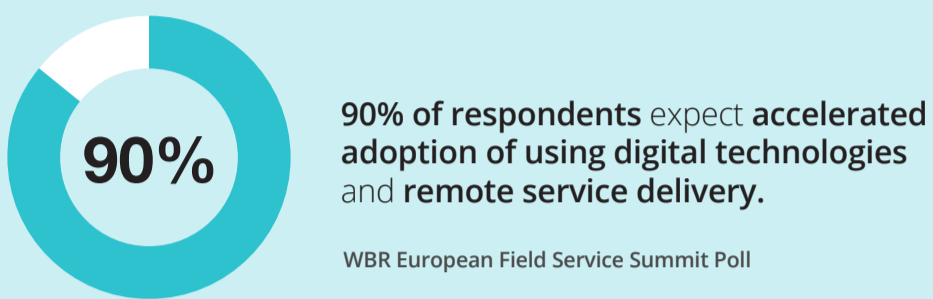


Why Enhanced Remote Customer Assistance is a Smart Investment to Track Assets and Boost Satisfaction

Incorporating smartphone scanning into a remote customer assistance workflow transforms any field service experience. Access to information is instant and the captured data keeps track of assets in real time.

The advantages of using smartphone scanning & AR in remote customer assistance

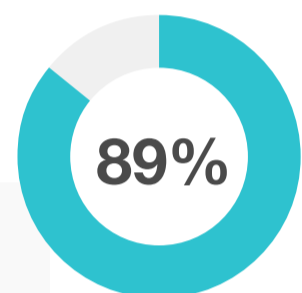
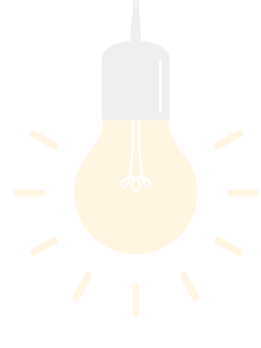
- Track assets in real-time, every time
- Save money and reduce asset loss
- Empower customers with remote fixes
- Increase customer satisfaction



A Better Connected Service

Help customers to help you track assets with smartphone data collection

With smartphone self-scanning, customers don't need to manually record an asset's complex serial number. Real-time data is captured, whether from a barcode or alphanumeric code, in seconds and the risk of error is eliminated. A single scan gives technicians and call centers all the information they need to serve customers more efficiently.

