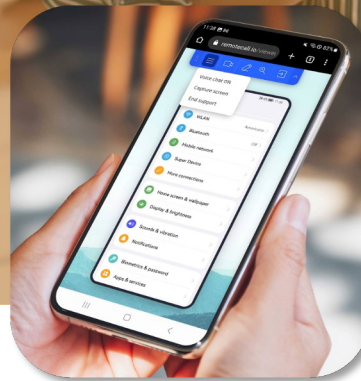RSUPPORT

R: RemoteCall

Connect Any Device From Anywhere, **RemoteCall**

PC Support

Mobile Support

Visual Support

[RemoteCall is a remote support solution that enables direct access and control of remote computers or mobile devices via the web, with no installation required.]

![RemoteCall logo]

RemoteCall: PC Support

PC Support stands as one of the leading remote work solutions for businesses, optimizing the management of remote computers.
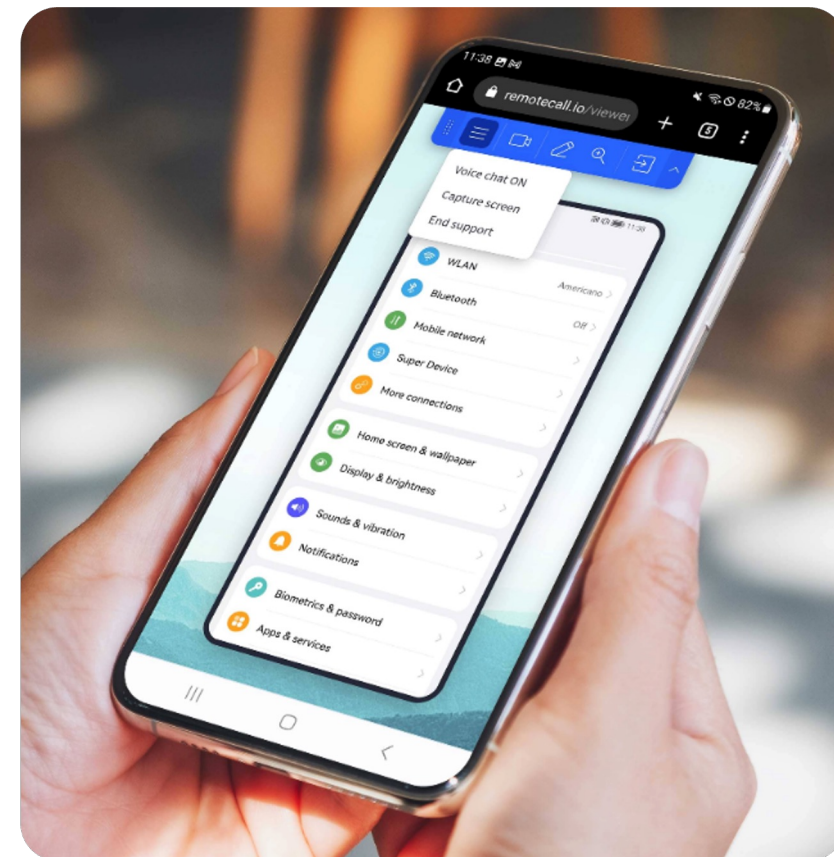
Use Cases:

- Resolve the Internet service provider (ISP) problems faced by customers

- Provide highly secure and convenient Internet access in public organizations

- Accurately guide customers for installing software at call centers

- <u>Efficient troubleshooting of PC issues</u> on campuses or in workplaces <u>without in-person visits</u>

![R: RemoteCall]

RemoteCall: Mobile Support

Mobile Support is essential for resolving issues across diverse mobile device environments efficiently.

Use Cases:

- <u>Mobile carriers provide real-time support</u> for customers' smartphones

- <u>Mobile app service providers can swiftly resolve in-app problems</u> for customers

- Efficient management and maintenance of mobile devices, including smart TVs

- Immediate response to smartphone issues in a mobile work culture

RemoteCall: Visual Support

Visual Support offers rapid diagnosis and instant problem-solving through on-demand video sessions via camera.

