

RemoteCall 6.0

7 New Features

Ver.1.0

2014. 10. 21. | Product Marketing Team



Features

Feature 1 | iOS Screen Sharing

Feature 2 | Unified Remote Support Button

Feature 3 | Mobile Reservation

Feature 4 | File Attachment for Reservation

Feature 5 | Mobile Widget

Feature 6 | iOS Browser Sharing

Feature 7 | Faster connection with Installable EXE

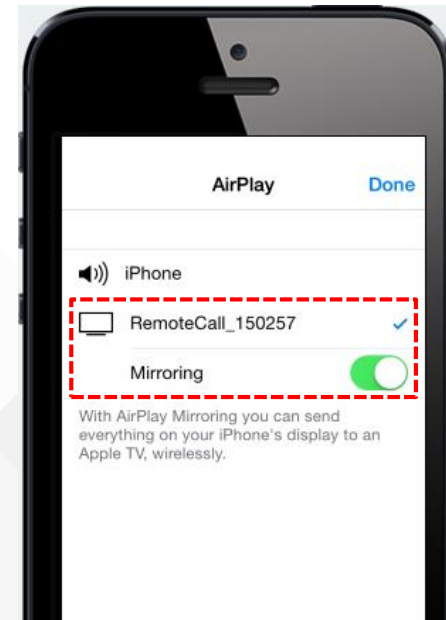
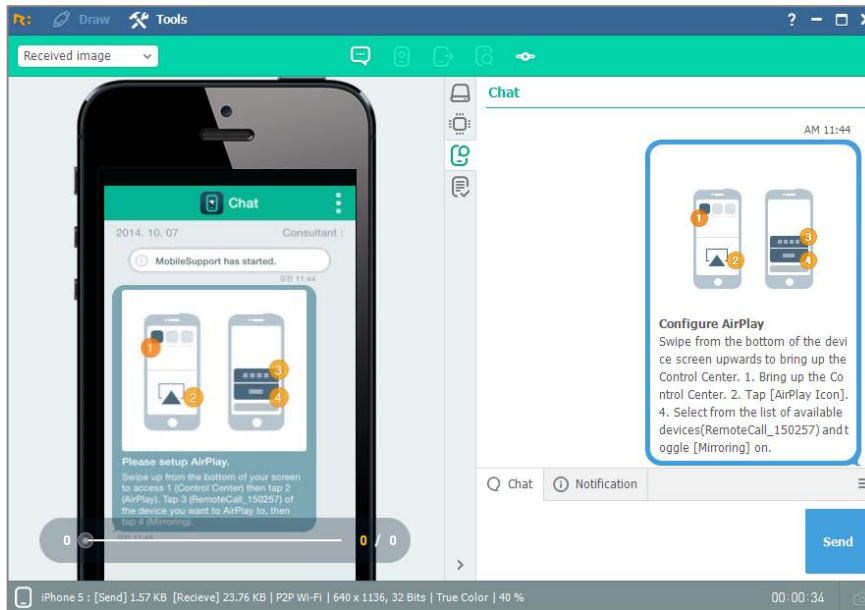
No.	Category	New feature	Description
Feature1	Mobile Viewer	iOS Screen Sharing	Real-time screen sharing using iOS's Airplay.
Feature2	Agent	Unified Remote Support Button	Start all PC, Mobile and Visual support with 1 "Start" button.
Feature3	Mobile App	Mobile Reservation	Select the desired reservation window from the mobile app.
Feature4	Mobile App	File Attachment for Reservation	When making a reservation, attach pictures and videos to provide a better description of the problem.
Feature5	Mobile App	Mobile Widget	Once connected, widget will be displayed on the mobile screen with access to quick shortcuts (Chat, Lock, Exit).
Feature6	Mobile App	iOS Browser Sharing	Display a web page using RemoteCall to quickly share it with the representative.
Feature7	Host	Faster connection with Installable EXE	Download, install and update the module prior to the support (before entering the connection code).

“View iOS screen remotely in real-time only with RemoteCall.”

