

SCRIPTS ENGINE

Communication Service Providers and support organizations are facing growing support liabilities as mobile devices are becoming more instrumental in the connected world. Support calls volume increases, calls complexity rises and support metrics worsen. Service providers require new tools and practices to overcome their support challenges. COMMUNITAKE Total Care solution provides the right and smart customer service for the unique care needs of service providers. An important component in the new support fusion is the Scripts Engine. It automates resolution flows on the device from afar and allows improved support metrics.

CAPABILITIES

RESOLUTIONS



COMMUNITAKE provides scripting granular actions similar to the ones that a support advisor takes. These actions allow to: invoke an application; present messages; download and install an application; activate on-device key-press; open a URL address; pause an action; jump to another action and more. The action is initiated on the device from afar via the COMMUNITAKE Remote Care.

FLOWS



The resolution can contain a single click action or a sequence of several actions. There are three resolution types: (1) single action of service initiation or installation; (2) multi-step textual guidance; (3) advanced multi-step flow containing a mixture of service activation, textual guidance and branched flow based on the contextual input of the support advisor.

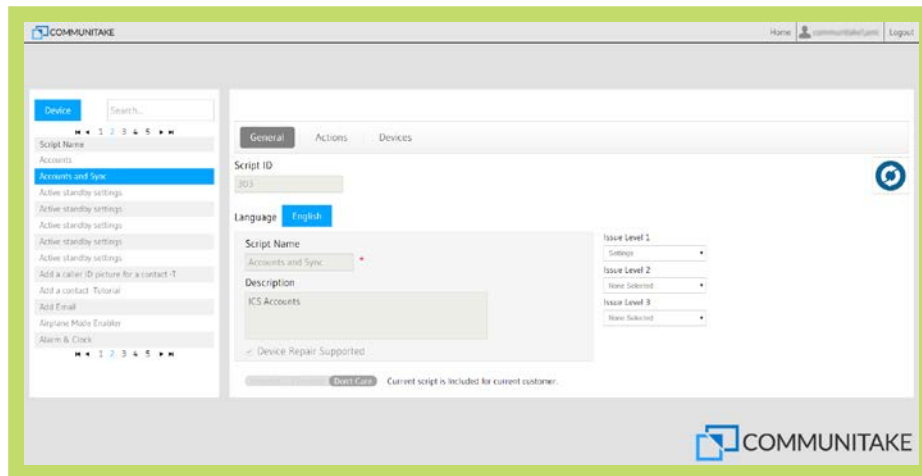
DEPLOYMENT



COMMUNITAKE enables flexible deployment of resolution scripts for devices and for accounts. Every script is linked to device models. Every combination of a resolution and a device model is mapped to an account, allowing customers to specify which resolution scripts they wish to enable their support advisors to use

VALUE

- 1 Improve support metrics via better support routines.
- 2 Reduce training outlays for novice advisors via automated resolutions.
- 3 Increase advisor impact through up to date resolution best practices.
- 4 Excel readiness for new devices while maintaining knowledge for dated devices.



TECHNOLOGY

- ▼ COMMUNITAKE supports Android (2.3+), iOS (5.0+), BB (4.3+), Windows and OSX (for PC takeover).
(Note: Device management and Remote Support features vary by operating system).
- ▼ Multitenant and highly scalable architecture.
- ▼ Flexible delivery: cloud and on premises.

WHAT MAKES IT REMARKABLE?

one-and-done resolution
easy-set-up **flexible**
formation
real-time implementation

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.