Use Cases:

- Conduct emergency measures via video sessions for home appliance breakdowns

- Diagnose product conditions and identify issues clearly before scheduling a service visit

- Inspect real-time emergencies, such as car accident sites, for immediate assistance

- Verify installation status and provide operational instructions for devices

Functions - PC Support
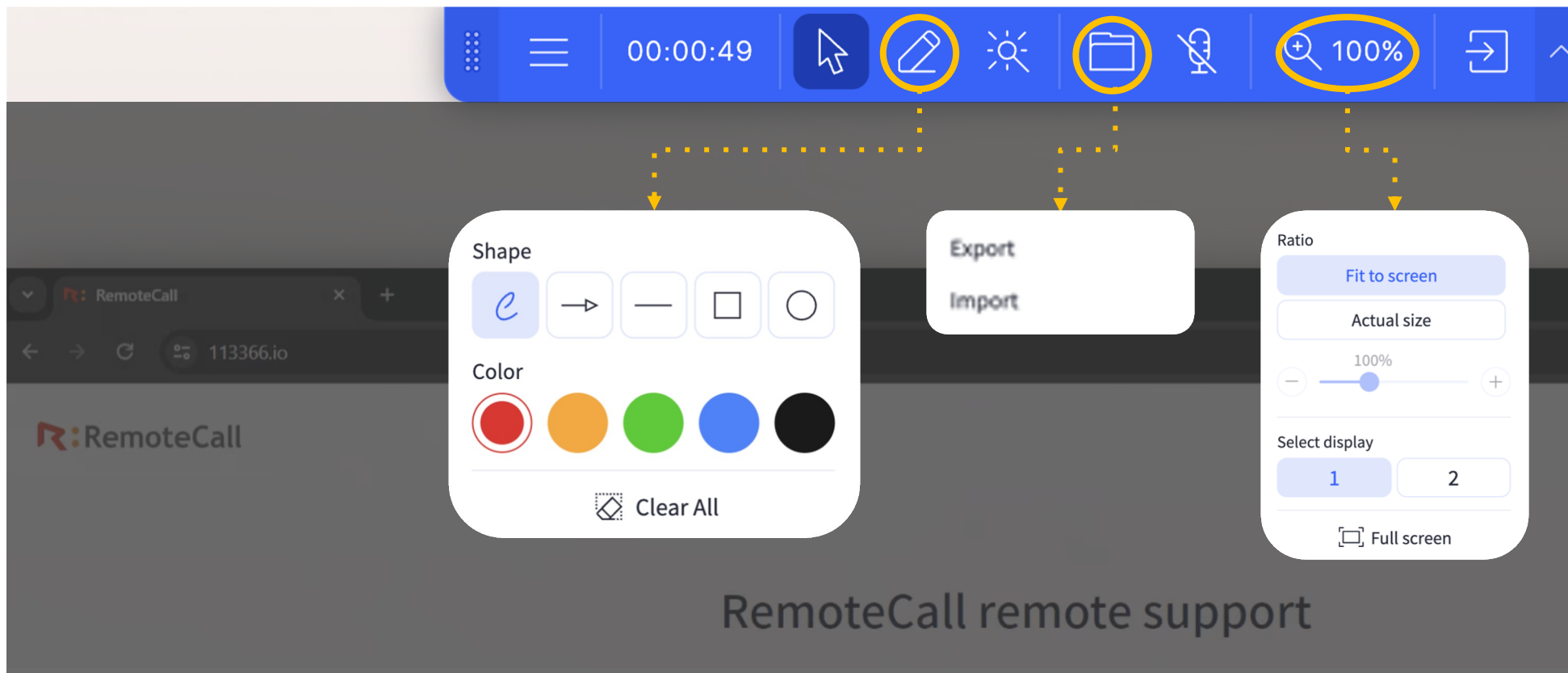
[Screen Control]
Remote PC is controlled through screen sharing.

