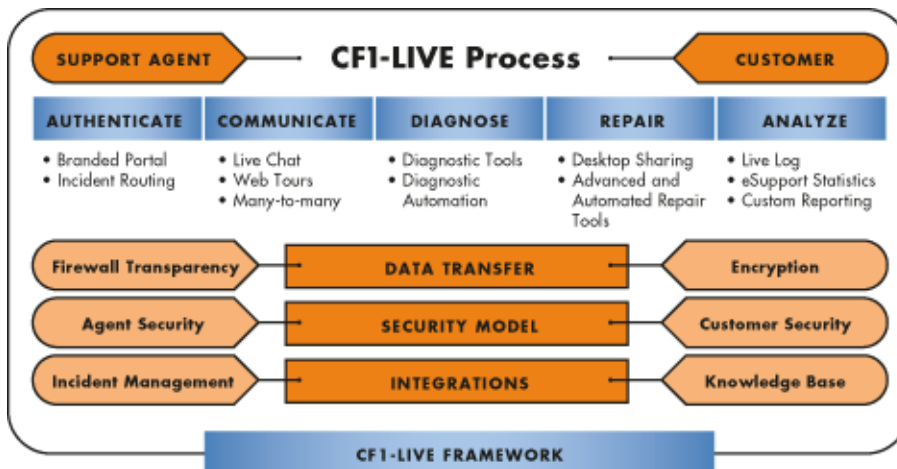


Figure 1 The CF1-LIVE! eSupport process

Integration Summary

The Control-F1 / Remedy integration enables organizations to automate the flow of data captured in a CF1-LIVE! eSupport session into Remedy’s Action Request System (AR System). When the support agent is performing the diagnosis and repair process on an end user’s machine using CF1-LIVE!, all transactions and data gathered about the end user’s machine are logged and stored in the CF1-LIVE! database. At the end of an eSupport session, CF1-LIVE! can automatically create a trouble ticket (e.g., service request) in the AR System. Once a trouble ticket is automatically created, the request can be managed, escalated, and tracked until the problem has been resolved.

Key Benefits:

- Reduces time to problem resolution.
- Allows problems to be tracked from inception to closure with minimum end user intervention.

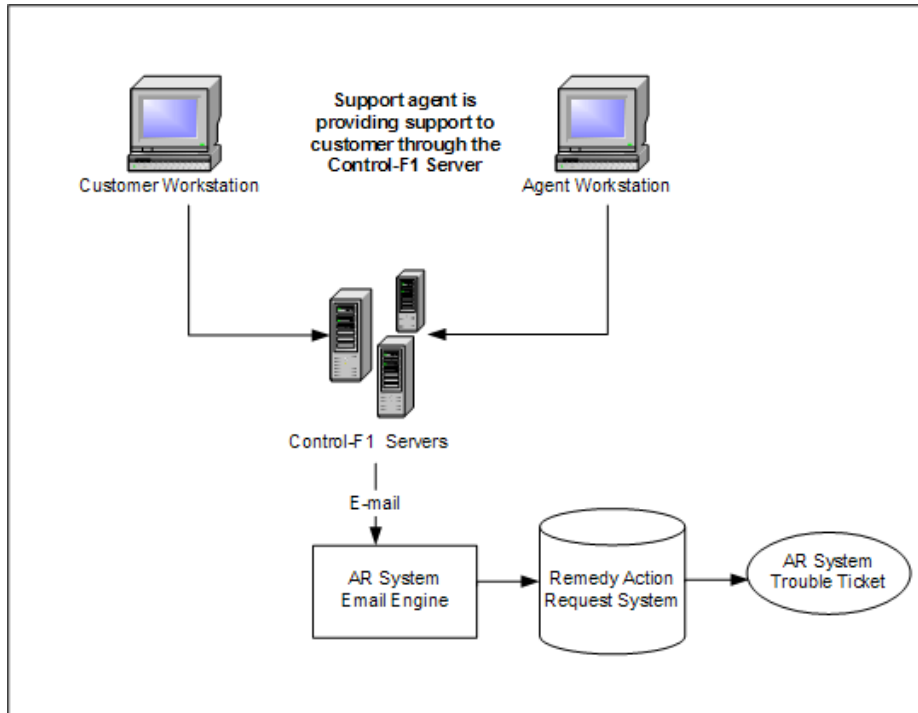


Figure 2 Integration between CF1-LIVE! and Remedy AR System

Support Information

The integration described in this document is supported by Control-F1. Control-F1 develops, markets, and supports the installation of CF1-LIVE!, our eSupport solution, and its integration with Remedy's Action Request System Server.