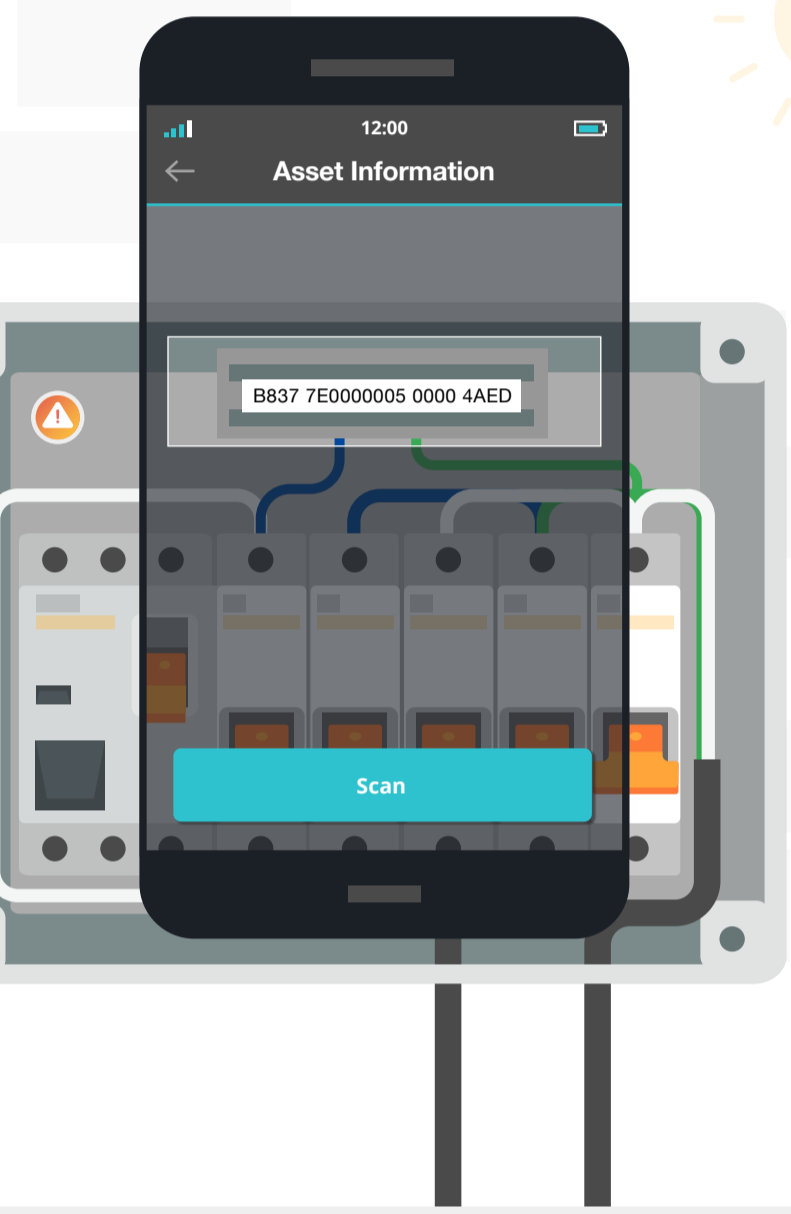


89% of Field Service Organizations regard collecting equipment and service data as a high or critical priority. Yet **52%** still use manual processes for the bulk of their field service tasks.

Forrester & Infographic Journal

The **ability to capture data from the field is fundamental to the technological transformations** underway across the industry.

WBR Research

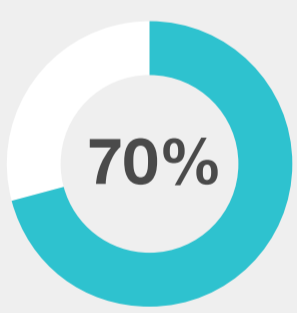


Customer Satisfaction

Achieve frictionless zero-time fix rates with high-performing customer self-service

In the new normal, empowering customers to do more with innovative self-service solutions is now a critical field service process. Customers neither want to wait for things they can do themselves or have the time to contact call centers for answers to routine questions.

Equipping customers' smart devices with scanning and AR instructions means they can be as efficient as a technician at performing basic tasks, if safe to do so, and can readily access information like warranties and service histories by scanning a barcode.

