RSUPPORT

# RemoteVS Introduction

**Non-face-to-face video consulting solution**

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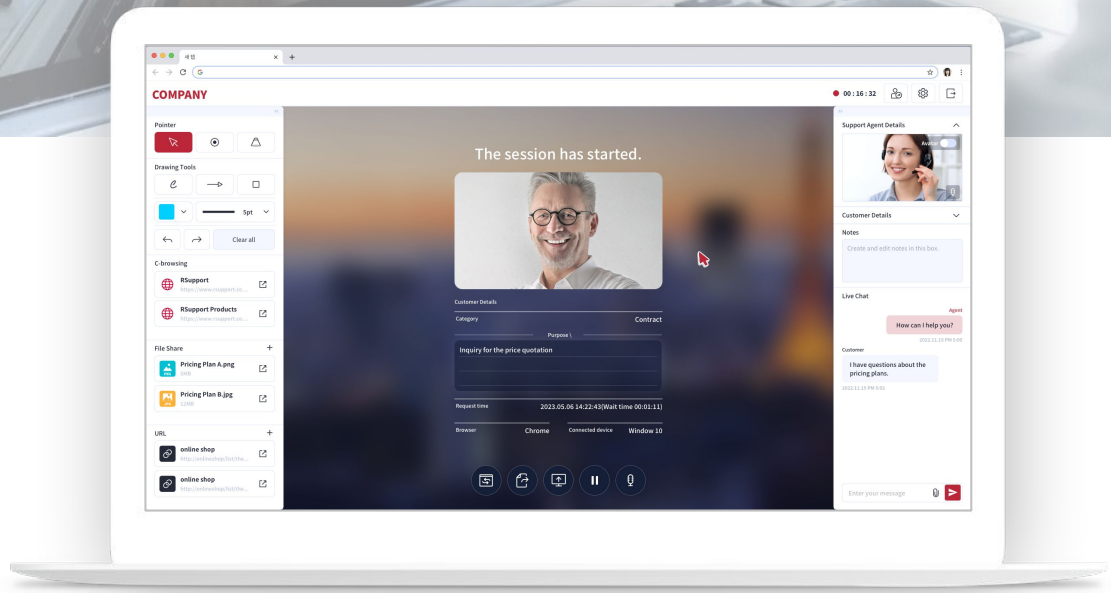
# RemoteVS makes non-face-to face service easier.

## Non-face-to-face video consulting solution

RemoteVS enables agents to present products to customers and sign contracts online without meeting face-to-face.




RemoteVS

# Trend | Telecom Companies

## Add and expand non-face-to-face channels

SK telecom

### T-Factory

Open a 24/7 non-face-to-face store where customers can purchase smartphones and subscribe to products.

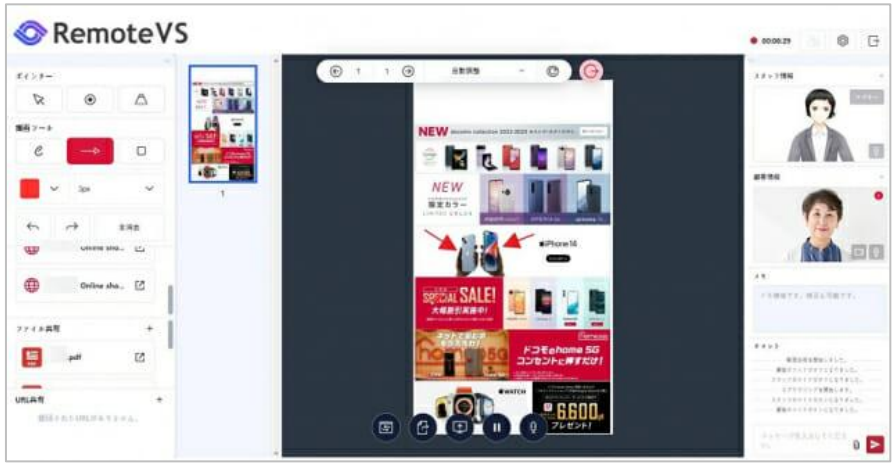
LG U+

### U+Kiosk

Customers sign up, change plans, open SIMs, and subscribe to additional services without visiting the store.

