



SmileTiger eSupport Server Version 7.0

Datasheet

Overview

SmileTiger eSupport server is a powerful web-based customer support software system. It features customer waiting list and switching function, multiparty audio conferencing, multiparty video conferencing, white board, remote PowerPoint presentation, web tour, application/desktop sharing, application/desktop remote control, local file pushing, polling, question and answer, record and streaming, document management center, instant messaging, and inline browsing.

The screenshot shows a web browser window titled 'Welcome to SmileTiger WebPresentation'. The main content area is titled 'Customer Waiting List' and contains a table with the following data:

Name	IP Address	Login Time	Message
customer	69.132.8.6	05:11:47 PM	
steve	69.132.8.6	05:15:33 PM	

At the bottom of the table, there is a blue button labeled 'Provide Service'.

The software is designed for the complex Internet/Intranet environment. All communication passes firewalls and proxies without any network configuration change. It works perfectly with both broadband connection and dialup connection.

The software can be seamlessly integrated with the existed corporate websites.

The deployment of the client software is simple and fast. It is automatically installed to the client machine within seconds for a broadband connection or minutes for a dialup connection when the user enters a conference for the first time.

Features

- ✔ Customer waiting list and switching board
- ✔ Service button
- ✔ Multiparty audio conferencing
- ✔ Multiparty video conferencing
- ✔ Remote PowerPoint presentation
- ✔ White board
- ✔ Application/Desktop sharing
- ✔ Application/Desktop remote control
- ✔ Web Tour
- ✔ Local file pushing
- ✔ Web page pushing
- ✔ Question & Answer
- ✔ Polling
- ✔ Recording and Streaming
- ✔ MS Outlook integration
- ✔ MS Office integration
- ✔ Text messaging
- ✔ Inline browsing
- ✔ Document Management Center

- ✔ Web-based administration
- ✔ Encrypted communication
- ✔ Pass firewalls & proxies
- ✔ All communication works with dialup
- ✔ Seamless integration with corporate websites
- ✔ Adjustable communication speed

System Requirements

Client Requirements

CPU	Pentium 233M Hz, or other compatible CPU
Memory	64MB
Operation System	Windows 95/98/ME/NT/2000/XP, MAC OSX Unix(thin client), LINUX(thin client)
Platform	Internet Explorer 4.x or higher version, Netscape 4.x or higher version
Network	Dialup Internet access or broadband/LAN Internet access.
Optional	Audio conferencing – speaker, microphone, headset Video conferencing – web cam, camcorder, network camera

Server Requirements

CPU	1.0GHz Pentium CPU, or other type of CPU with equal performance
Memory	256 MB
Operation System	Windows NT/2000/XP, UNIX, Or LINUX.
Network	T1 or faster network connection

Specifications

Server Specification

Server Ports	Default: TCP 7772 Can be configured to any other port, e.g. 80
Conference Number	Unlimited
Maximum Concurrent User	6000
Data storage	File system

Performance Specification

Audio speed	13 kbps
Maximum simultaneous speakers	Up to 20
Maximum simultaneous audio receivers	6000
Video frame rate	Adjustable from 1fps to 30 fps
Video resolution	Up to 640 * 480
Maximum simultaneous video senders	Up to 20
Maximum simultaneous video receivers	6000
Application sharing speed	Adjustable from 1kbps to 100Mbps
File Pushing speed	Adjustable from 1kbps to 100Mbps

More Information

Company website: <http://www.smiletiger.com/>

Trial version download: <http://www.smiletiger.com/v9s/download.php>

Purchase: <http://www.smiletiger.com/v9s/purchase.php>

Live Demo: <http://www.smiletiger.com/v9s/demo.php>

Documents: <http://www.smiletiger.com/v9s/docs.php>

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