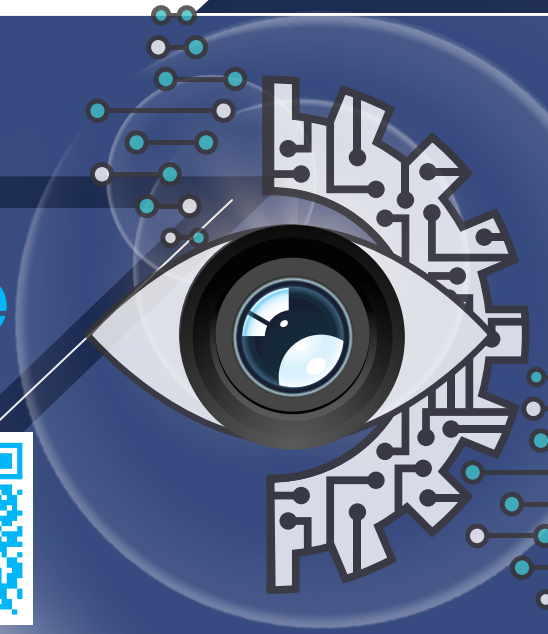


Visual Assistance

Say goodbye to unnecessary on-site visits and say hello to a faster, smarter solution



Solution overview

Our secure, encrypted platform provides you a robust video solution that connect your users with expert technicians. Whether you need help installing hardware, diagnosing a fault, or completing repairs, our Visual Assistance ensures a smooth and efficient process. Let your customer get the support they deserve, without the hassle.

Benefits



Simple call initiation

Initiated by receiving a link via SMS and authenticated by unique code



Secure

Industry standard encryption, protecting your data



Efficient

Streamline operational efficiency



Customer Satisfaction

Better customer experience. Instant support, skip the scheduling hassle



Cost Saving

Save time and money without the added expense of on-site visits



Easy deployment

Users can access it without delays or complexities

Features



No application download needed

Easily integrate into existing servicing applications without extensive redevelopment. Enjoy the convenience of Visual Assistance without disrupting your current workflows or requiring significant software changes.



Annotation and markups

Annotate and mark up screens and documents in real-time. Highlight important areas, draw attention to specific details, and provide clear instructions for clients to follow.



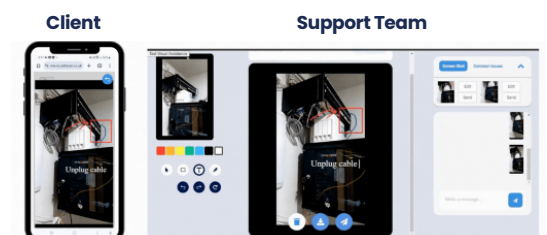
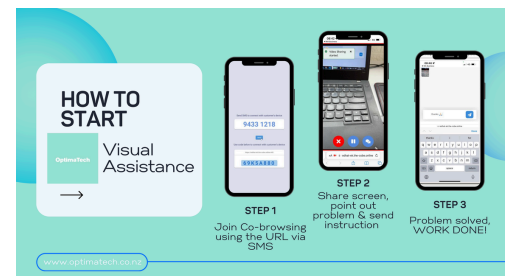
Phone camera sharing

Use customers' mobile phones to share images seamlessly during video calls. Visualize the faulty area avoids misunderstandings and lets support teams recognize the problem immediately.



Support multiple industry-standard deployments

Support on-premises, private cloud, and other alternatives. Ensures flexibility and scalability for your business needs. Simply choose the deployment model that best aligns with your organization's requirements.



Use cases



Service and maintenance

Empower support teams to remotely diagnose and resolve technical issues. With live video calls and screen sharing, support agents can visually assess the client's environment, guide them through troubleshooting steps, and provide real-time solutions, eliminating the need for onsite visits.



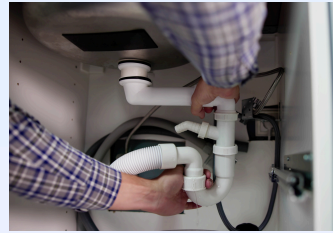
Installation

Assist clients with equipment setup and configuration remotely. By visually guiding clients through the installation process, verifying connections, and providing step-by-step instructions, support teams ensure seamless equipment integration, reducing setup errors and enhancing overall user experience.

Reference Industries

Field Service and Maintenance

- **Equipment Troubleshooting:** Remotely diagnose and resolve equipment issues, minimizing downtime.
- **Remote Guidance:** Provide real-time guidance to technicians on-site for complex repairs or installations.
- **Asset Inspection:** Conduct virtual inspections of equipment and infrastructure.



Manufacturing and Production

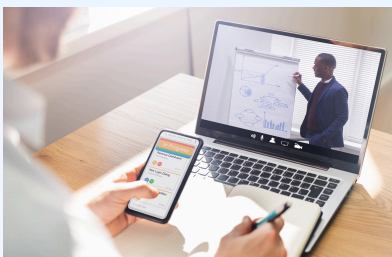
- **Quality Control:** Inspect products for defects and provide real-time feedback.
- **Remote Training:** Train employees on new equipment or processes.
- **Supply Chain Management:** Conduct virtual audits and inspections of supplier facilities.

Construction and Engineering

- **Site Inspections:** Conduct remote site inspections and progress assessments.
- **Equipment Operation:** Provide remote training and support for complex machinery.
- **Project Collaboration:** Facilitate real-time collaboration between teams on construction sites.

IT and Telecom

- **Technical Support:** Provide remote IT support and troubleshooting.
- **Hardware Installation and Configuration:** Guide customers through complex setups.
- **Network Troubleshooting:** Diagnose and resolve network issues remotely.



Insurance

- **Damage Assessments:** Conduct virtual inspections for insurance claims.
- **Claims Processing:** Facilitate real-time communication between adjusters and policyholders.
- **Risk Assessment:** Perform remote inspections of properties and assets.

Training and Development

- **On-the-Job Training:** Provide real-time guidance to employees during training sessions.
- **Equipment Training:** Demonstrate the correct usage of machinery or tools.
- **Quality Control Training:** Showcase quality standards and inspection procedures.

Quality Assurance and Inspection

- **Remote Inspections:** Conduct virtual inspections of facilities, equipment, or products.
- **Defect Reporting:** Capture and document defects for analysis and corrective action.
- **Quality Control Training:** Demonstrate quality standards and inspection procedures.

Facilities Management

- **Maintenance Requests:** Submit and track maintenance requests with visual evidence.
- **Equipment Inspections:** Conduct remote inspections of equipment and facilities.
- **Emergency Response:** Provide real-time visual support during emergencies.



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