## Build a non-face-to-face system

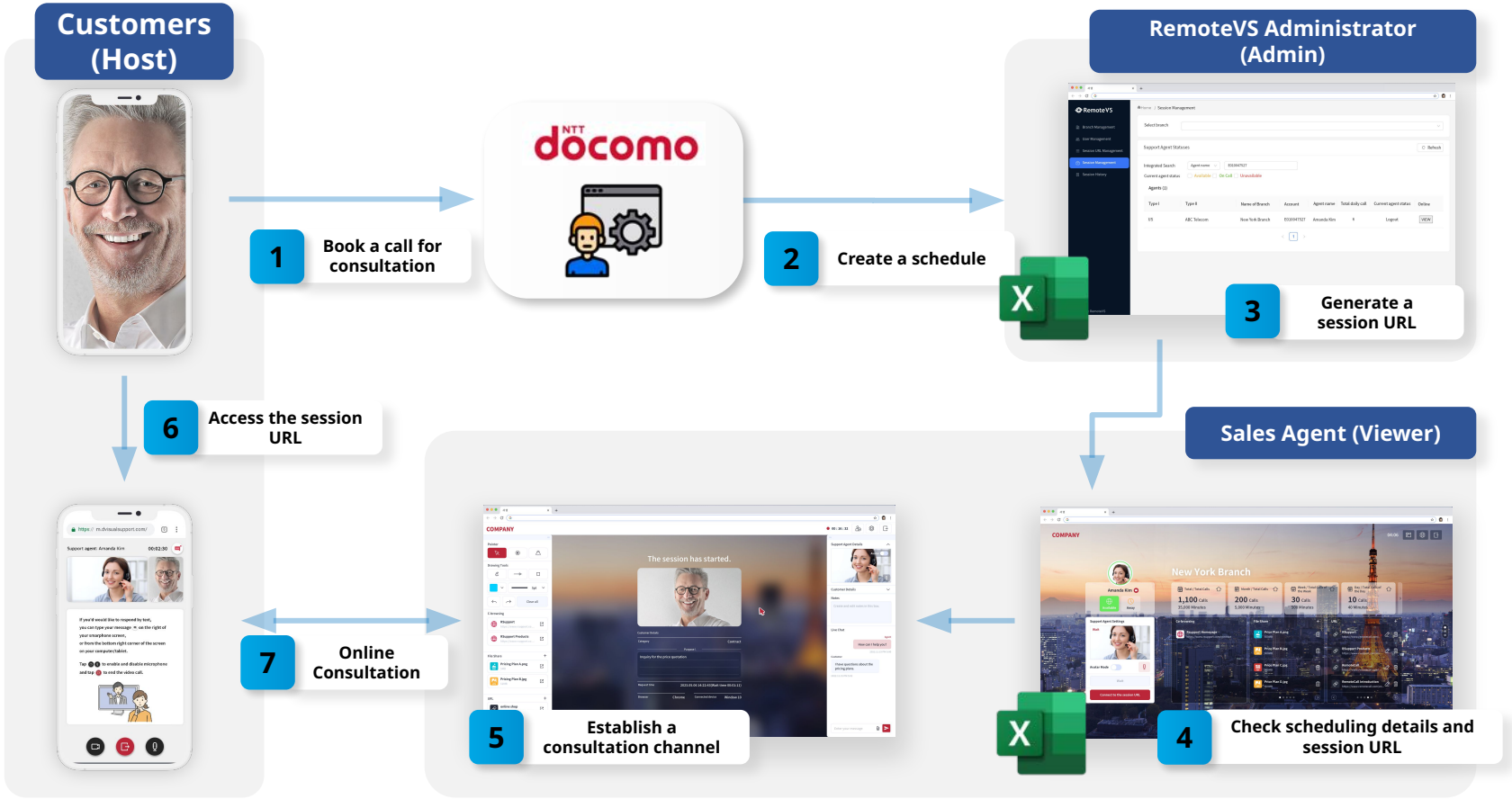
NTT docomo




NTT DoCoMo, Japan's largest telecommunications company, built a non-face-to-face cloud-based system.

