

CUSTOMER SERVICE

Mobile devices offer advanced capabilities driving the connected world. This has resulted in several pain points for service providers including, increased support costs, low ARPU due to underutilized devices and costly and demanding device returns. At the same time, over-the-top applications and changes in device value chain increase the support liabilities on service providers without the usage rewards. Service providers require a new approach to resolve their support challenges. COMMUNITAKE Total Care solution provides the right and smart customer service for the unique care needs of service providers.

CAPABILITIES



VARIED CONTACT INITIATION

COMMUNITAKE provides device holders with a wide range of contact initiation methods: request an outbound call via an on-device application; send a call request to the engagement center along with a questionnaire describing the problem and device diagnostics; and request assistance from a friend via an on-device application.



MULTI-CHANNEL SUPPORT

COMMUNITAKE multi-channel support includes an on-device diagnostics and repair application; proactive resolutions via an on-device application; self-service portal with remote resolution scripts activation; assisted support by the community leveraging remote access to the device; and remote takeover of the device by an engagement center support advisor.



SELF-RELIANCE

COMMUNITAKE allows device holders to self-troubleshoot device and use issues by themselves: an on-device application delivers diagnostics, navigation shortcuts, seamless auto-repair software issues, manual activation of hardware tests, connectivity test, and request for help from a support advisor.



PROACTIVE CARE

COMMUNITAKE accumulates devices diagnostics, repair actions and dropped calls data to a central database. By identifying the potential occurrence of issues, the data can be transformed to actionable insights.



COMMUNITY SUPPORT

COMMUNITAKE provides device holders with the ability to request assistance from their contacts via the on-device application. The invited contact can assume complete control over the requesting device.



SMART ENGAGEMENT CENTER CARE

COMMUNITAKE improves the support practices in the engagement center via multiple methods: the support advisor receives device diagnostics prior to the support call; once activated, the support advisor can perform a two phased remote support: (1) remote access for tests view, diagnostics view, applications attributes view and remote activation of resolution scripts; (2) complete device takeover and activation of the device from afar. Complete control also enables remote activation of resolution scripts; managing on-device data and applications; drawing on the target device screen, chat and more.



A PLATFORM THAT BRINGS IT ALL TOGETHER

COMMUNITAKE Total Care is an all-in-one support platform that empowers device holders to perform self-trouble shooting; provides multiple methods to request help; and enables first & second-level agents to handle device issues effectively and efficiently. The platform assembles preemptive care, proactive care, digital care and efficient care into a unified waterfall of support solutions.

TECHNOLOGY

- ▼ Supports Android (2.3+), iOS (5.0+), Blackberry (4.3+), Windows and OSX (features vary by operating system).
- ▼ Cloud based solution or on-premises deployment along with White-label branding.
- ▼ Multi-tenant, highly scalable and redundant architecture.

WHAT MAKES IT REMARKABLE?

Exceptional support experiences
Cost-effective solution
All-in-one platform **Proven results**
self-service channels
Mobile experience monitoring

COMMUNITAKE delivers a comprehensive Mobility platform that unifies robust multi-channel support with highly secure device, smart Enterprise Mobility Management, and core Android Internet of Things. The CommuniTake solutions suite (1) turns support to be the hallmark of a successful service provider; (2) manages mobile resources, processes and security to effectively operate business mobility; (3) enables complete wiretapping protection for mobile devices; (4) and facilitates seamless performance for connected Android machines. CommuniTake proven success features superior technology; advanced functionality; flexible delivery methods; and white label models. CommuniTake products are deployed by foremost operators and businesses worldwide.