System Requirements

The following CF1-LIVE! software and Remedy products must be installed and operating correctly prior to the integration:

Remedy Action Request System 4.0 or higher

- This integration assumes the Action Request system is properly configured. For details, see Remedy's Action Request installation and administration guides.
- The AR System Email Engine must be installed, configured, and running prior to implementing this integration.
- For the purpose of the integration defined in this document, the Remedy template used is titled 'CF1' and is shipped as part of the CF1-LIVE! Remedy integration.

Note: Users with administrative understanding of the AR system may integrate CF1-LIVE! with a custom form of their choice. This broadens the scope of the integration possibilities. However, this document describes only the CF1 form.

Control-F1 CF1-LIVE! 4.x

- CF1-LIVE! Framework Server installed and configured with the e-mail functionality enabled.
- Access to a SMTP server.
- Valid e-mail address.

Customer Workstation Requirements

- Pentium 133 PC (or greater).
- 32 MB of RAM (or greater).
- 800 x 600 minimum display resolution.
- TCP/IP compatible network.
- 56 Kbps modem connection (broadband preferred).
- Super VGA graphics card.
- Windows 95, Windows 98, Windows ME, Windows NT with SP4 (or higher), Windows 2000, or Windows XP.
- Internet Explorer 4.01 (or higher), Netscape 4.74 to 4.79.
- Internet connection that allows HTTP tunneling and outgoing traffic through Port 80 on any protocol.
- Current version of Java Virtual Machine/ Microsoft™ Java Virtual Machine required for Desktop Sharing.

Support Agent Workstation Requirements

- Pentium 200 PC (or greater).
- 32 MB of RAM (or greater).
- 1024 x 768 minimum display resolution.
- TCP/IP compatible network.
- Super VGA graphics card.
- Windows 98 SE, Windows NT with SP6a (or higher), Windows 2000, or Windows XP.
- Internet Explorer 5.01 (or higher).
- Internet connection that allows HTTP tunneling and outgoing traffic through Port 80 on any protocol.
- Current version of Microsoft™ Java Virtual Machine.

Customer & Support Agent Operating Systems

Manufacturer	Title	Versions
Microsoft	Windows	95 C, 98, 98 Second Edition, Millennium, NT 4.0 SP4+, 2000, XP

Web Browsers – Support Agent

Manufacturer	Title	Versions
Microsoft	Internet Explorer	5.01 – 6.0

Web Browsers – Customer

Manufacturer	Title	Versions
Microsoft	Internet Explorer	4.01 – 6.0
Netscape	Navigator	4.74 – 4.79

Application Servers

Manufacturer	Title	Versions
BEA	WebLogic	6.x
Macromedia	Jrun	4.x or above
IBM	WebSphere	4.x or above
Apache	Tomcat	3.3, 3.31, or 4.14
iPlanet	iPlanet Application Server	
Oracle		9i

Web Servers

Manufacturer	Title	Versions
Microsoft	IIS	4.x and 5.x
Apache		1.3.0+
iPlanet		4.0+

Databases

Manufacturer	Title	Versions
Microsoft	SQL Server	7 – 2000

Java 2 Platform

Manufacturer	Title	Versions
Sun	J2EE	1.3 w/JDBC 2.x

Control-F1 Application Server Requirements

- Windows 2000
 - Windows 2000 SP2 or greater.
 - 1 GB RAM.
 - 2 GB hard drive.
 - Pentium 4 1 GHz or better.
 - JDK v1.3.1.
 - 1 Public IP address.

—OR—

- WINNT 4.0
 - WINNT 4.0 SP6a or greater.
 - MS JVM 5.00.3802 or greater.
 - 1 GB RAM.
 - 2 GB hard drive.
 - Pentium 4 1 GHz or better.
 - JDK v1.3.1.
 - 1 Public IP address.

Collaboration Server

- Windows 2000
 - Windows 2000 SP2 or greater.
 - 512 MB RAM (Control-F1 recommends 1 GB if 10 or more concurrent sessions are expected).
 - 2 GB hard drive.
 - Pentium III 550 MHz or better.
 - 3 Public IP addresses.

