



Implementing eSupport Service

Product Guide



Introduction

The objective of this manual is to assist our client to implement the E-Support system.

Step 1 : Having PC with internet connection

Step 2: Make sure that the PC is equipped with microphone and speaker

Step 3: Install MSN

step 4: Install Skype

Step 1: Having PC with internet connection

- In order to take advantage from this e-support system, make sure that one pc has an internet connection at your office.

Step 2: Make sure that the PC is equipped with microphone and speaker

- In addition to the support via a chatting session, a support via a live conversation session is also available.
For this, the PC should be equipped with a microphone and a speaker.

Step 3: Install MSN on this PC

- In order to have a support via a chatting session, it is recommended to do the following:
 - Install MSN
 - Add email account for Support "Aims_supp@hotmail.com"
 - Open a MSN chat session whenever a support from Aims' team is required.

Step 4: Install Skype

- In order to have a support via a live conversation session, it is recommended to do the following:
 - Install skype
 - Add skype account for Aims "Aims.sarl"
 - Call Aims whenever a support is required.