



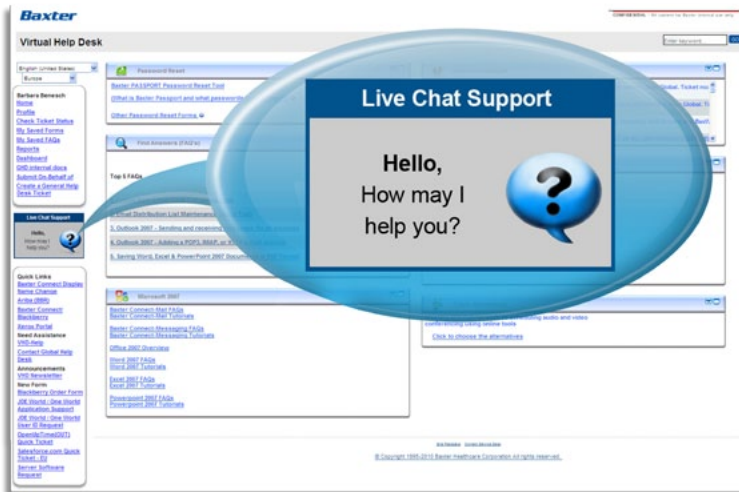
# Baxter Virtual Help Desk

## INTRODUCING CHAT: *Instant Access to IT Support*

### INTRODUCING CHAT ... ANOTHER WAY TO INSTANTLY ACCESS IT SUPPORT

We're pleased to introduce Chat – a new Global Help Desk support feature to enhance your Virtual Help Desk experience. Beginning December 1st, the rollout of Chat will start. Find below the rollout schedule:

Roll-out Date	Language	VHD Region
Wednesday, December 1st	English	North America
Wednesday, December 8th	English	Asia Pacific, Europe, Latin America
Wednesday, January 19th	Portuguese	Latin America & Europe
Wednesday, February 2nd	Spanish	North America, Latin America & Europe
Wednesday, February 16th	German, French, Italian	Europe
Wednesday, March 2nd	Mandarin	Asia Pacific
Wednesday, March 16th	Japanese	Asia Pacific



Connect instantly to a Help Desk agent and begin a chat session for assistance with any IT issues.

With Chat, you'll get instant answers for your how-to questions. If you know how to use Baxter Connect-Instant Messaging (Office Communicator), you can Chat.

Access Chat from the Virtual Help Desk home page. Just click on the "Live Chat Support" icon located on the left-hand navigation of your VHD homepage to begin your Chat with a Help Desk agent. It's that easy!

Please share your feedback on the value, ease-of-use, and level of support provided by Chat if you receive a customer satisfaction survey. Your candid input will assist IT in its mission to continually improve your Global Help Desk experience.

***Mark your calendars!***

# Baxter