Screen sharing using iOS Airplay has been added. Enable Airplay with a MDM or instruct the customer to get connected.

ver 5.X

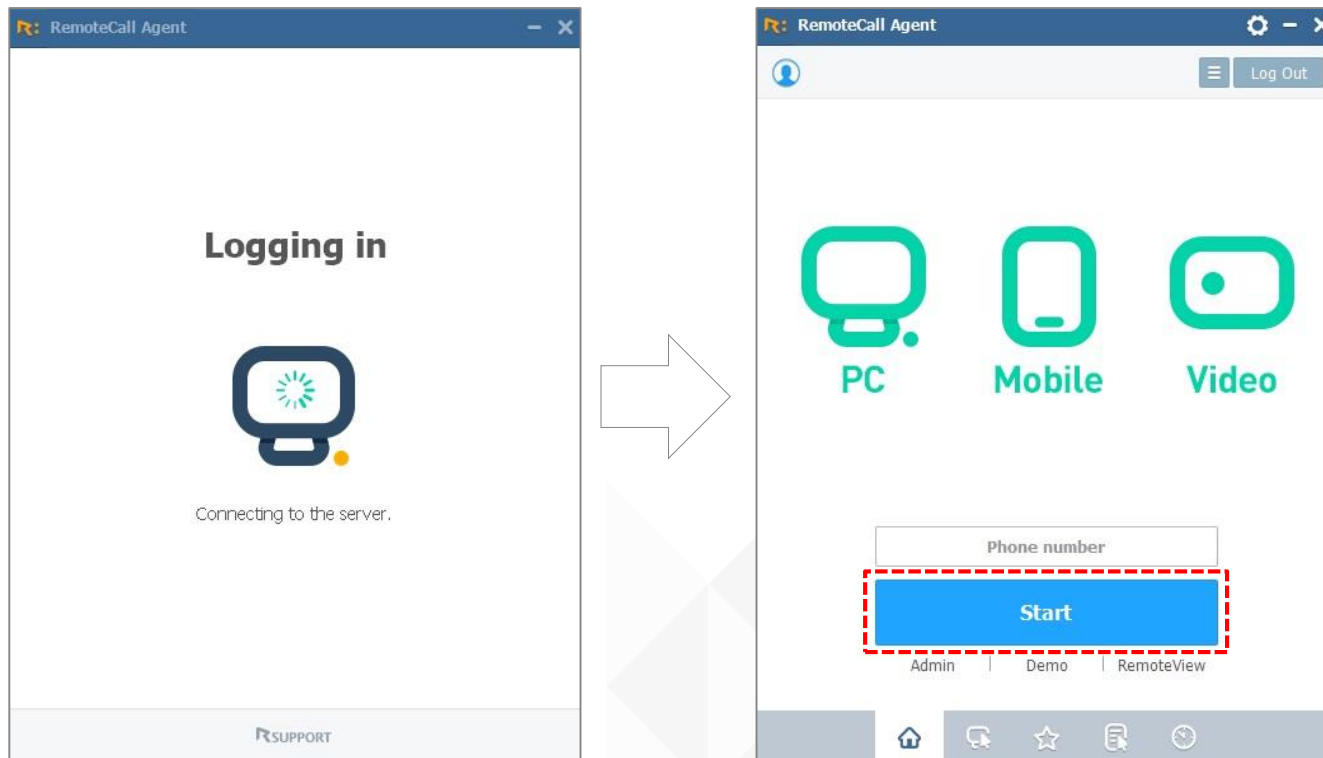
In the previous version (5.X), support was available with screen capture. With 6.0, real-time screen Sharing is available removing the old constrain.



Feature 2 | Unified Remote Support Button

“Faster support with a quicker connection.”

PC support, Mobile Support, and Video support start button has been integrated in to one button.