# Trend | Telecom Companies

**RemoteVS is built at NTT DoCoMo, Japan's largest telecom company.**

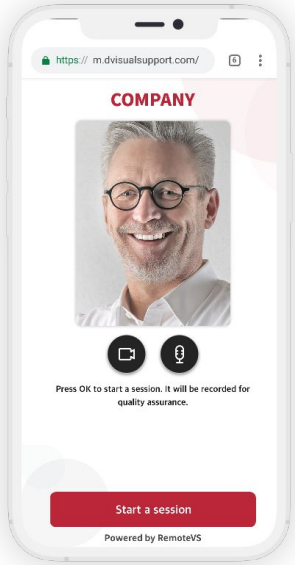


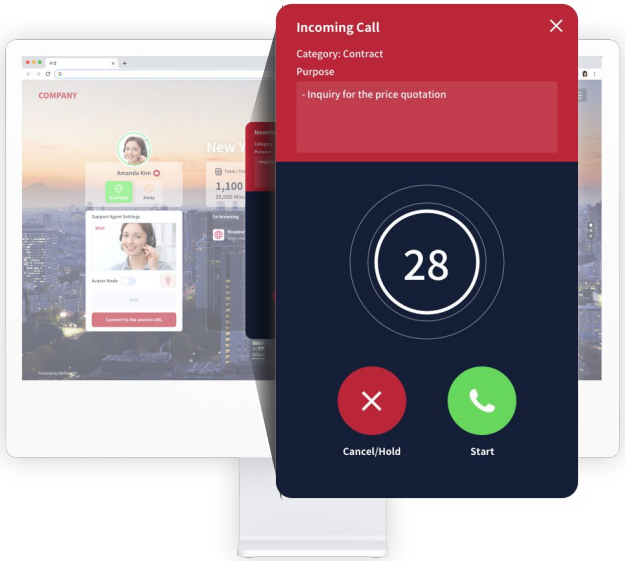

## Easy scheduling for both customers and agents

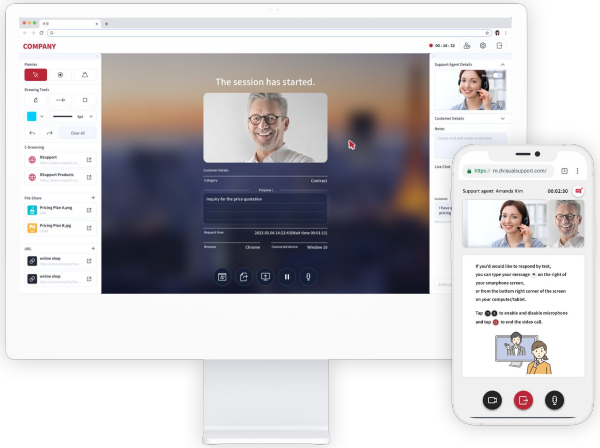
1. Customer books a call using the consultation management system.
2. The administrator forwards the session URL created in the administrator system to the agent and customer.
3. The agent opens a live remote session with the URL, which starts when the customer is connected.

# Web-based service without installation

With RemoteVS, customers don't have to go through complicated steps, all they need to do is access the web browser.




**01. Access from Customers**

Without installing a separate app or program, **access through a web browser** and click ‘Start a session'.