[File Transfer]
Exchange files between support agent and customer during session.
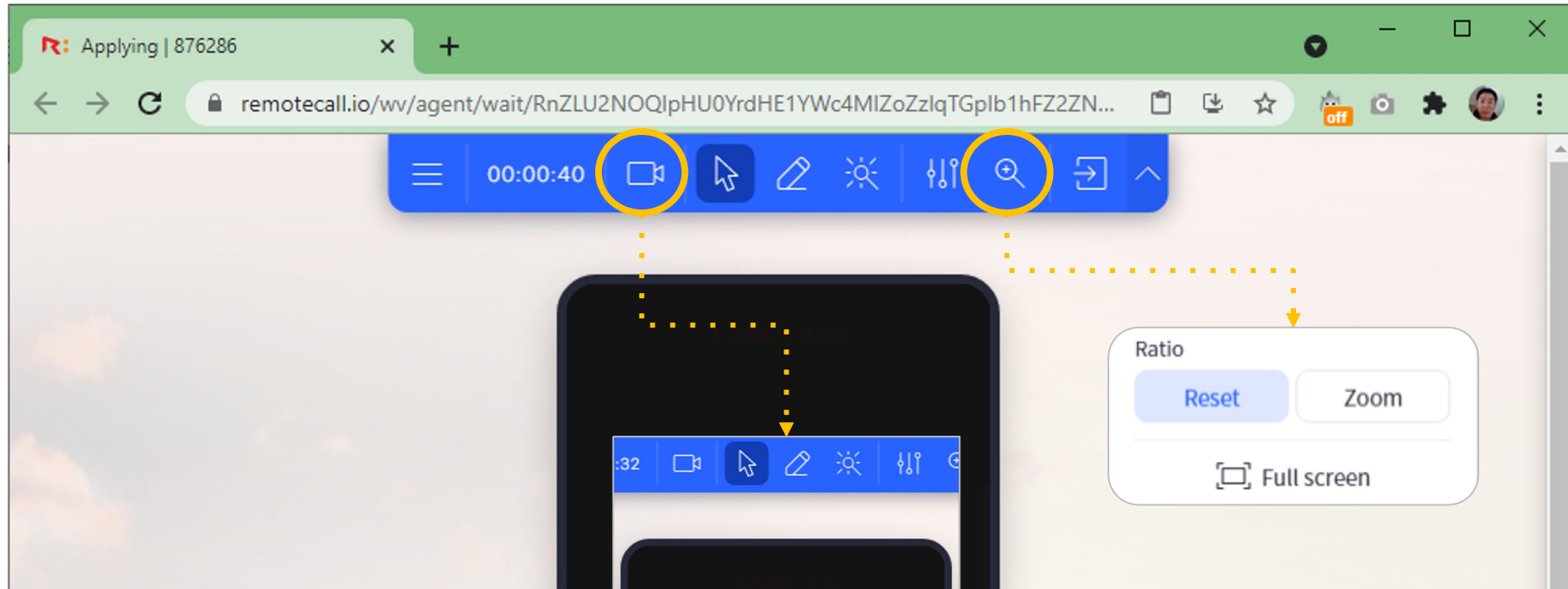
[Laser Pointer]
Indicate specific points on the shared screen.

[Voice Chat]
Voice chat is also available for better communication.

6

Functions - Mobile Support

[Screen Control]
Remote PC is controlled through screen sharing.

[Laser Pointer]
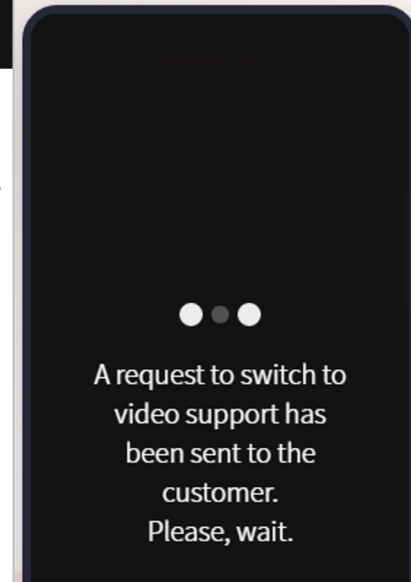Indicate specific points on the shared screen.

[Drawing]
Draw lines or shapes on the shared screen.

[File Transfer]
Exchange files between support agent and customer during session.

[Switch Mobile↔Visual Support]
Easily switch between mobile and visual support during session.

Functions - Visual Support

[Mouse]
Display a mouse cursor on the screen.

[Laser]
Display a laser pointer on the screen.

[Spotlight]
Highlight only the areas to emphasize.

[Draw]
Use a range of options in the drawing tool to provide clear explanations.

[Text box]
Insert text to provide detailed explanations or additional information to specific areas.

[Sticker]
Use number stickers from 1 to 10 to display sequence numbers or operation order.

