

ADMINISTRATION CENTER

COMMUNITAKE Administration Center manages the platform's Remote Care facilities. The Administration Center centrally defines which users will operate the system; under which administrative hierarchy users will utilize the system; what care tools will be available for users; and what provisioning and monitoring can be performed on the users.

CAPABILITIES

PERMISSION SCHEME



COMMUNITAKE Administration Center allows detailed permission scheme for the use of the system features. The set of the allowed features is grouped under a profile. The profile enables complete flexibility to direct whether the feature is enabled to the user and the manner in which it will be used by the user. It provides the ability to define the privacy directives for accessing on-device services and applications.



USERS AND GROUPS MANAGEMENT

COMMUNITAKE enables flexible user management in which every user is allocated to a group. Each group operates by a detailed permission scheme profile that is applicable to its allocated users.



SYSTEM MONITORING

COMMUNITAKE provides a detailed snapshot of server connectivity and performance. The administrator can easily set the connectivity for each server to ensure seamless worldwide operation.



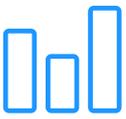
SCRIPTS ENGINE

COMMUNITAKE Scripts Engine facilitates flexible management of automated resolution flows: (1) single click navigation to device location, device service, URL or application download; (2) multistep textual description on how to perform a resolution; (3) advanced scripts that contain textual guidance, service activation and branched flow by contextual input.



RECORDINGS AND REPLAYS

COMMUNITAKE allows complete recordings of the remote support sessions. The recording includes all the support advisor activities, the device replica view, device diagnostics and session's attributes. Replays can be viewed in the system or published for view as a MOV file.



PERFORMANCE REPORTS

COMMUNITAKE provides detailed performance reports for support sessions and for support advisors. The reports contain parameters illustrating the support operation and the relative performance of support advisors by various key performance indicators.



FIRMWARE AND APPLICATIONS

CommuniTake enables to define problematic applications and outdated firmware versions per device. These definitions direct the operation of the on-device monitoring app and provide valuable insights to device holders.

VALUE

1

SMART AND EASY TO CREATE RESOLUTION FLOWS

- ▼ Simplified intuitive GUI requiring minimum IT knowledge
- ▼ Granular action components for maximum build agility

2

TOTAL MONITORING AND PROVISIONING

- ▼ Gaining immediate insights on support advisors performance
- ▼ Complete session replays to drive better support practices
- ▼ Actionable insights on the actual system use

3

SELF-MAINTENANCE

- ▼ Self-management of users, groups and permission scheme
- ▼ Flexible and differentiated resolution flows by customers
- ▼ Seamless real-time publications of content across users

TECHNOLOGY

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

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.