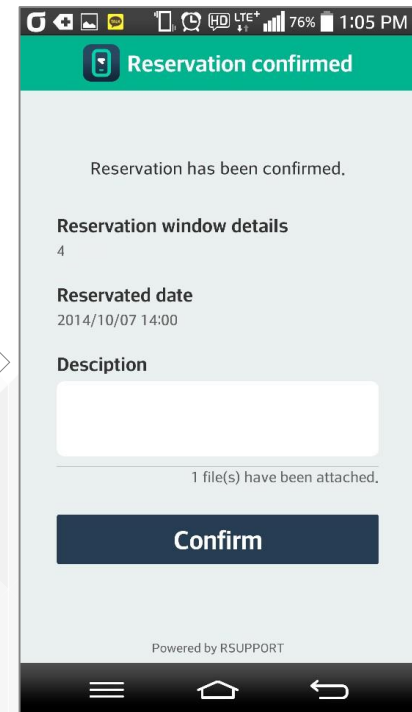
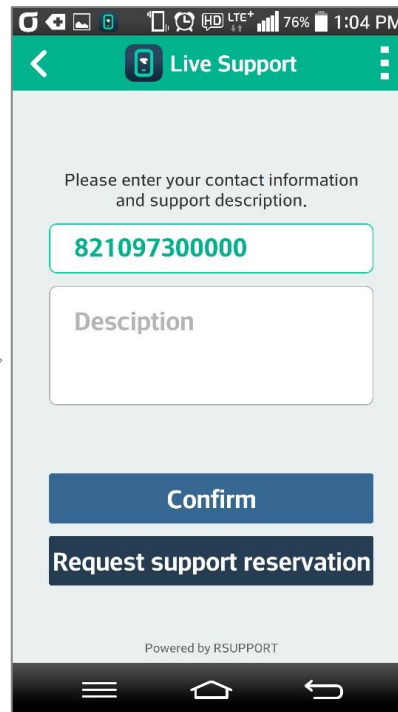
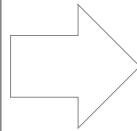
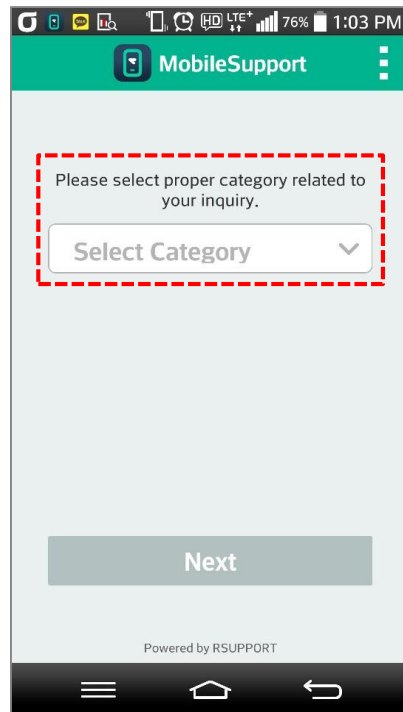


“Reserve support directly from a mobile device.”

When starting a remote support session with RemoteCall + mobile pack or visual pack, make a reservation to the desired category.

ver 5.X

In the previous version (5.X), reservation was available for PC. With 6.0, this feature has been extended to mobile app.



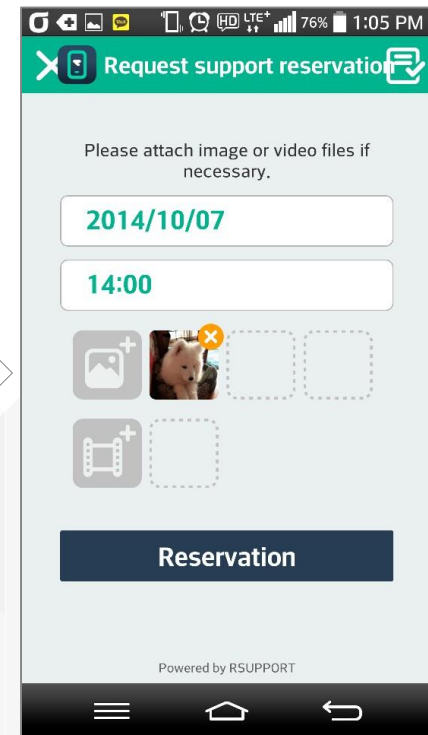
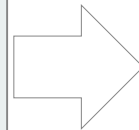
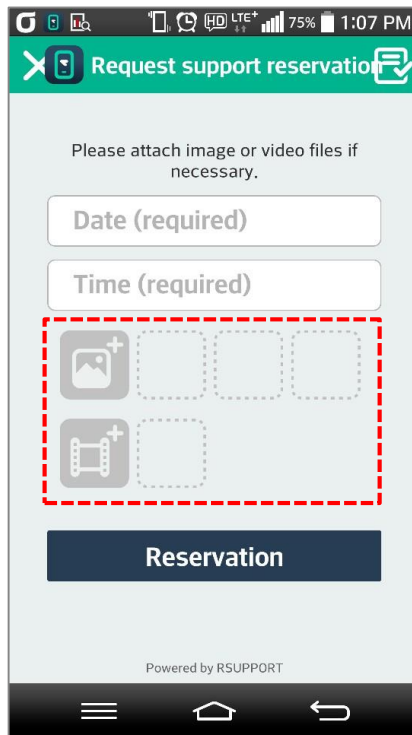
Feature 4 | File Attachment for Reservation

“Attach a file to the reservation and start the support sooner.”