[Directional cues]
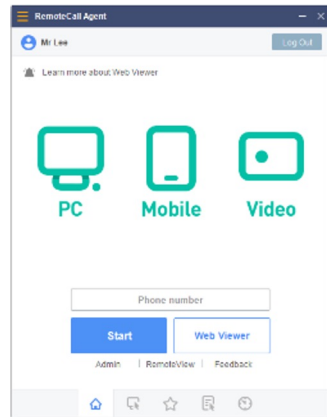Offer a clear guidance and direct users towards specific actions or areas

[Barcode scanning]
Swiftly capture and retrieve product or equipment information using barcode or QR code scanning.
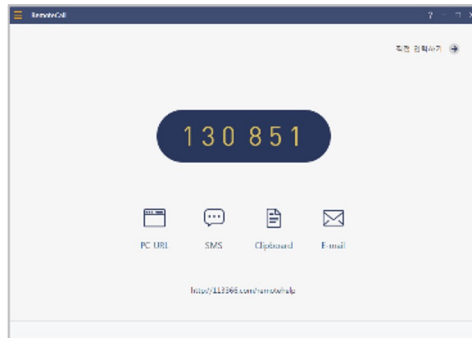
[Live chat]
Enable clear communication by directly exchanging messages.

8

Support Process - PC Support

[For Support Agent]

Log into RemoteCall Agent, then click 'Start'.

&

Share the connection code with the customer.

Send an invitation link to the customer via Email.

[For Customer]

Customer can connect in two ways:

-Click the invitation link provided by the support agent
-Open the PC support web page and enter the connection code.

*Customers are required to install a dedicated software on their PC.

Support Process - Mobile Support

[For Support Agent]

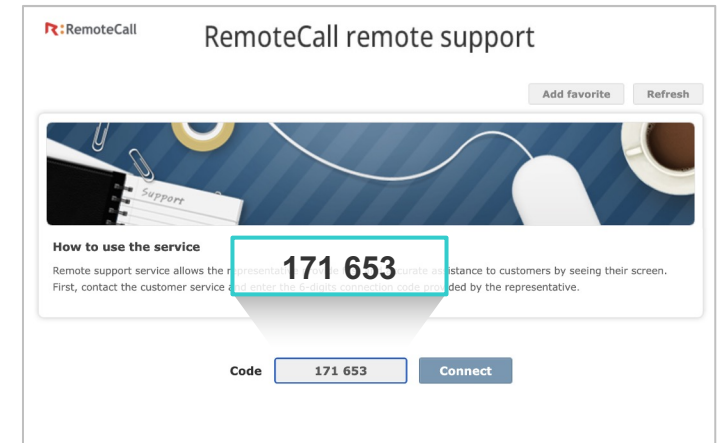Log into RemoteCall Agent, then click 'Start'.

Share the connection code with the customer.

&
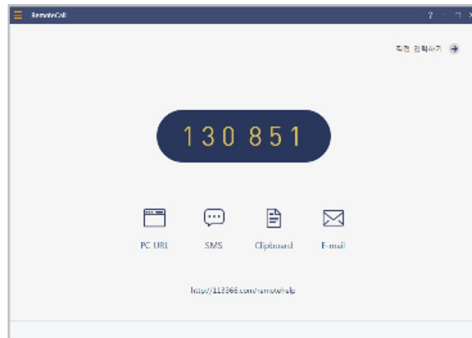
Send an invitation link to the customer via SMS or Email.
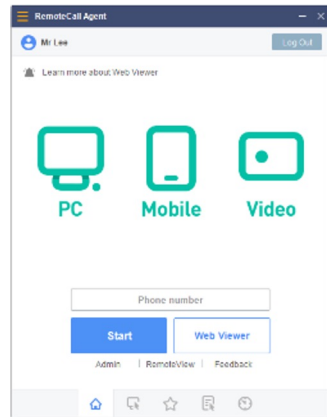
[For Customer]
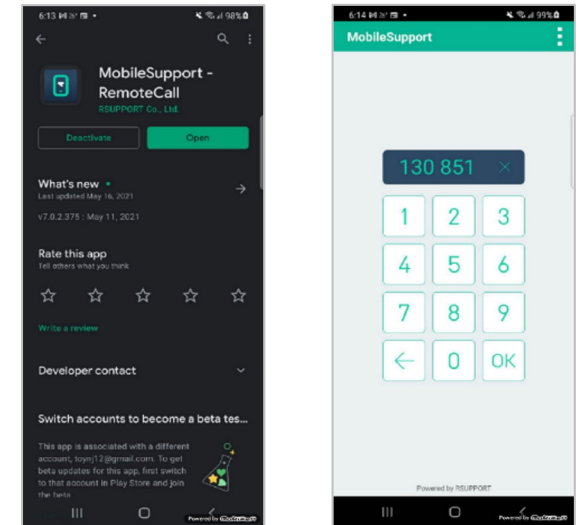
Customer can connect in two ways:

-Click the invitation link provided by the support agent
-Launch the mobile app and enter the connection code.

*Customers are required to install a dedicated app on their device.

Support Process - Visual Support
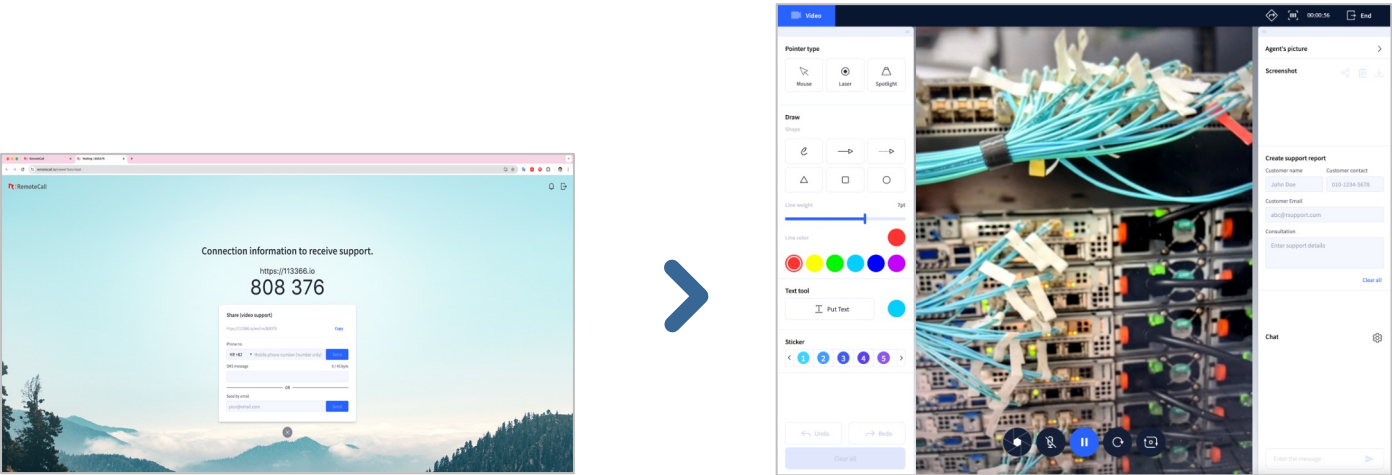
Send an invitation link via SMS to connect with the customer at the site.

The remote session starts automatically when the customer joins through the link on web browser.

*Installing a dedicated app is not required.