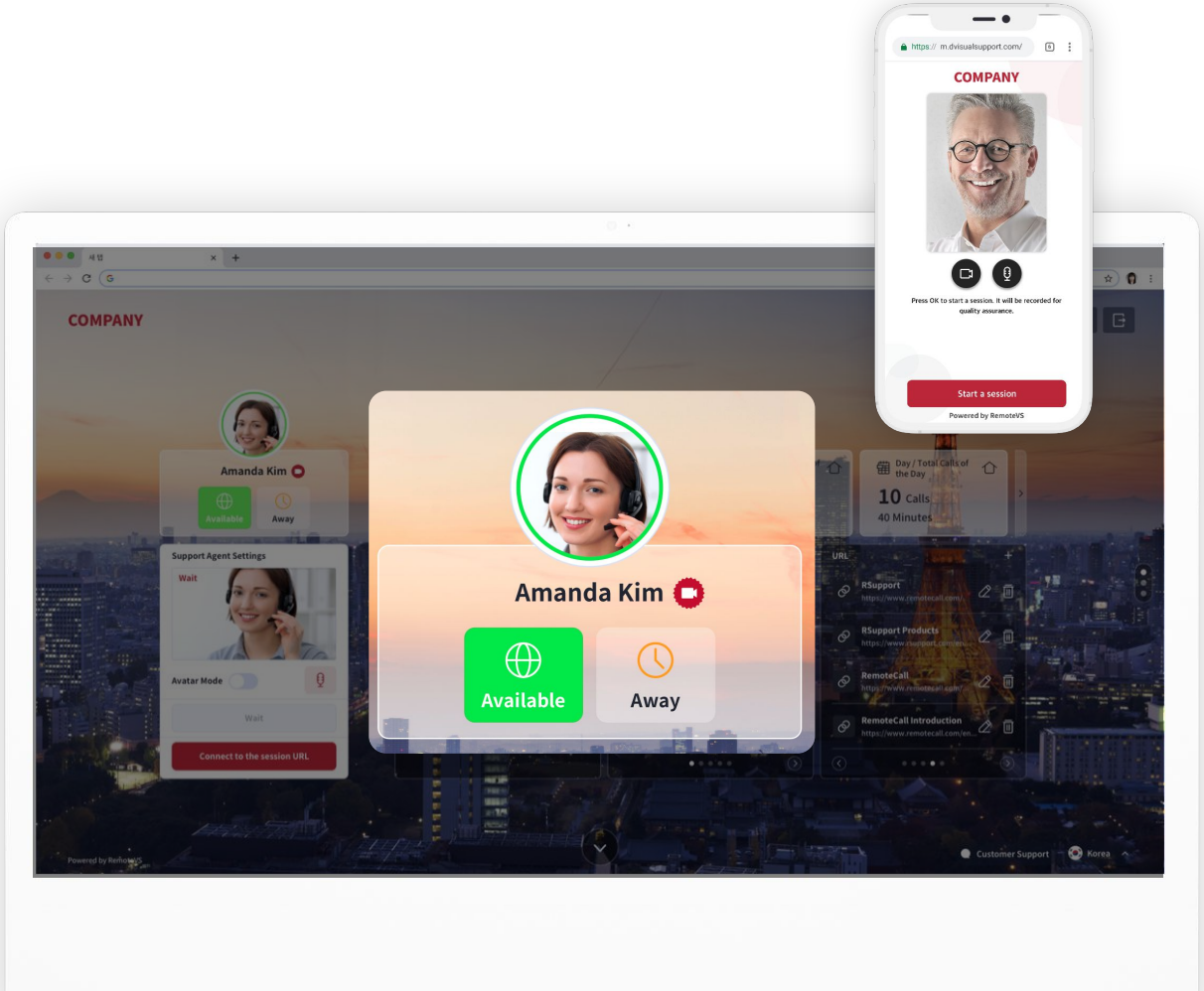
**02. Instant Connection**

In the **Incoming Call pop-up** displayed on Agent Waiting page, click 'Start'.

**03. Start Consultation**

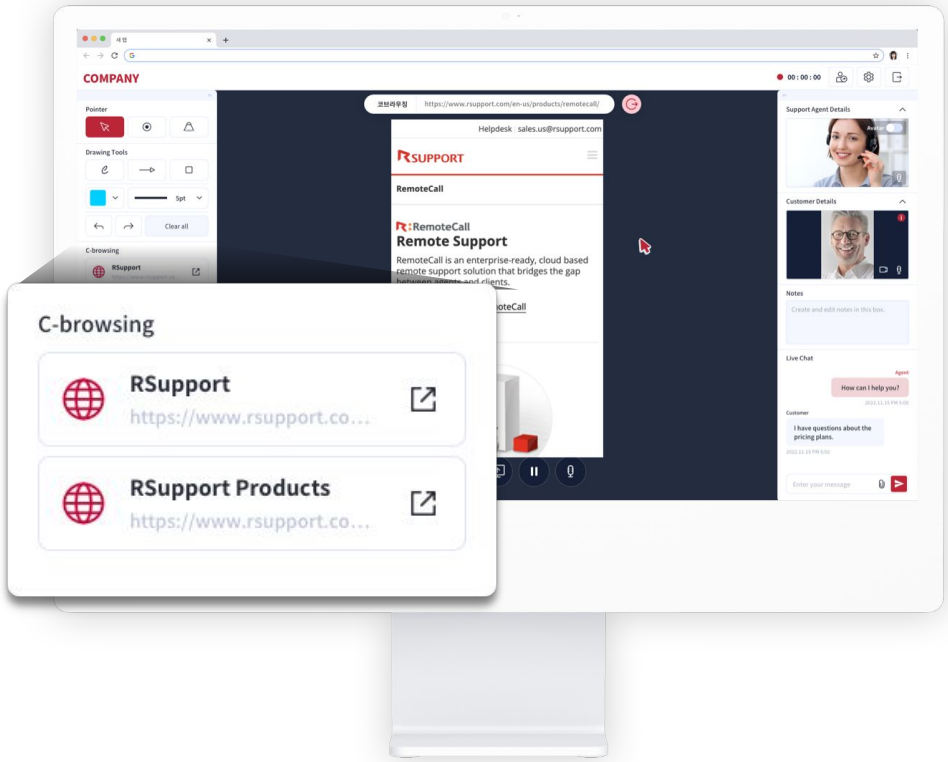
**Through video/screen/file sharing and co-browsing,** it is available to check details of contract product with customers and proceed to registration in real time.

