

The Technical Support Solution that Reduces Resolution Times and Actual Truck Rolls

An Alternative to Costly Personal Visits

It's not unusual for an on-site technician visit to exceed £150. That amount can easily double when you add labour (including travel and transition time), vehicle (depreciation, fuel, insurance, etc.) and opportunity (your experts are tied up with warranty repairs not new installations) costs.

Temovi Truck Roll can significantly reduce that cost by delivering a mobile based customer and field support experience that allows users to show instead of tell; accelerating issue resolution. Truck Roll enables your customer service department to resolve more issues remotely, minimizing the number of on-site technicians dispatched and it can also allow your field workers to reach a subject matter expert when they face an unexpected issue, avoiding a costly second visit to the customer site.

A Solution That Enhances Your Bottom Line

Temovi Truck Roll uses the Temovi Platform-as-a-Service (cPaaS) capabilities to combine real time communications into a mobile solution (on Android and iOS) that allows users to share their mobile camera and shows your customer support representatives exactly what the issue is.

Your support team can use this valuable information to identify the root cause of the issue and provide users with instructions, videos or manuals that will help them fix the problem themselves.

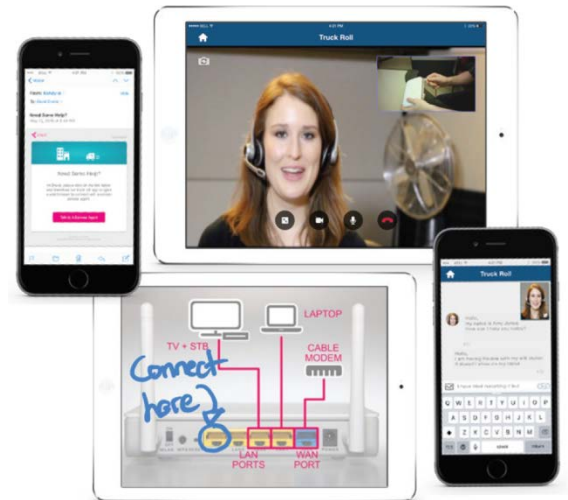
Truck Roll can be used for two different purposes:

Customer Support

- Customer calls the support centre over the phone.
- Agent sends custom link to user's Smartphone via SMS or email to launch the Truck Roll Application.
- Remote expert can see through customer's camera to provide support remotely instead of on-site technician.
- Remote expert can be off-shore or at a centrally located office or call centre.
- Prevents a site visit from a technician.

Field Support

- On-site technician can use the Truck Roll application to video call an expert for more complex problems.
- Expert can see through technician's camera to provide higher level of support.
- Expert can be off-shore or at a centrally located office.
- Prevents additional truck roll for second visit.



No need for a Costly Call Centre Upgrade

Truck Roll is deployed as an overlay to your existing call centre infrastructure and your agent workflow is minimally impacted. When a service call requires see-what-I-see capabilities, your agent just needs to go to their web browser and send a link to the caller from the Truck Roll agent console. You can even keep the audio on your existing infrastructure if that is your preference.

Features

Mobile Video

Users can share their mobile device camera to show agents what they see, instead of telling, for better understanding of the issue.

Content Push

Users and support representatives can share images, videos and instruction documents to speed up issue resolution.

Screen Sharing

Support Experts can remotely assist users in real-time by activating screen sharing directly within the Truck Roll windows.

Agent Console

Web based agent tool that complements your existing contact centre solution to allow your agents to upgrade any incoming call into a Truck Roll multimedia session.

Back End Portal

Easy to use portal to manage agents and departments, assign agent login credentials and capabilities.

BENEFITS

Direct Savings

- Reduce field service dispatch costs
- Temovi based—no additional call charges
- Cloud based—no infrastructure to buy

Affordable Implementation

- Easy to implement into agent/expert position
- Intuitive agent console requires minimal training
- Overlay—no need to replace call centre infrastructure

Flexibility

- Works on web as well as iOS and Android mobile devices
- Link delivery via SMS or email
- Agent Console on web browser or via iPad or Android Tablet application

Improved Bottom Line

- Faster resolutions translate into customer satisfaction, reduced churn and chance to upsell products and services

The Cost of Customer Truck Rolls



£100/h average cost of an on-site technician. Up to £700 when you factor vehicle costs, labour and downtime!



30 mins to reach site + 15 mins to get started + 15 mins to complete paperwork after = 60 unbillable minutes per truck roll (downtime average)



Skilled technicians are an expensive resource focused on a single customer at a time.

Total monthly cost =

(service calls per month) x (your cost per truck roll)

Number of hours of lost productivity =

(service calls per month)

x

(average travel time + transition time).

The screenshot shows the 'Live Support - Agent' interface. Key features highlighted include:

- Customer information:** Points to the customer details section (John Doe, Enterprise Sales, contact info, and product details).
- Team members:** Points to the 'Other Agents' sidebar listing available team members like Paul Watson, Janny Stinson, and Kate Stuart.
- Presence:** Points to the agent's status (Amy Jones, available).
- Active Sessions:** Points to the 'OPEN CHATS' list showing active conversations with David Evans and Kathy Bush.
- Pending chat, video and voice requests:** Points to the 'RECENT CHATS', 'TEXT CHAT REQUESTS', 'VIDEO CHAT REQUESTS', and 'VOICE CHAT REQUESTS' sections.
- Attach images and videos:** Points to the attachment icon in the chat input area.
- Start screen sharing:** Points to the 'Start Session' button and the screen sharing controls.
- Ask for additional help:** Points to the 'Request help from a colleague' button.

Truck Roll's agent console provides an intuitive, easy to use interface that overlays your existing call centre infrastructure

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