11

SaaS Solutions For Your Business

Fast and convenient deployment

Low initial cost & Cost-effectiveness

Quick updates

Flexible operation and expansion according to purpose and quantity
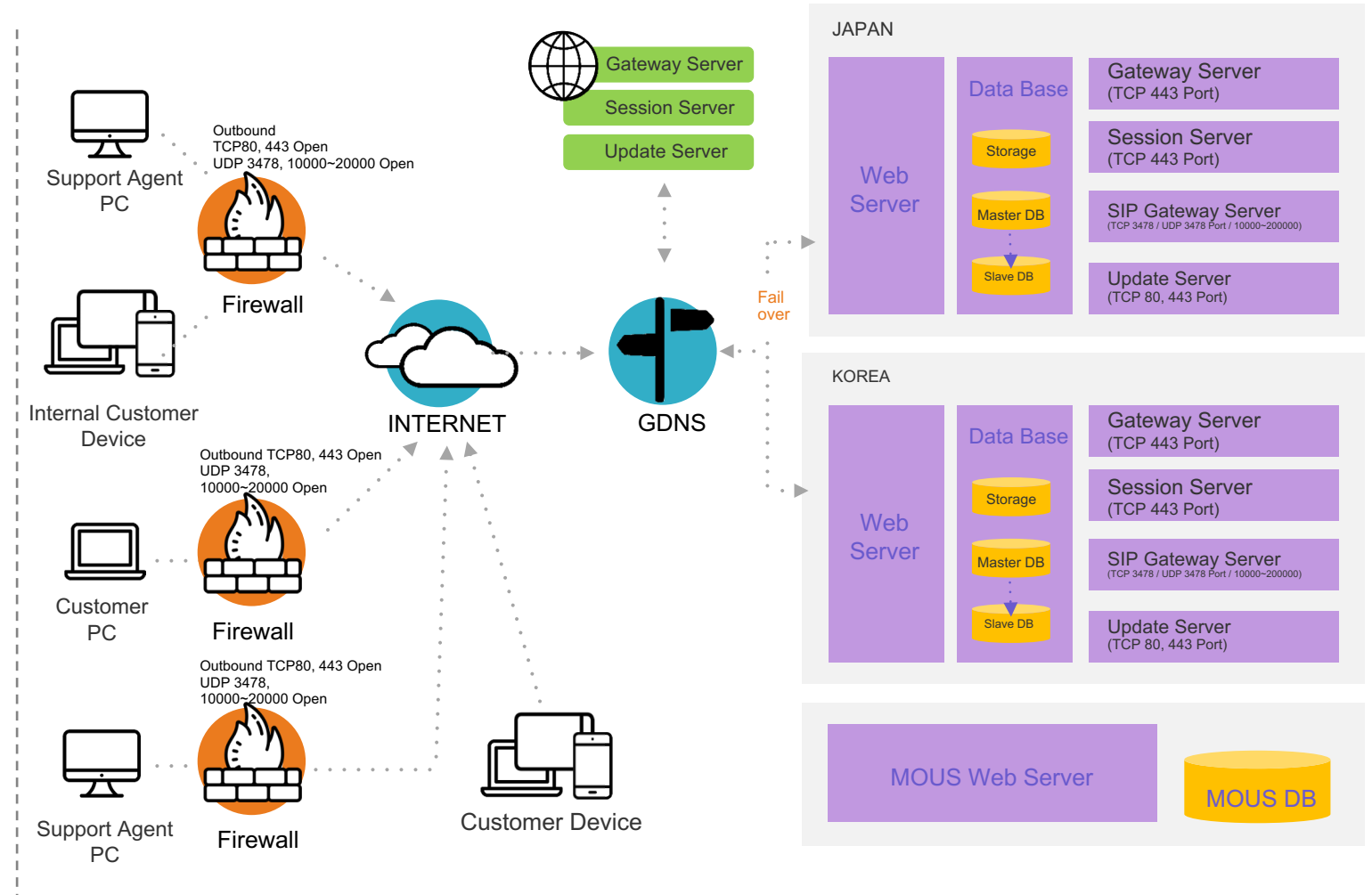
Support Agent PC

Outbound
TCP80, 443 Open
UDP 3478, 10000~20000 Open

Firewall

Internal Customer Device

Outbound TCP80, 443 Open
UDP 3478,
10000~20000 Open

Customer PC

Firewall

Outbound TCP80, 443 Open
UDP 3478,
10000~20000 Open

Support Agent PC

Firewall

INTERNET

Customer Device

GDNS

Gateway Server
Session Server
Update Server

Fail over

JAPAN

Web Server

Data Base

Storage

Master DB

Slave DB

Gateway Server
(TCP 443 Port)

Session Server
(TCP 443 Port)

SIP Gateway Server
(TCP 3478 / UDP 3478 Port / 10000~200000)

Update Server
(TCP 80, 443 Port)

KOREA

Web Server

Data Base

Storage

Master DB

Slave DB

Gateway Server
(TCP 443 Port)

Session Server
(TCP 443 Port)

SIP Gateway Server
(TCP 3478 / UDP 3478 Port / 10000~200000)

Update Server
(TCP 80, 443 Port)

