

REMOTE CARE

Mobile devices are driving the digital life style in the new connected world. At the same time, device holders are not accustomed to the new level of device complexity resulting in increased need for support. Changes in device value chain often cause frustration to device holders in seeking issue resolution and high support liabilities for service providers. COMMUNITAKE Remote Care provides communication service providers and device manufacturers with the ability to maintain low operating support costs via a remote control tool while differentiating the support experience.

CAPABILITIES

TWO PHASED REMOTE ACCESS



COMMUNITAKE provides two types of support practices: (1) remote access: view of device tests, diagnostics and applications; remote activation of resolution scripts; and seamless shift to complete control; (2) remote control: enabling support as one is holding the device in his hands. Remote control operates both on mobile devices and PCs.

TESTS AND DIAGNOSTICS



COMMUNITAKE enables viewing software device tests and device diagnostics for better discovery practices. Tests include parameters such as APN, data enablement, network type and more. Diagnostics include parameters such as rooted status, device model, OS and firmware versions, IMEI, IMSI, battery status, profile, RSSI and more.

RESOLUTION SCRIPTS



COMMUNITAKE performs one-click resolution macros on the device. These macros can be operated via the remote access module or via the remote control module. Scripts include navigation to device services; textual guidance on how to resolve an issue; and advanced scripts combing textual guidance, service activation and contextual branched flow.

APPLICATIONS AND DATA MANAGEMENT

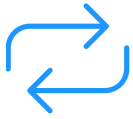


COMMUNITAKE provides the ability to view installed and running on-device applications and their attributes; start and stop applications; manage on-device data including file view, upload, download, copy, delete and refresh.

iOS SUPPORT AND SDK

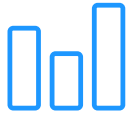


COMMUNITAKE empowers support advisors to remotely distribute iOS configuration profiles; view device diagnostics; share images from the camera roll in real time; chat; and run one-click download scripts. In addition, the iOS application SDK enables complete device screen view at the application level.



SUPPORT SESSION ENHANCEMENTS

COMMUNITAKE enables support session facilities including: drawing in real time on the target device screen; single-click APN setting; natural language search in the device manual; textual chat; session pause; session auto reconnect after device reboot; device screen capture; and more.



ANALYTICS AND MONITORING

COMMUNITAKE provides support supervisors with performance reports. Performance reports illustrate care data on support advisors level and sessions' level in multiple views. It allows complete session recordings and replays for post session monitoring and guidance.

VALUE

1

PROVEN COST REDUCTION

- ▼ Reduces issues resolution time by up to 64%
- ▼ Increases first call resolution by up to 53%
- ▼ Amplifies up to 97% customer satisfaction and up to 95% support advisors satisfaction

2

FEATURE RICH SOLUTION

- ▼ Provides quick, actionable fixes via automated resolution scripts
- ▼ Enables dynamic guidance via troubleshooting flows
- ▼ Unifies tests, diagnostics, automated resolutions and content management in one solution

3

LEADING EDGE TECHNOLOGY

- ▼ Delivers best Android market coverage (2.3 onwards)
- ▼ Integrated device app tests with support session's discovery
- ▼ Provides integration readiness with other BSS
- ▼ Enables easy, real time system maintenance (main client requires no OEM)

TECHNOLOGY

- ▼ COMMUNITAKE supports Android (2.3+), iOS (5.0+), Blackberry (4.3+) Win 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?

Unified with the on-device repair app

Total care approach

Automated resolution scripts

Extended tests and diagnostics

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.