—OR—

- WINNT 4.0
 - WINNT 4.0 SP5 or greater.
 - 512 MB RAM (Control-F1 recommends 1 GB if 10 or more concurrent sessions are expected).
 - 2 GB hard drive.
 - Pentium III 550 MHz or better.
 - 3 Public IP addresses.

Contact Information

For any customer support questions, please contact us at the locations below.

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Integration Details

The following procedures demonstrate how CF1-LIVE! can generate a new entry in the Remedy AR System (e.g., allowing the entry to be managed and escalated in the AR System).

The integration is based on an e-mail being sent in a specific format upon completion of a CF1-LIVE! session to the Email Engine, which generates a ticket in the AR System.

Please follow these steps when implementing this integration:

- 1) Set up in the Remedy Action Request System.
 - a) Setup the Email Engine.
 - i) Install the 'Email Engine' service (if not yet installed) and configure it for both incoming and outgoing mail. For details regarding this step, please consult the Email Engine Guide documentation.
 - ii) Consult your systems administrator to create a dedicated e-mail profile and e-mail box and configure the Email Engine to work with it.
 - iii) Create a file called CF1.arm (you can use Notepad to edit the file). The contents should contain the following entries:

Schema: CF1
Server: AR System Server
Login: Valid AR System ID
Password: Password for AR System ID (listed above)
Action: Submit
 - iv) Create a new entry in the AR System Email Templates via the Remedy User tool. The parameters for the fields are as follows:
 - Template Format: Text.
 - Template Name: CF1.
 - Description: Template for Control-F1.
 - In the Attachment field, right-click and choose the file CF1.arm (created in the step above).
 - Save the entry.
 - v) Create a new entry in the AR System Email User Instruction template via the Remedy User tool. The parameters for the fields are as follows:
 - Template Name: Select CF1 from the drop-down arrow.
 - Mailbox Name: Select the mailbox you configured from the drop-down list.
 - Instruction: cflive.
 - Save the entry.
 - vi) Open the AR System Mailbox Configuration form and locate the entry created for incoming e-mails. Select the Advanced configuration tab and verify the two entries:
 - Use Original Template Format -> Select Yes.
 - Use Supplied User Information -> Select Yes.
 - b) Import the CF1 template.
 - i) Log into the Action Request System's Administrative Tool as the Administrator.
 - ii) Go to the Tools drop-down menu and choose Import Definitions -> From Definition File [see Figure 3].

- iii) Open file CF1.def from the Control-F1 installation CD in the Remedy integration directory.
- iv) Click the Add All button then click the Import button. When the import has finished, click OK.

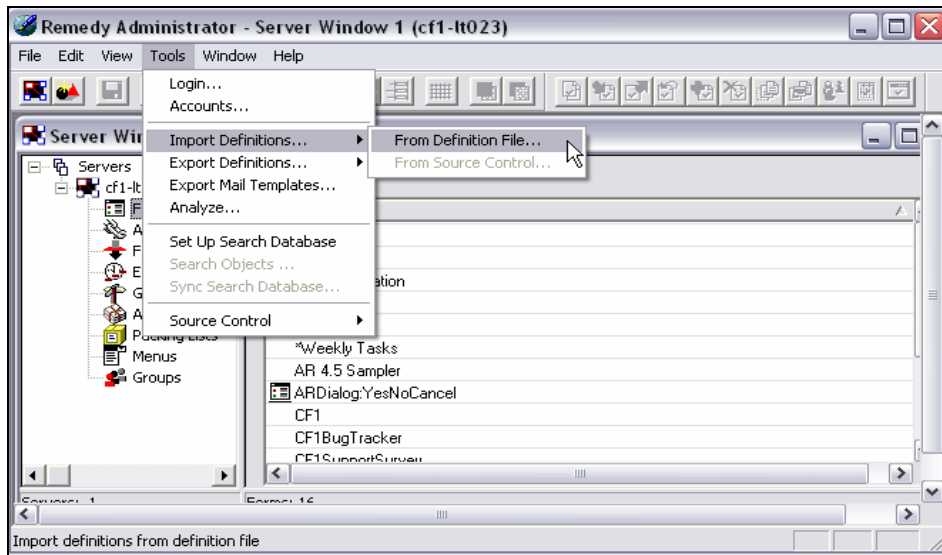


Figure 3 Importing the CF1 form's definition file into your AR server

- v) Open the AR System User and verify the existence of the CF1 form [see Figure 4].