MOUS Web Server

MOUS DB

R: RemoteCall

NTT docomo

Success Story
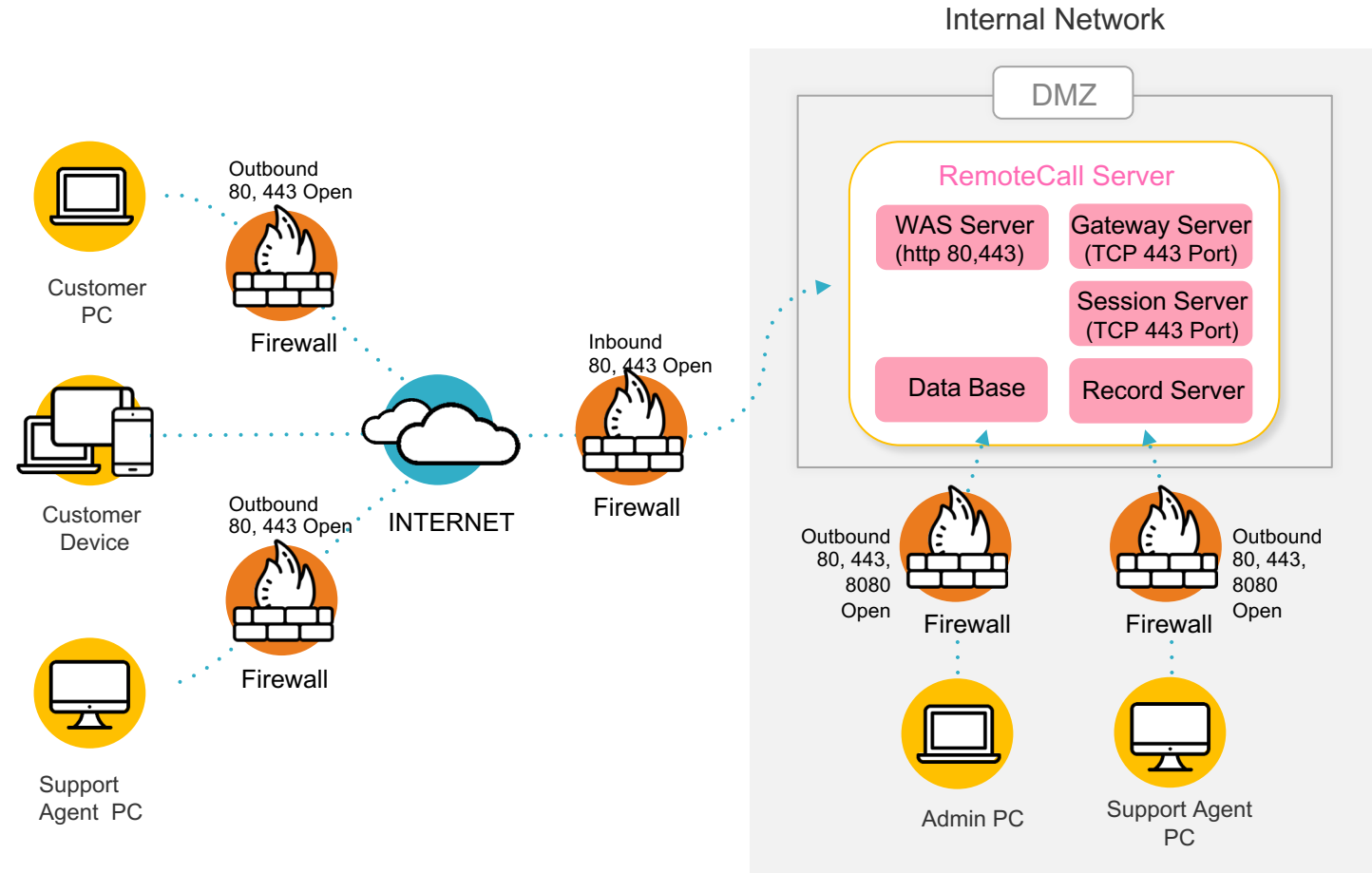
*"**Docomo Secure Remote Support**"*
(Docomo あんしんリモートサポート)

*Launched in **2012**,*
*Now with more than **22 million subscribers***

Overview

· Monthly fee 440 yen (132yen for combination)

