

Introducing Totalmobile's Remote Assistance

With the ongoing pandemic of Covid-19, making a transformational shift in the way organisations deliver field-based support services is a priority. Businesses are under increased pressure to keep their staff and customers safe, reducing risk while still trying to maintain a high-quality standard of service and managing operational costs. Up until now, support problems such as emergency repairs and break fix, result in an engineer being sent to site to investigate and repair.

However, Totalmobile has recently introduced a real time video remote assistance capability. This cutting-edge technology will ensure that engineers are only being despatched to resolve issues when there is a genuine fault. Where reported problems can be managed remotely, by walking the customer through a set of instructions – they will be fixed via the remote assist application.

As a result, organisations can benefit from improved outcomes such as a decrease in unnecessary visits and reduced travel and operational costs. Most important they can help ensure the safety of customers and staff, while empowering them to deliver an improved quality of service.

What is the solution?

Designed as a new capability, Totalmobile have developed a remote assistance support tool. We've introduced a video diagnostic technology solution that lets you provide support and reduces the number of unnecessary site visits.

The solution creates a shared live video stream that can be viewed by the support team or engineers and walk through the problem with the customer, discuss potential solutions and if possible, assist the customer to remedy the problem. The support team can pause and annotate on the video to highlight certain images and the support and guidance being provided. If it is determined that the problem is a genuine fault, then the support team can provide additional valuable information to assist the engineer in resolving the fault on site quickly and efficiently. For example the additional video information provided to the engineer could determine what parts are needed to ensure a first time fix.

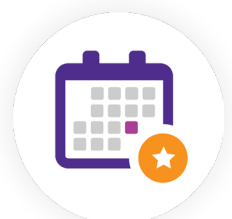
The resulting video can optionally be stored and held against the order for future evidencing and compliance purposes.



The adoption of this technology enables organisations to be certain that a call-out is essential before sending someone on site. It also enables them to fully evidence this decision process. This will help organisations increase first time fixes by 50%, remove 80% of inspection visits and enable 10% of issues to be resolved remotely. The combined impact of these benefits will drive a dramatic improvement in productivity and service levels.

Benefits

- Reducing the need for unnecessary visits while prioritising essential ones which are effectively triaged
- If a visit is required, it has been effectively triaged, meaning that field staff are more informed with the information they need to help complete the job first time
- Improved safety for field staff and customers while minimising the risk of infection and the associated impact on their health
- Remote video support enables problems to be solved quicker where possible
- Provides an enhanced customer experience and satisfaction
- Reducing the creation of unnecessary work meaning staff time is more efficiently deployed
- Ability to evidence the decision making process as to why it was decided that a visit was necessary
- Improves compliance by being able to refer to this information at a later date
- Minimize associated travel and costs



Main features

- **Remote video support**

Technical support officers can provide guidance with any issues remotely

- **Screen sharing**

Ability to share your screen from any device to provide visibility of the asset or resource that is causing the problem

- **Annotation**

Allows the technical support officer to pause the screen, make notes or draw on the image to provide improved guidance and assist the customer in resolving the problem

- **Voice connection**

Offering high quality voice connection as a back up to the shared video stream

- **Video recording**

Allows you to record each support video which is automatically uploaded and stored against the job, essential for evidencing and compliance

USE CASES



Maintenance

- A customer calls the service desk reporting a faulty HVAC system
- Due to the Covid-19 situation, reducing the number of visits and specifically unnecessary visits is a priority to all businesses
- A member of the support team at the call centre will identify if the issue is a genuine fault so will pass it over to be properly triaged before a decision is made to send someone out to repair
- To initiate and record assistance, the new "Create Call Link" option will send a text message to the customers mobile phone, containing a link
- Once the customer receives the text message, they click on the link to initiate the video session
- Once the session is initiated, the request is accepted by the call centre, and the session begins by sharing the screen and opening a video feed on the customer's phone
- From this moment the support team can directly view the video feed, accessing exactly what the customer themselves is looking at, in this case, an HVAC control panel
- The support centre can highlight an area of the panel that they want the customer to focus on by zooming in on their device
- The support centre staff member pauses the screen and highlights a button to the customer, asking them to press and hold for 3 seconds
- The HVAC then turns on and the issue is resolved
- Once the video session has concluded, a recording of the video, including all discussion between the customer and the support centre is automatically saved directly against the job
- By talking the customer through the solution, it provides them with reassurance that the situation is safe, the HVAC is working again and will ultimately mean that no unnecessary visits are required.

Totalmobile's Remote Assistance can also be used to remotely assess and triage numerous field based exceptions such as lifts, malicious damage, graffiti, security breaches, motor rooms, HVAC etc.

It can also be utilised by senior engineers to support remote engineers facing field-based anomalies to improve on first time fixes and reduce the number of customer SLA breaches.



To learn more contact us on
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Totalmobile

Totalmobile is market leader in field service and mobile workforce management technology, helping organisations deliver more service, of the highest quality and at reduced cost.

Our SaaS based software provides a range of innovative products that deliver a step change in field service performance, mobile worker empowerment and management control.

This unlocks transformative cost savings, capacity gains, productivity improvements and empowers allows mobile workers to focus on consistently delivering the best service.

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