Customers who need to receive support with RemoteCall + mobile pack or visual pack can submit pictures and videos with the reservation feature to be reviewed before getting connected.

ver 5.X

In the previous version (5.X), support was available in real-time only. With 6.0, remote support is available even without real-time screen sharing.

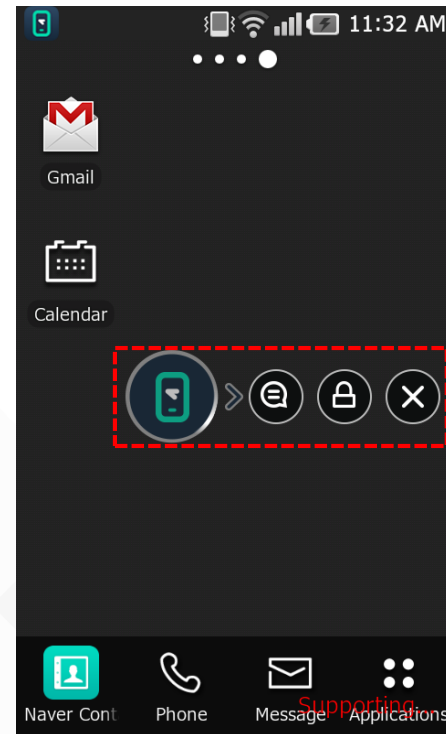
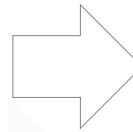
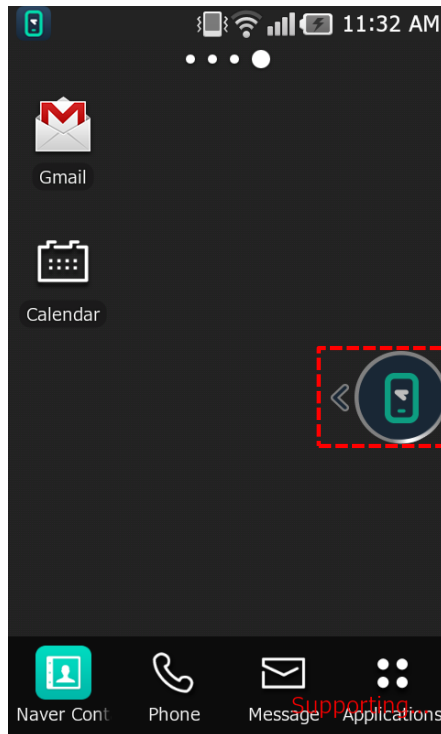


“Chat, lock or exit from the mobile screen with the ease of one touch.”

A widget will be displayed on the mobile device screen after a connection is established.
Tap the widget to quickly access the options.

ver 5.X

In the previous version (5.X), additional options were available by dragging down the status bar and selecting RemoteCall.
With 6.0, customers will see the widget on every screen to access the option with a single tap.

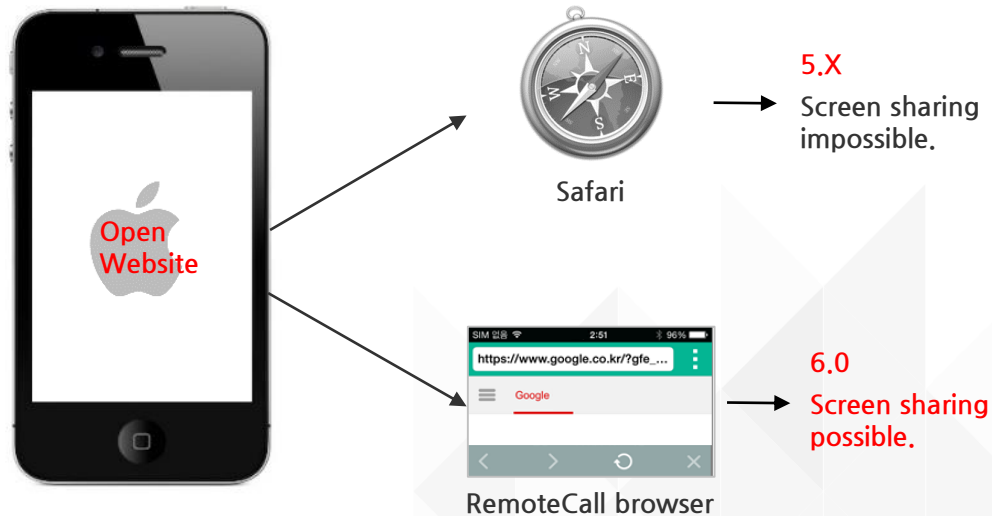


“Share the website with the representative on iOS.”

