

4REMOTE

Use case: Customer support



4REMOTE is the integral solution that allows you to offer a better experience to your customers through a support service that guarantees communication and interaction with experts.

4REMOTE:

Supporting customers in industrial environments is a priority that requires a rapid response. 4REMOTE allows you to respond to customer or distributor needs in real time by increasing end-user satisfaction and minimizing response time.

1 Offering a customer support service requires an expert team. Travel delays the response and adds costs, and video conferencing does not guarantee efficient and accurate communication.

2 4REMOTE, facilitates the intervention of the expert guaranteeing an effective communication with the clients and generating a history of sessions and evidence of the intervention.

3 Facilitate communication with your customers, with a simple software on Smartphone, Tablet, PC or Smart Glasses, from anywhere in the world.

4REMOTE responds to the needs of customers and distributors in real time.

Multidevice: PC, Tablet, Smartphone or Smart Glasses



4REMOTE

Functions

- Drawings and text on snapshots and video
- Augmented Reality Pointers
- Recording of evidence (video, audio and photo)
- Remote-controlled zoom and flashlight
- Remote control of fixed cameras
- Real-time translation (chat and voice)
- Screen sharing
- Multi-user sessions
- Multi-device
- Multi-session
- Sessions with external users by invitation
- Selectable Audio/Video sources
- Secondary "slave" camera
- Mosaic view of connected video feeds
- Cloud and OnPremises deployment
- Encrypted communications
- Can be integrated with customer systems
- LDAP Integration
- Session log and evidence
- Instant messaging
- Multi-screen

Advantages:

- Shorter response times
- Reduced travel and costs
- Improved traceability and monitoring of work
- Generation of evidence
- Remote validations
- Premium customer service
- Support and training
- Increase in productivity
- Improved quality and fewer errors
- Collaborative work - knowledge sharing
- Elimination of paper
- Rapid response

