MULTI-CHANNEL CARE

The new connected world creates an ever-increasing set of support challenges for service providers. These challenges include: difficulty in controlling or reducing costs; increased support liabilities without the usage rewards; low agent productivity and patchy knowledge delivery; and inconsistent customer experiences across interaction channels. COMMUNITAKE has taken a unique approach to solve these common challenges. COMMUNITAKE multi-channel care empowers multiple support players and channels to form a cohesive and effective support ecosystem. The result is high quality customer experiences consistently across channels; enhanced self service capabilities; improved productivity; and reduced operating cost.

CAPABILITIES

ON-DEVICE CARE APPLICATION

COMMUNITAKE allows device holders to self-troubleshoot device and use issues by themselves. An on-device application delivers diagnostics; navigation shortcuts; seamless auto-repair of software issues; manual activation of device hardware tests; connectivity test; and request for help from a friend or an engagement center advisor. Device diagnostics and tests results are sent to the engagement center to shorten the discovery phase.

PROACTIVE CARE

Customers appreciate service providers that reach out proactively with personalized, relevant information. Through the on-device application, COMMUNITAKE accumulates device diagnostics, repair actions and dropped calls data to a central database. By identifying the potential occurrence of issues, the data is transformed to actionable insights. Dropped calls data provides insights on the true mobile experience and enhances the ability to perform retention activities.

SELF SERVICE PORTAL

COMMUNITAKE provides a bespoke self-service portal that empowers device holders' self-reliance in multiple ways. This includes: remote activation of resolution scripts that take place in real time on the device; view of device test results; device diagnostics and application attributes; and natural language search in device manuals.

INFUSING COMMUNITY CARE

COMMUNITAKE provides device holders with the ability to leverage the power of their communities. Device holders can request assistance from their contacts via the on-device repair application. The invited contact can assume complete control over the requesting device and provide help, configuration and guidance from afar.

ENGAGEMENT CENTER CARE

COMMUNITAKE empowers engagement center staff to deliver high impact customer service using 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, application attributes view and remote activation of resolution scripts; (2) complete device takeover and activation of the device from afar, including remote activation of more 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-healing; provides multiple means to request help; empowers multiple support players; and enables first & second-level advisors 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.

ARCHITECTURE

- ◤ Supports Android (2.3+), iOS (5.0+), 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?
Exceptional support experiences
Cost-effective solution
All-in-one platform **Proven results**
self-service channel
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.