A website can be opened within the RemoteCall + mobile pack app and shared with the representative using RemoteCall + mobile pack for iOS.

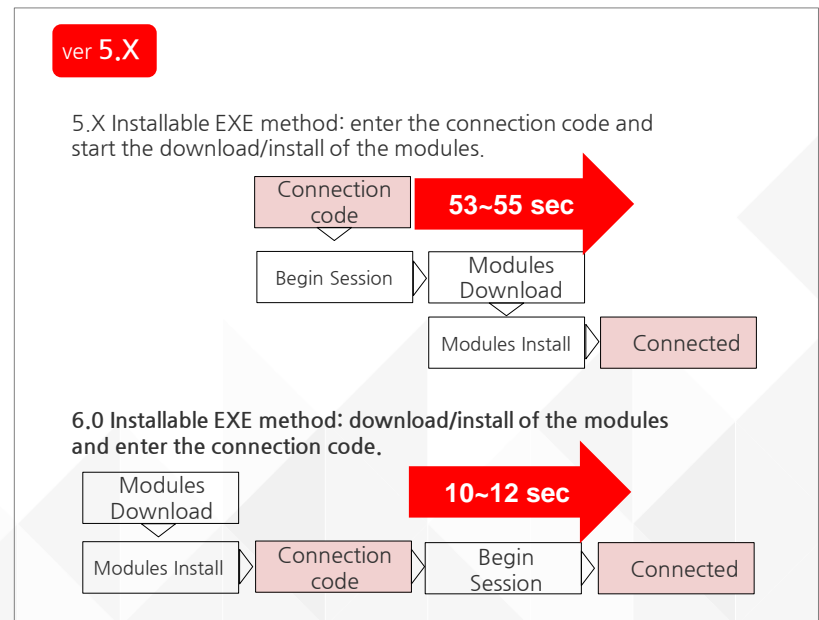
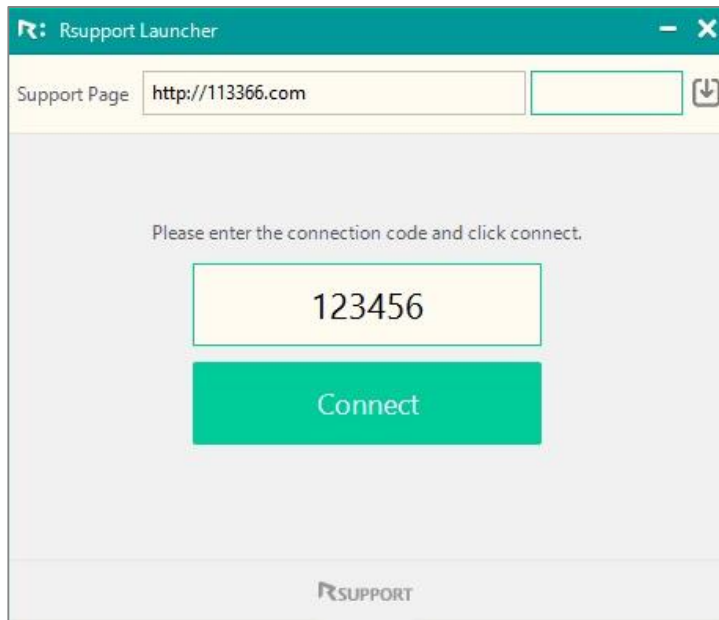
ver 5.X

In the previous version (5.X), customer had to open the website on a browser and share it outside the app and placing it in the background. A limitation by iOS is that a background app becomes inactive and hence real-time screen sharing was not possible. With 6.0, the website is opened within RemoteCall app which is active and allows real-time sharing.



“No need to wait anymore after entering the connection code.”

Now customers can download the connection modules prior to entering the support session. This will shorten the start-to-end time of the connection process.



Thanks

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