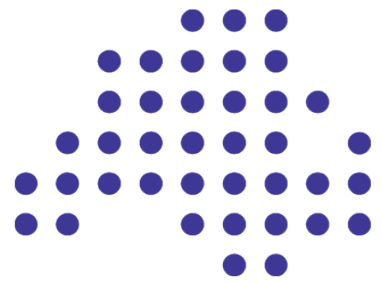


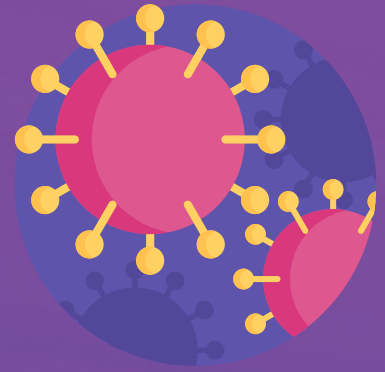


**TOTALMOBILE**

# Remote Assistance



A composite image showing a mobile application interface. The main screen displays a dashboard with several colored tiles: a blue tile for "Referred Visit Stage 1" with the number 0, an orange tile for "Referred Visit Stage 2" with 112, a purple tile for "Awaiting Completion" with 112, a yellow tile for "Awaiting Invoicing" with 8, and a purple tile for "Past Target" with 130. A white card on the left identifies "Edwin Forrester, Electrician" and lists a "Routine Inspection" for "Mr M Jordan" at "115 Hamstel Road, Harlow, UK, CM20 8AB". An inset image shows a hand interacting with a thermostat control panel. A "Back" button is visible in the bottom left corner of the app screen. A circular icon with three nodes is located in the bottom left corner of the overall image.



## Introducing Totalmobile's Remote Assistance

With the ongoing pandemic of Covid-19, making a transformational shift in the way organisations deliver 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.

Up until now, support problems such as housing repairs, out of hours emergencies or application and tenancy support lead to an appointment being automatically raised. Repairs staff would then visit the customer's property or the customer could call into a drop-in centre to resolve the issue.

However, Totalmobile has recently introduced a remote assistance capability which is empowered by video diagnostic technology. This cutting-edge technology will ensure that appointments are only being made when they are absolutely necessary and where problems can be – they will be fixed via remote support. As a result, organisations can benefit from improved outcomes such as reduced travel and associated costs, ensuring the safety of both staff and customers to help 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 without the need to travel to a tenants' or customer's property or reducing the need for customers to call into a drop-in centre.

The solution creates a shared live video stream that can be viewed by the technical support officer and the customer while they are discussing potential solutions to the problem. The technical support officer can pause and annotate on the video to highlight certain images and the support and guidance being provided.

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



## 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. Improved 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 tenant calls the contact centre reporting their boiler is faulty and they are unable to get any heat or hot water.
- Due to the Covid-19 situation, there are restrictions on travel and the volume of visits to tenants' properties that should be taking place.
- A member of staff at the call centre identifies the issue is urgent so will pass it over to be properly triaged before a decision is made to send someone.
- To initiate and record assistance, the new "Create Call Link" option pulls through the tenant's mobile number, before then generating a text message, containing a link, that is sent to the tenant.
- Once the tenant receives the text message, they click on the link to initiate the session.
- Once the session is initiated, the request is accepted by the remote guidance officer, back at the contact centre and the session begins by sharing the screen and opening a video feed on the tenant's phone.
- From this moment the technical support officer at the contact centre can directly view the video feed, accessing exactly what the customer themselves is looking at, in this case, the boiler.
- The technical support officer highlights an area of the boiler that they want the tenant to focus on by zooming in on their device
- The technical support officer pauses the screen and highlights a button to the tenant, asking them to press and hold for 3 seconds.
- The boiler then turns on and the issue is resolved.
- Once the video session has concluded, a recording of the video, including all discussion between the resident and the technical support officer is automatically saved directly against the job.
- By talking the tenant through the solution, it provides them with reassurance that the situation is safe, the boiler is working again and will ultimately mean that no unnecessary visits are required.

## Supporting vulnerable people



- A resident who is worried about receiving a letter to pay an online bill contacts the support centre as they require assistance.
- To initiate and record assistance, the new "Create Call Link" option pulls through the resident's mobile number, before then generating a text message, containing a link, that is sent to the resident.
- Once the customer receives the text message, they click on the link to initiate the session.
- Once the session is initiated, the request is accepted by the remote assistance officer, back at the contact centre and the session begins by sharing the screen and opening a video feed on the customer's phone.
- From this moment the technical support officer at the contact centre can directly view the video feed, accessing exactly what the customer themselves is looking at, in this case a letter with online payment details.
- The technical support officer can then annotate on the video feed to indicate an area that they would like the customer to focus on. They are able to circle relevant areas such as showing the resident where a reference number is and the website address where they can access their bill payment and clearly talk the resident through how to complete the process.
- Once the video session has concluded, a recording of the video, including all discussion between the resident and the technical support officer is automatically saved directly against the call.
- This has stopped the need for this vulnerable person to attend the drop-in centre, where there could be a large amount of people, reducing the risk of contracting Covid-19 or another illness.



# Totalmobile

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

With 200 staff, across 4 UK locations, Totalmobile are supporting over 300 organisations and 100,000 front line workers to deliver exceptional services every day.

## **London Office**

Brettenham House  
Lancaster Pl  
London WC2E 7EN  
info@totalmobile.co.uk  
NI 18486

## **Belfast Office**

Pilot Point  
21 Clarendon Road  
Belfast  
BT1 3BG  
+44 28 9033 0111

## **Belper Office**

Ironstone House  
Kedleston Close  
Belper  
Derbyshire DE56 1TZ  
+44 (0) 1773 596

## **Bury St Edmunds Office**

22 Park Farm  
Fornham St,  
Genevieve  
Bury St Edmunds IP28 6TS  
+44 (0) 1284 330 164