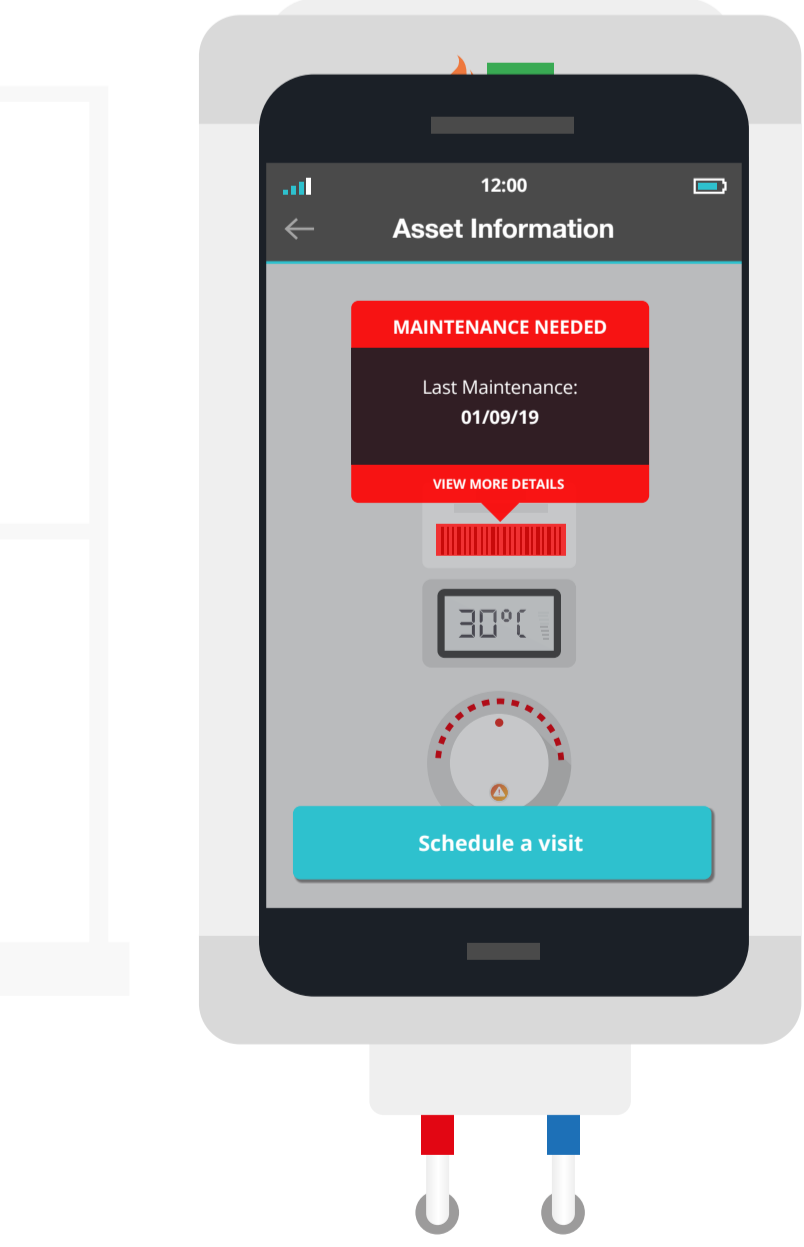
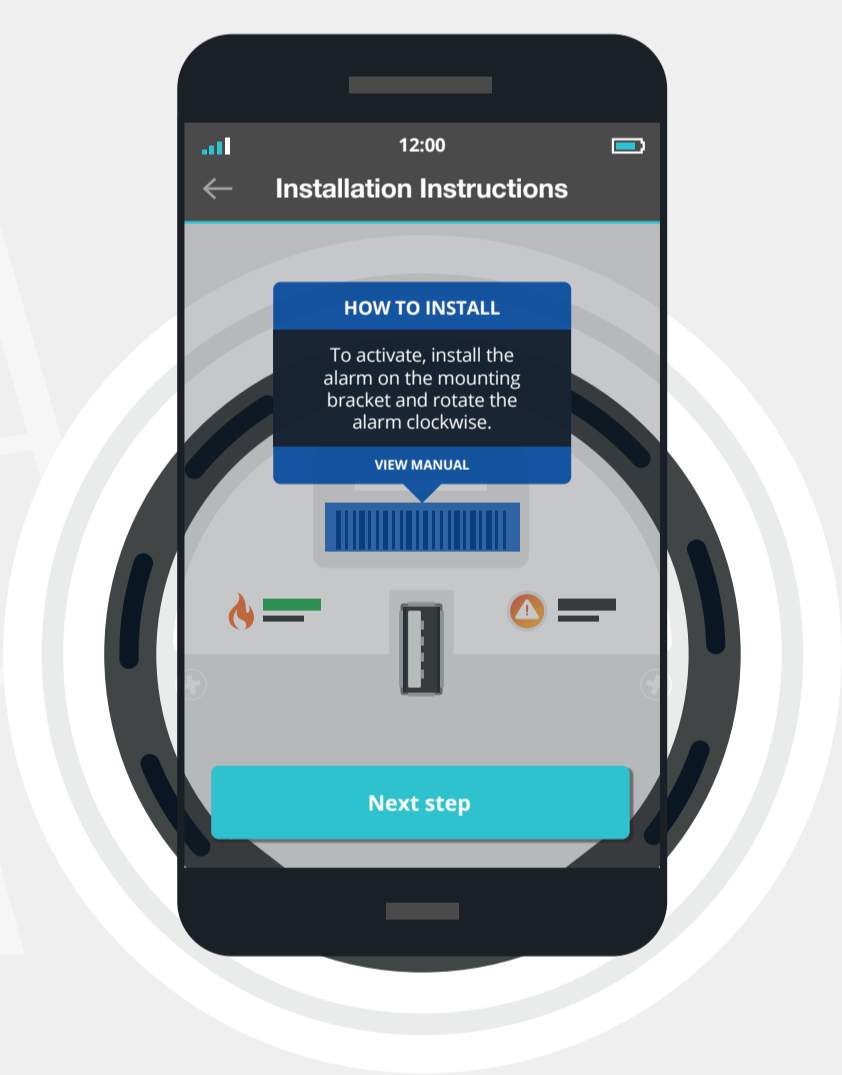


70% of customers use self-service channels at some point in their resolution journey. But **only 9%** successfully resolve issues through self-service channels.

Gartner

Customer satisfaction is the most important performance metric tracked by **80%** of field service organizations.

Salesforce

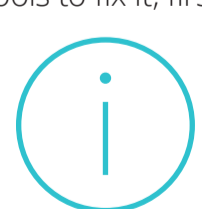


Technician and Call Center Efficiency

Optimize remote customer support and on-site visits

COVID-19 has accelerated the demand for remote support, putting call center staff under immense pressure. Enhancing a customer's self-service app with mobile barcode scanning gives them instant access to all necessary equipment data without always needing support or having to sift through documents.

It means call center employees and technicians can focus on resolving important issues and schedule on-site visits if required. When field work is needed, technicians know exactly which asset is affected and have all the necessary tools to fix it, first time.



The **number one reason for return visits** from field technicians is a **lack of customer information**, which comes at a cost of **\$200-\$300 per visit**.

Aberdeen Group

Find out more about how to enhance your remote assistance service

Get in touch to explore how self-service, using mobile scanning, can help you to better connect field service operations and boost customer satisfaction.

[LEARN MORE](#)

Scandit's award winning mobile computer vision software enables barcode scanning, text and object recognition for enterprise apps and delivers real-time insights through AR overlay.

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