



# Enabling remote customer engagement with quality and safety

During a crisis like the ongoing coronavirus pandemic, organizations need to stay relevant and support customers, while prioritizing their safety.

Wipro's 'Virtual Visits' solution will enable field service engineers to virtually troubleshoot the problem from their home and advise the best solution to customers and make a visit, when absolutely necessary, complying with government guidelines.

Sales teams can also use this tool to virtually assess the work involved, showcase their products or services effectively and provide quotes without visiting their client's location.

# **Key takeaways**



Enabling health and safety surveys for hotspot areas for technicians and customers



Granting access to knowledge bases that can be shared with customers for quick resolution



Remotely assisting customers with the help of senior technician/account manager for quality delivery using mixed reality experience

A one stop solution to enable remote sales and service by integrating guideline surveys, collaboration tools and remote assist support

# **Key benefits**

# Winning customer trust

Ensuring compliance with safety & health guidelines

#### Remote collaboration

Open communication channel for exchange of information leading to customer satisfaction and better survey ratings

# **Knowledge sharing**

Enable experts to effectively share their knowledge from anywhere in the world

# Cost and time savings

Virtual connect with experts in remote locations reducing travel time and cost

# Walk the site without being onsite

Remote expert can see remote location without travelling to actual location

# Visual communication of complex instruction

Use drawings, arrows and 3D Diagram/Video for communication of complex instruction

# **Features**

# Safety and health guideline surveys

Mandated surveys for employees and sutomers to build trust

#### Remote collaboration

Collaboration with remote expert help of live chat, video call, file sharing etc

# Send & receive files

Access to knowledge bases and product catalogs, sales collaterals to share with customer

#### Mix reality & annotation

Use of 3D animation videos and annotation, technician expert can guide customers/junior technician for resolution

### Integration with myVisits solution/ D365 Field Service

Integration allows technician to capture visit log, change task status, and create spare parts request, etc.

#### **Guided process flows**

Guided flows to ensure safety measures and consent of customer for any interaction

Enables remote customer engagement to support business as usual for salespersons, field engineers and end customers

For more information, kindly reach out to prasoon.shrivastava@wipro.com



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