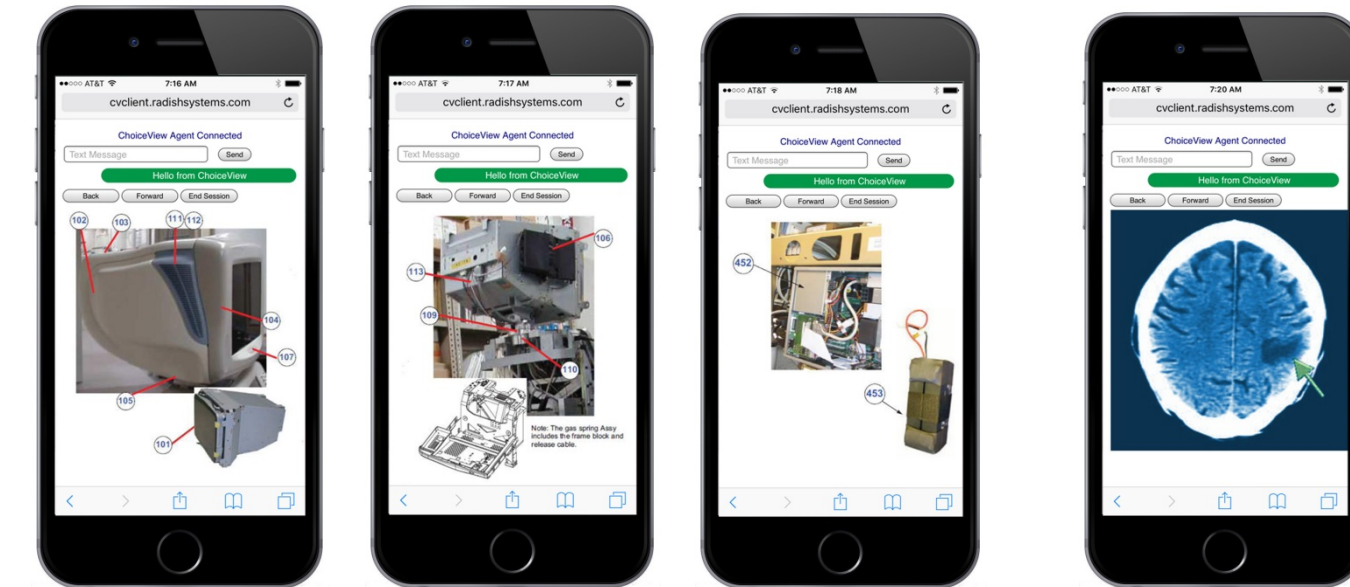


Visual Tech Support Increases Biomed Efficiency

"Wow, now I see what you're talking about!"™

In healthcare settings, Biomed (biomedical equipment technicians) rush to fix equipment. Downtime for medical equipment can be expensive and can delay life-saving procedures. Biomed often call the OEM (original equipment manufacturer) for tech support. But only *hearing*, and not *seeing*, complex instructions from an automated support line or a live tech is frustrating, time-consuming, and unclear. Adding visuals to voice/text calls clarifies the instructions for more efficient repairs.

Use Case: Repair CAT Scan and Confirm Repair



To repair the hospital's CAT scanner, the Biomed calls the OEM tech support line, which uses *ChoiceView Voice with Visuals*. While explaining, the OEM Tech sends several visuals of the precise repair process. The Biomed saves the visuals on her smartphone and refers to them, step-by-step, to successfully repair the scanner.

For confirmation and documentation of the repair, the Biomed sends a test scan to the OEM Tech.

BENEFITS of VISUALS for TECH SUPPORT

- Quicker and better comprehension
- Time on call reduced
- Saved visuals allow off-line repairs
- Repairs done step-by-step
- Efficiency increased
- Repairs completed with one call to OEM



ChoiceView® by Radish Systems simultaneously adds visuals to phone/chat calls for enterprise support lines' automated or live agents. See more *Voice with Visuals*, powered by ChoiceView at RadishSystems.com.