




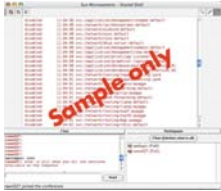
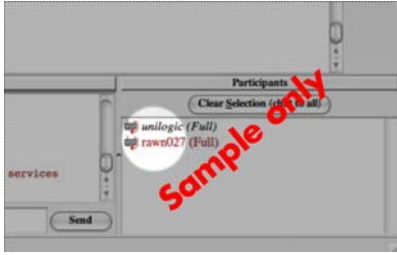




Copy by Brad Chittim, Chief Scribe, www.writeconcepts.biz

Graphics & Production by Jamie Hurt, Visual Communication Scientist, Thunderfish Studios, <http://thunderfishstudios.com/>

Scene	Graphics	Script
<p>Actor note: Your audience consists of left-brained, logical managers who despise marketing fluff. Do articulate a friendly, warm, energetic, engaging presence on screen. But take great care not to “get cute” with adlibs. That will turn off this “just the facts ma’m” audience.</p>		
1.01	<p>Standard Graphic Open: “Sun Shared Shell”</p> 	<p>Hi, I'm Brian Harper. I'm here today to show you how you can get more value from your Sun Spectrum support coverage. You've already made an investment in your Silver, Gold or Platinum service plan. Now let's talk about a tool that comes with those plans. One designed to cut the time it takes your team to resolve issues.</p>
1.02	<p>Actor note: emphasize “secure” with voice & hand gesture</p>	<p>We call it Shared Shell. It's a <u>secure</u> service tool that allows your staff to collaborate with Sun Service Engineers. Making it easier to diagnose and resolve complex problems.</p>
1.03		<p>Through a remote access terminal session, participants can see what your people see. And view the information that's critical to accurately, and more quickly solve issues.</p>
2.01		<p>Now to show you the power of this tool, let's walk through a scenario. Let's say one of your administrators is having a problem with the configuration of a hardware device.</p>
2.02		<p>They contact Sun Services. They chat with the Sun Service Engineer and both agree that the use of Shared Shell would make things easier.</p>
2.03	<ul style="list-style-type: none"> • Screenshot of . 	<p>They click “Launch Shared Shell”. Then enter their Sun online account username and password.</p>

	 <ul style="list-style-type: none"> • Show mouse clicking on “Launch Shared Shell” • Show dummy user name and password being entered 	
2.04	<ul style="list-style-type: none"> • Show the mouse selecting Option 1 • Show the user entering the relevant information. • Show the mouse clicking start and the session connecting 	<p>To the right, they select option “1, Initiate a session and connect to target system”. They enter the other relevant information and click Start.</p>
2.05	<ul style="list-style-type: none"> • Show mouse selecting “Conference”, then “Invite” and do whatever action is necessary to create an invitation key. 	<p>Now that Shared Shell has been launched it's time to authorize the Sun Engineer to join the session. Your administrator selects “Conference”, then “Invite”. An invitation key is then automatically generated. Your administrator then communicates the key to the Sun engineer.</p>

2.06		Who then enters it and joins your administrator's session.
2.07		Note that your administrators have total control. <i>They</i> decide who to invite to a session. Whether it's a colleague on your team, Sun Service Engineer or Sun Partner. They also decide what level of access each participant will have. For security purposes, the default mode is view only.
2.08	<ul style="list-style-type: none"> •  	Once connected, your administrator sees a tri-pane interface like this one.
2.09	<ul style="list-style-type: none"> • Highlight "Participants Pane" in screenshot  <ul style="list-style-type: none"> • Highlight the "eyeglasses" icon. 	Each participant's pane in the lower right-hand quadrant shows everyone in the session. The eyeglasses icon indicates that this participant has "view only" access.
2.10	<ul style="list-style-type: none"> • 	And while we're on the topic of security, you should know that all communication between you and Sun utilizes SSL encryption. Moreover, an audit trail is created by logging all activity from your session. What we don't log, is any of your passwords. .
2.11	<ul style="list-style-type: none"> • Highlight the "Terminal Pane section" 	Going back to the Shared Shell window, this is the terminal pane. It is the interface

		to the shell running on the problem system. This allows the session participants to all view the ANSI terminal standard text. So that everyone has the same information to work the problem with.
2.12		
2.13		
3.01		
3.02	<p>Standard Graphic Close: "Shared Shell sun.com/service/123"</p> 	
3.03	<p>Standard Graphic Sun Logo</p> 