Contact center

Customer

この画面の
これを選択すると···

画面共有
同じ画面を見ながら
お電話でご説明
操作案内

もっとアプリを
使いこなしたい

画面が消えるまでの
時間をもう少し
長くしたい

<cf.: Combination "smart Anshin pack">

smartあんしんパック

smartあんしん補償	330~990yen	
あんしん遠隔サポート	132yen	572~1,232yen /month
あんしんセキュリティ	110yen	

Subscribers

Unit : million

2012 2013 2014 2015 2016 2017 2018 2019 2020 2021 2022

Usage rate

2.5%/month

3.0%
2.5%
2.0%
1.5%
1.0%

▲コロナ影響

2017 2018 2019 2020 2021 2022

Our Major Clients

Mobile Support - Server

A communications and entertainment service provider in Japan

Introduction background

Docomo faced challenges in identifying and resolving customer inquiries and issues promptly. Thus, they needed a secure and user-friendly remote support solution to provide seamless global assistance to their customers.

The effect of implementation

· Docomo was able to increase employee and customer satisfaction by reducing troubleshooting time.

· By leveraging RemoteCall's compatibility with Android and iOS, Docomo expanded its network into other markets.

PC/Mobile Support - Server

A mobile network operator and Internet service provider in France

Introduction background

Bouygues Telecom required a simple and user-friendly customer support tool to enhance communication and assistance in network services, mobile communication, and IPTV. They needed to manage up to 15,000 monthly support sessions.

The effect of implementation

· RemoteCall's convenient remote support significantly contributed to achieving higher customer satisfaction.

· Such success and seamless integration has pushed Bouygues Telecom to plan an extension of their remote support services to a wider range of products and services.

Our Major Clients

Visual Support - SaaS/Server

Samsung Electronics America

Introduction background

Previously, remote consultations involved remotely controlling monitors or mobile devices. However, this approach made it difficult to visually inspect the appearance and surrounding environment, particularly when providing customer support for home appliances.

The effect of implementation

· Enhance efficiency in repair tasks and customer responsiveness through direct visual inspection.

· Customers now receive accurate diagnosis and solutions without the need for complex explanations about the product's condition. This saves time and money, as on-site services are only provided when absolutely necessary.

Mobile Support - SaaS

A mobile network operator for seniors, offering health and safety products and services

Introduction background

As most customers were seniors aged over 50, they were often confused with updates or new features. Therefore, it was crucial to find a tailored senior customer service solution to assist them in using mobile healthcare apps more conveniently.

The effect of implementation

· Customers could receive instant yet accurate support by sharing their mobile screens with call center staff in real time, leading to significant cost reductions for customers.

· Preference for Best Buy Health among senior customers surged due to the delivery of a frictionless customer experience, resulting in noticeable growth in sales.

Our Major Clients

Visual Support - SaaS

Orange Morocco

- A mobile network operator and Internet service provider in Morocco

Introduction background

· Due to rising customer support demand, it was inevitable to establish an effective customer service system that aligned with business goals.

The effect of implementation

· RemoteCall's remote support solution has significantly enhanced customer satisfaction, particularly for those unable to visit service centers or residing in underserved areas like rural communities.

· With real-time monitoring, support agents can promptly identify problems and provide faster solutions, minimizing the chances of miscommunication and delays.

Mobile/Visual Support - Server

KIA HQ & Global Branches

Introduction background

· KIA sought an optimized solution to manage its digital and mobile Global Service Systems for technical support and maintenance.

· Real-time video verification was identified as essential for providing fast and reliable maintenance for motor vehicle tech support and to assisting customers.

The effect of implementation

· With RemoteCall, technical support experts were able to remotely control on-site mobile diagnostic equipment.

· Kia successfully expanded technical support to the global Kia service network with RemoteCall.

Our SaaS Clients

LG Electronics

LG Electronics Alabama

PC / Mobile Support- SaaS

SK battery America

SK battery America

PC Support - SaaS

HYUNDAI MOBIS

Hyundai MOBIS Alabama

PC Support- SaaS

BlueOval SK

Blue Oval SK (America)

PC / Mobile Support - SaaS

SAMSUNG SDS

Samsung SDS America

PC Support- SaaS

Shinhan Bank

Shinhan Bank America

PC Support - SaaS

Thank you

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電気ビル7階
購入前のご相談：03-6273-3871
テクニカルサポート：03-6273-3872
お問い合わせ：https://help.remotecall.com

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