

Rescue

Lens 

For  
manufacturing  
customer  
service  
centers, a new  
way to look  
at support



For both discrete and OEM manufacturers, the shift is on to a more service-oriented way of doing business. Manufacturers are finding themselves focused more on customer engagement than product features. As the role of customer service departments becomes more strategic in response, there is increased pressure to transform what has traditionally been a cost center to a profit maker. This has manufacturers looking for ways to reduce costs associated with customer service – especially for warranty management – while also improving customer satisfaction.

Enter Rescue Lens, an innovative, live-video support tool that helps your customer service representatives see precisely what the problem is, through the eyes of the customer, without leaving the call center.

With Rescue Lens, customers can use a smartphone to stream and record video of the problem directly from the site, back to your service representatives. Lens is interactive, so your service representatives can guide a customer to look at the areas the representative needs to see. The result is faster time-to-solution, reduced truck rolls, fewer product returns, and happier customers

## Rescue Lens is:



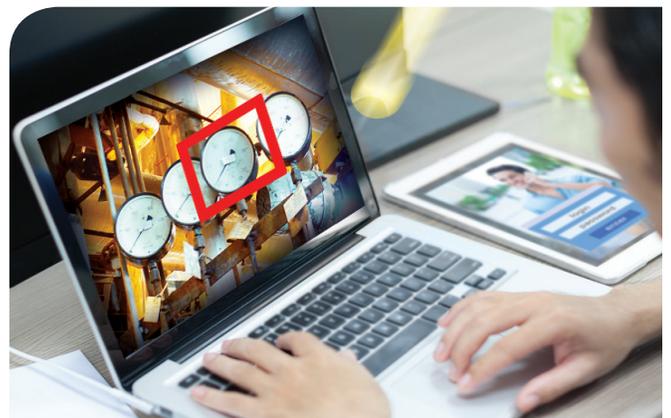
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Customers download a secure app – or, with our SDK, your native app – enabling them to use their smartphone or tablet camera to stream live video back to your customer service center.



© COST-EFFECTIVE

Service representatives are empowered to quickly diagnose and resolve problems, preventing in-field service visits or creating more informed ones. Customers experience less downtime – and increased satisfaction.



# Rescue Lens: Cutting costs, improving efficiency, increasing customer satisfaction

## REDUCING RELIANCE ON TRUCK ROLLS

One manufacturer is using Rescue Lens with its customer support team (both phone and field personnel) to lower the reliance on truck rolls for support and installs. With Lens, they have reduced costly truck rolls by 20%.

## THE BENEFITS ARE CLEAR TO SEE

Rescue Lens helps control costs.

- Reduce time and costs for truck rolls
- Improve customer service center efficiency
- Eliminate the need for expensive product returns
- Ensure that the right parts are on hand when a fix needs to be made

Rescue Lens helps improve customer satisfaction.

- Shorten the learning curve during product setup and initial use
- Resolve problems faster when they do occur
- Decrease product downtime
- More closely engage with customers by actively involving them in the process



REDUCED  
COSTLY  
TRUCK  
ROLLS  
BY **20**  
PERCENT

With these capabilities, Rescue Lens lets you see the problem, solve the problem:

Screen Capture	Take a screen grab of the current Lens images from the console
Video Recording	Enable recording of the live stream from the console
Chat	Chat functionality overlays (with some transparency) on top of the end user's live stream
Smart Whiteboarding	Ability to whiteboard in the console and appear on the end user's device and retain its object permanence
Freeze Frame	Pause the stream from the console, resulting in a freeze frame on the end user's device, and the ability to annotate
Flashlight	End user has the ability to turn on the flashlight within the end user app
Session Reporting	Run custom reports for session information such as features used, length, etc.
APIs	Allow for customers to pull session information into their own ticketing or reporting solutions
Session Transfer	Transfer a live session from one technician to another within the same account
Session & Queue Management	Manage multiple sessions at once



Bring the power of live interactive video to your claims desk