A screenshot of the "AR System User - [CF1 (New)]" form. The window title is "AR System User - [CF1 (New)]". The menu bar includes File, Edit, View, Tools, Actions, Window, and Help. The form has a "New CF1" header with a "Save" button. Below the header is a banner image for "CONTROL-F1". The form is divided into tabs: "Session Details", "Times", "Logs", and "System Data". The "Session Details" tab is active. It contains several input fields: "Client Email Address", "Client Name", "Company Name", "Agent's Name", "Queue Name" (with a dropdown arrow), "CF1 Session ID", and "Related Remedy Ticket #" (with a dropdown arrow). There is a "Question" section with a text area containing "No Question" and a dropdown arrow. At the bottom right, there is a "Demo" button.

Figure 4 CF1 form as it appears in AR System User

- 2) Setup in the CF1-LIVE! solution.
 - a) Configuring an e-mail address and SMTP server:
 - i) Apply the Remedy integration update located in the Remedy integration directory on the Control-F1 CD. If the directory can not be located, please contact the Control-F1 support desk for the integration files.
 - ii) In the Remedy integration directory there will be one zip file: Remedy.zip. Unzip the contents of the file to the location of the CF1-LIVE! application. If the application name is 'CF1Live', unzip it into the CF1Live directory. If prompted to overwrite files select Yes.
 - iii) Edit the file `logout_email_remedy.properties` located in `<application server>\web application name \WEB-INF\classes\config`. Complete the following fields:

```
Smtphost=mail server
SenderName=CF1-Live for Remedy Integration
SenderEmail=sender's e-mail
ReplyToEmail=reply to e-mail address
CRMEmailRecipient=remedy e-mail account
```
 - iv) Stop and Start the Control-F1 application server.

This completes the setup for CF1-LIVE! / Remedy Integration. Test the system to be sure the CF1 form is properly populated. **Note:** The CF1 form contains all fields and associated data types captured in a CF1-LIVE! eSupport session. When an eSupport session is complete, the e-mail containing all the eSupport information is sent to the Remedy AR System server for processing. The Remedy AR System server will parse the information into the related fields and create a new entry in the CF1 form. At this point, the AR System Administrator can create a workflow to push new and or updates in a supporting form (e.g., Remedy Help Desk).

Sample Scenario

Customer Experience:

The customer is experiencing problems with their computer and is unable to open Microsoft Word. The customer goes to a web page and submits their support request using the CF1-LIVE! application [see Figure 5]. The customer is then entered into a support queue where an agent can run a number of diagnostics and background tools to assist in problem resolution. The customer can also communicate with the support agent through the web chat interface.

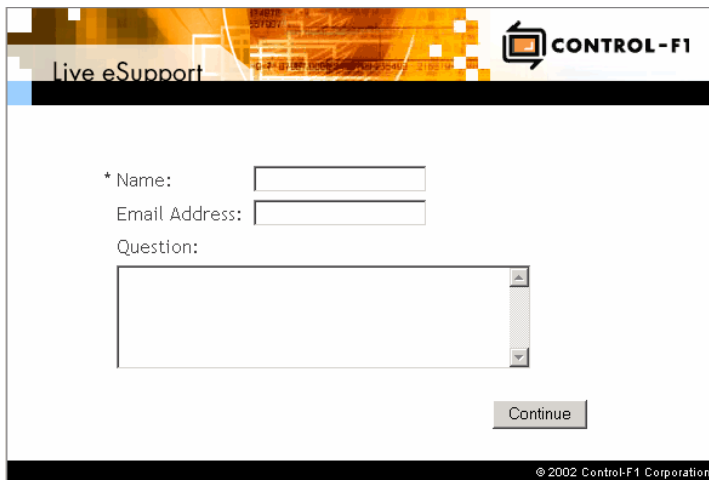


Figure 5 Customer login page

Support Agent Experience:

In the help desk, the support agent uses CF1-LIVE!'s many capabilities, including the queue system, to manage customers and priorities [see Figure 6].

