



Visuals Support Field Techs

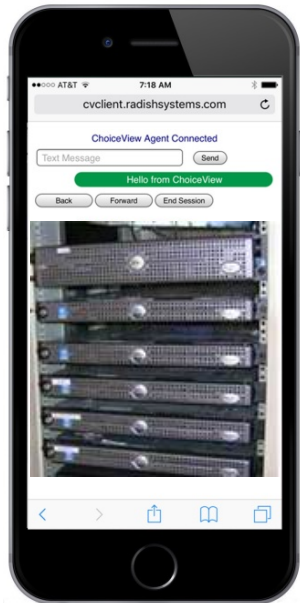
“A picture is worth a thousand words.”



Large service providers have centralized operation centers with experts who remotely assist the Field Techs that make repairs at customer premises. For many repairs, Techs refer to the company support website on their smartphone. But for more assistance, Field Techs call a Tier 2 Tech Expert who may need to see the specific piece of equipment and settings.

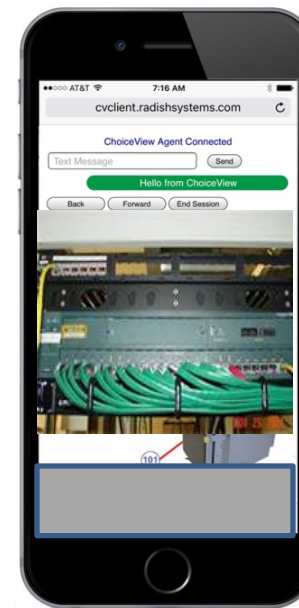
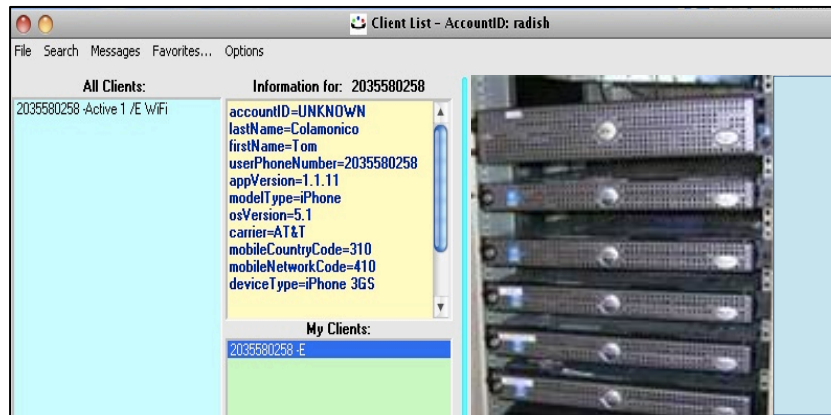
While discussing the issues, experts at operation centers equipped with ChoiceView® can instantly receive photos from Field Techs to show the areas of concern. Sending and receiving visuals while talking on the phone – photos, graphics, step-by-step instructions—speeds the repair and reduces support costs.

Use Case: Send and Receive Visuals for Remote Repair by Field Techs



1. While talking, Field Tech snaps and sends photo of server to Operations Center via the ChoiceView® Mobile App.

2. At the Operations Center, Tier 2 Tech Expert instantly sees the photo on his desktop via ChoiceView Live Agent.



3. While discussing the testing process, the Field Tech receives photos.



4. Field Tech receives technical manual graphics and saves them to complete the repair.

“Now I see what you’re talking about!”™ visual exchange is an award-winning, patented feature of the Radish Systems ChoiceView enterprise software platform.