Remote Device Manager (RDM)
Frequently Asked Questions

INTRODUCTION

Remote Device Manager (RDM) enables technical experts to remotely support a mobile phone through an Internet connection, regardless of the phone’s actual location. After installing a small device client with the active participation of the phone holder, the support representative can remotely view and operate the phone as if he is holding it in his hands, while simultaneously talking with the device holder.

The following document answers the frequently asked questions that are derived by the remote support operations: the connection process, system functionality, integration with other systems etc.

BUSINESS QUESTIONS

What Remote Device Manager is for?

With Remote Device Manager you can remotely view and operate an employee’s mobile phone as if you are holding it in your hands, while simultaneously talking with the device holder regardless of the phone’s actual location. The application provides you with the following:

- Complete remote control device replica including touch screen support
- Fully operational device panel adjusted by the target device including, simultaneous and long keystroke.
- On-screen drawing objects: free drawing; ellipse; arrow; clear screen
- Replica screen view magnifier
- Automated navigation and installation shortcuts
- Quick links to URLs
- Data input by user’s keyboard
- Device diagnostics
- Applications management: view; activate; deactivate; refresh
- Device data management: view; load; copy; delete
- Textual chat
- iOS remote configuration
- One-click APN settings
Floating device replica on top of other applications
Suspended remote session for user privacy
Automatic reconnect
Email account management (Symbian devices)
Remote PC takeover

These features enable you to perform successful and efficient support session for your employees.

How can I benefit from Remote Device Manager?

Remote Device Manager allows you to improve the support practices for mobile device in your organization. Once you can see the device and remotely operate it, you are not dependent on the competence of the device holder nor the availability of and external support vendor. The professionals and the executives in your organization will benefit from their advanced phones for better fulfillment of their daily tasks. Sensitive information will be kept internal without the need to sharing it with external support agents for issue resolution. Given through Software as a Service (SaaS), it frees you from purchasing hardware or software and the monthly subscription fee allows you total control of your cost.

How can Remote Support improve support metrics?

Remote Device Manager can improve performance metrics in the following ways:

1. Reduce Average Handling Times for complex calls such as email configuration. Calls can be reduced by as much as 7-10 minutes for such calls. Also use of quick access macros for one-click navigation of the device or one-click installation of applications or application updates can significantly reduce the time of a call. Finally, pre-installation of the device client can make the connection process very speedy further reducing call times

2. First Call Resolution – The ability of both Tier 1 and Tier 2 agents to visualize the problem and to immediately diagnose and solve the problem will greatly increase FCR. FCR can be increased by 10%-50%. Furthermore, the ability to handover an ongoing support session to another agent (Tier1 to Tier 2 or Supervisor etc.) enables completion of the call without disconnection or requiring the customer to call again.

3. Repeat Calls – Following in increase in FCR, Repeat Calls can be reduced by 10%-50%.

4. No Fault Found Device Returns – By having a support agent access the device before the customer returns to the store, or at the least while in the store but before sending the device back for repair, many issues with the device that are actually configuration issues rather than hardware issues can be identified and fixed. This will eliminate one of the biggest cost issues in the area today – Device Repair Returns
5. Customer Satisfaction – the experience a customer has from receiving remote support is excellent. It leaves the customer with the feeling that his CSP or support provider is taking the best care of him that is possible and has the most modern tools at his disposable. It also gives the sense that the support agent is an expert in the device.

Can I remotely operate a device without the awareness of the device holder?

You cannot remotely operate a device without the awareness of the device holder. The device holder has to direct the connection access point (in prompted) and approve the legal disclaimer. The device holder streamlines the connection process and without his approval, the remote support connection will be terminated.

Is the solution delivered in SaaS? On-premise install?

The implementation/delivery method of the solution can either be on a shared resource SaaS server or installed on-premise in the customer's environment. The choice is the customer's where the advantages of SaaS are numerous: fast time to market, automatic application of new versions with fixes and improved functionality, lower operations costs and burden on the customer's IT, etc. However, we can undertake an implementation project either alone or in partnership with an integrator in order to install the system on premise which can also provide increased interface and integration options with the customer's internal systems.

Which mobile operating systems and versions are supported by the Remote Device Manager?

The Remote Device Manager solution supports the following mobile operating systems and versions: BlackBerry OS version 4.3 and beyond; Android (requires minor enablement) Nokia's Symbian S60, Symbian^ 3; Maemo; MeeGo; Windows Mobile 5 and 6.

How can I know which devices are supported by the remote support application?

You have a list of supported mobile phones under the “Supported device” tab on the phone number entry page after the log-in.
Can I remotely support more than one device at the same time?

Yes. You should open another browser window and support the new device.

Can a technical support expert get access to my device’s private data?

This capability is not active in the Bell’s RDM deployment. In general, a technical support expert can access on-device private data but he cannot do it without your awareness to it. Whatever the technical expert is doing, it is presented on the device’s screen and you can monitor all his activities. Furthermore, once he wishes to access the data files, the application will solicit access permission from you.

Can I remove the remote support application from the device after the remote support session?

You can remove the remote support application from the device like any other on-device application. However, please note that you will have to reinstall it on the next remote support session.

How do I uninstall the remote support application?

Removing the remote support application from the device is done by using the device’s application/downloads manager.

In BlackBerry, you should select “Menu” and then “Downloads” menu. Look for application called “RIMClient”, select “Options” and then select “Remove”. Alternatively, you can select “Menu” then select “Options” then select “Advanced Options” then select “Applications”. Look for an application named “RIMClient” and select “Options” to remove it.

In Symbian, you should select “Menu” then select “Applications”. Look for an application called “RDM”. Select “Options” and then select “Remove”.

What about Windows PC support?

RDM is capable of supporting Windows PC systems assuming that the PC can be reached via the internet. The exact same user interface is used. The device client is sent via email or messenger etc. and once a PIN is provided, the support agent has full visibility of the customer’s PC. Some uses for this in a Telco environment are to deal with issues of synchronization between PC and device or to solve problems with wireless modems on the PC.
What about Android support?

The solution has a fully functional device client for Remote Support of Android.

What about iOS support?

iOS does not allow full, general remote support in that it is not possible to run in background and capture the screen or to execute keystrokes that enable remote operation of the device.

We have implemented "remote configuration" that allows an agent to configure a range of items on an iOS device such as email, VPN, Wi-Fi and other settings. The agent fills out a form which creates a profile for the device. The profile is then posted on a server and a link to this profile is sent to the end customer. Once the end customer opens the URL and provides a PIN code, the profile is activated on the device which configures the specific profile function.

We are able to embed our functionality into a specific application which will enable remote screen view of the functioning application. This can be provided to mobile application developers who wish to have an advanced "help me" function.

What about Windows Phone 7 support?

RDM cannot currently support Windows Phone 7 as that Operating System has not yet provided the required functions that we need. We are working with our partners, to engage Microsoft in order to achieve this at the earliest possible time.

What administration tools are available?

RDM has a full back office suite of applications that provide for full administration of the platform. These include the following:

1. User Management – create users and groups including profiles for access rights that are self-defined by the operator/service provider
2. Replay Sessions – See a list of recent sessions and access previously recorded sessions to review the actions that were taken in this session
3. Reporting – a wide range of reports are provided as standard. In addition, it is possible to extract the data to any external reporting engine for further analysis according to the needs of the service provider