

▲ Redefining Customer Service



SERVICE DELIVERY INNOVATION

“LIVE VIDEO ASSIST” is a new and innovative service that redefines how repair services are delivered. Live Video Assist offers VIRTUAL support for your audio visual and video conferencing rooms via interactive video sessions with IVCi Help Desk technicians.

As soon as you experience a problem with your system, you contact the IVCi Help Desk from an App-enabled tablet or smartphone. Within seconds, an IVCi technician appears on the screen. The technician can see and hear what you see and hear, resulting in an accelerated repair process.

IMPROVING THE REPAIR PROCESS

Live Video Assist will dramatically change your service experience. You will be able to demonstrate your technical issue in real-time, and receive instant analysis. In many cases, you will receive on-the-spot remedial support and repair. No longer will you struggle to explain the issues you are experiencing in just words; no longer will you have to wait hours for a field technician to arrive to do a visual analysis.

Live Video Assist benefits can go beyond improvements in the diagnosis and repair process and can extend to real-time training and virtual on-site support for mission critical meetings.

SIMPLE TO IMPLEMENT AND USE

Live Video Assist is available to IVCi Managed Care Maintenance customers with a free App that is downloaded to a mobile device such as a smartphone or tablet. Live Video Assist-enabled customers will be able to:

- ▲ Press a single button to be connected to IVCi’s world class Help Desk.
- ▲ Easily escalate an instant message chat to an audio or video call.
- ▲ Video-enable your IVCi technician to see and hear the specific issue you are experiencing in real-time.
- ▲ Receive easily understood instructions from the technician.
- ▲ Enable the technician to immediately see the results of their recommendations.

IVCi’s suite of managed care services have received ratings of over 93% in customer satisfaction every year for the last two decades, and this will continue to improve because of innovations such as Live Video Assist.



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