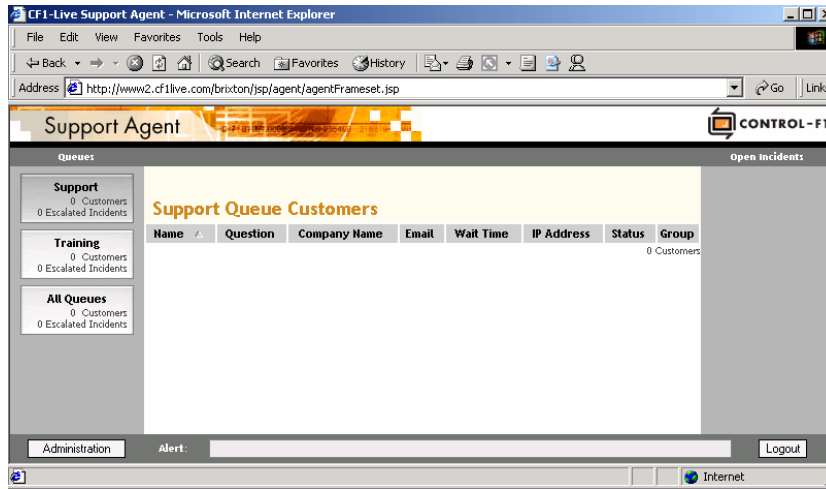


Figure 6 Support agent queue system

In addition, the support agent has a number of tools at their disposal for problem resolution, including chat, advanced repair tools, automated repair tools, and desktop sharing (see Figure 7). Whenever any of the tools are executed the details are logged in the Control-F1 database. The audit trail details all activities from running basic diagnostics to copying files from one location to another.

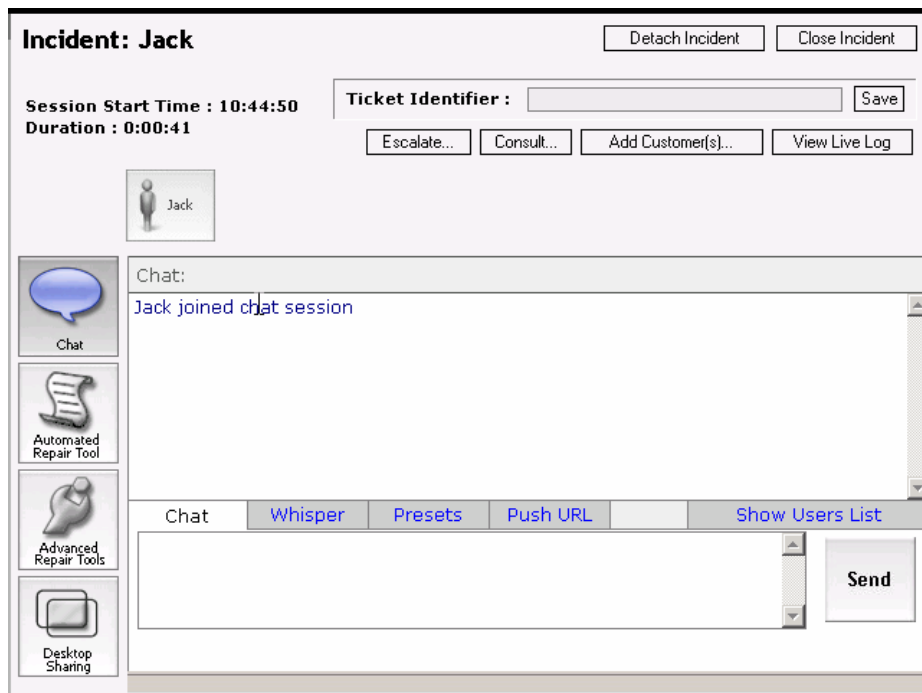


Figure 7 Available support tools

At the end of a session, all the details are pushed to the Remedy Action Request System. The details are stored in a specific form called CF1. Additional workflow can be written against this form to push portions or the entire session data into the problem tracking form. All details are logged with supporting resolutions that can be used with root cause analysis.

Endnotes

This integration note has been produced by Remedy Corporation and Control-F1 Corporation as a convenience for our customers. Remedy and Control-F1 have made every effort to ensure that the information contained in this document is accurate but do not guarantee any accuracy now or in the future.

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