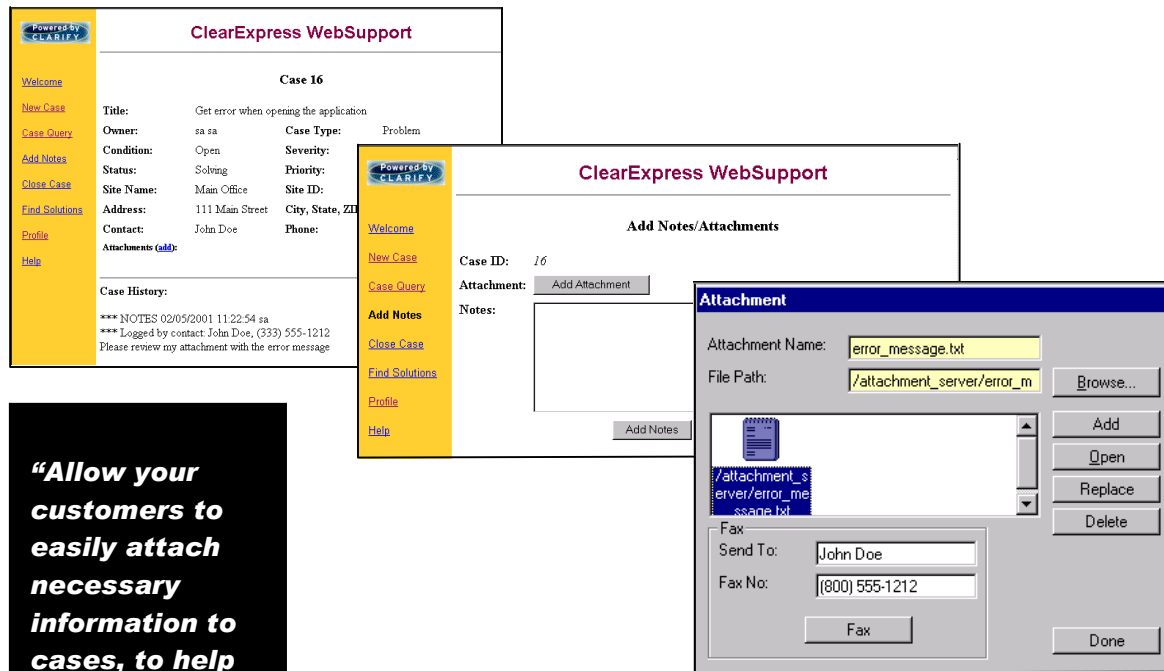


Allow customers to attach files to their WebSupport cases with:

ptWebAttach

In today's industries, most customer support departments require more information than just an e-mail to help solve customer cases. File attachments, which contain code, error messages, or images, provide the critical additional information needed to help the customer support representative solve the case quickly and efficiently. Allow your customers to easily attach necessary information to cases, to help solve the issue during the initial interaction.



“Allow your customers to easily attach necessary information to cases, to help solve the issue during the initial interaction.”



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ptWebAttach will allow customers to attach files to their Clarify WebSupport cases and upload it to a designated server on the network. Customers no longer have to send their attachments directly to the support representative's email address, where the connection between the case and the attachment is lost. The file will be listed as an attachment for the case, and can be accessed directly from the Clarify Client Application.

ptWebAttach gives your customer an additional method to apply further detail to their case. In addition, ptWebAttach allows the attachment to be referred to by other support representatives, without having the customer resend their attachment, just in case additional issues arise.

For more information on ptWebAttach, contact Point2Point Solutions's Sales at (408) 467-0765; or via email at sales@pt2ptsolutions.com; or via the World Wide Web at www.pt2ptsolutions.com.