# Easy and convenient to start a consultation




- If a customer makes a request for consultation on the web page, an agent who can consult is immediately connected.
- When a customer makes a consultation reservation on the web page, the URL is sent and the consultation is easily connected by accessing the URL at the reserved time.

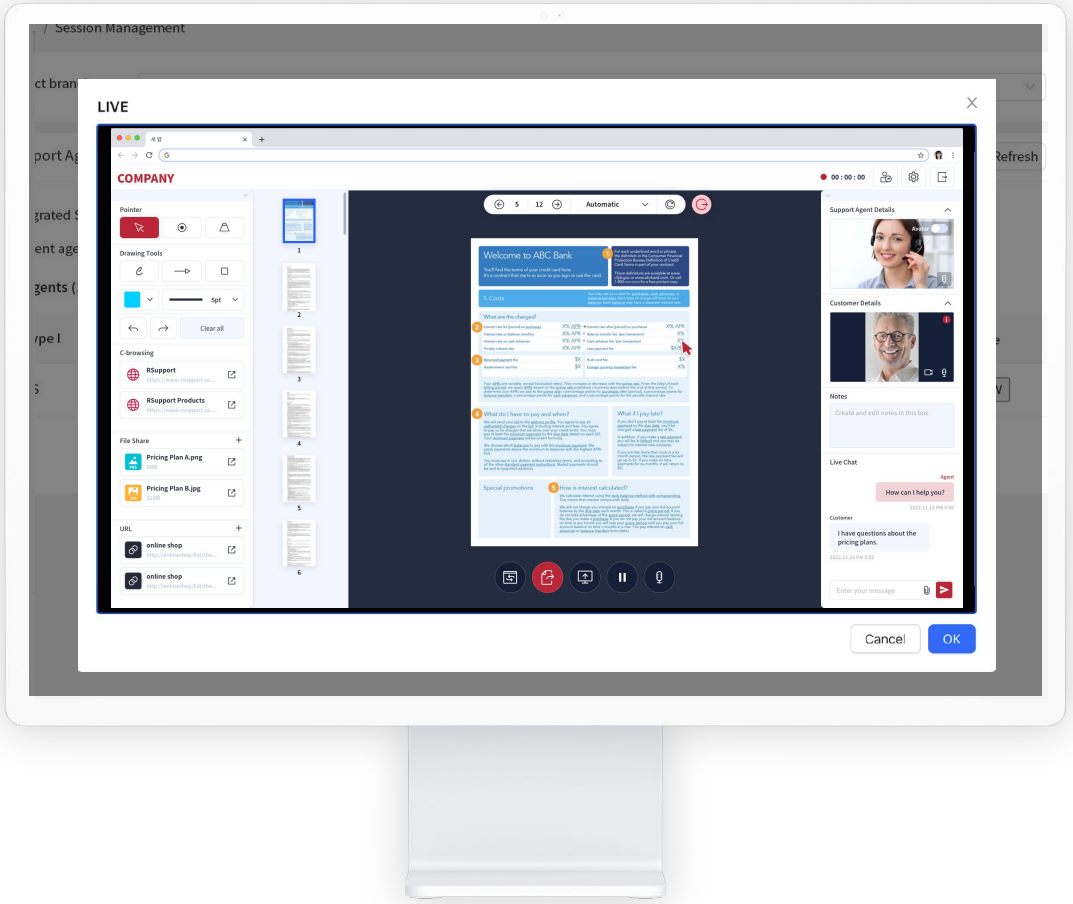
# Communicate with your customers immediately




- If Co-browsing is running, if the agent clicks the web link registered in advance, it can be accessed directly from the customer's screen (one-click access).
- Screen sharing is possible by pressing the document button registered in advance by the agent (one-click sharing).

# Powerful functions for administrator

- When consulting starts, screen recording is automatically performed and administrator can check the contents of recording.
- Administrator can monitor consultation of agent in real time (LiveView)



# Main Functions

## Agent Functions

### Co-browsing

Agents and customers view the same screen and respond in real time.

### Status settings

Consultation is conducted only when the status is Available.

### On-screen tools

Describe products with drawing tools and pointers.

### Share screen of agent

Guide and explain to customers by sharing agent's screen.

### File and image sharing

Share files and images in real time.

### Avatar profile

Set agent's profile by using avatar.

### Live chat

Communicate with customers via live chat during consultations.

## Administrator Functions

### Screen Recording

Record and save screen during consultations in real time.

### LiveView

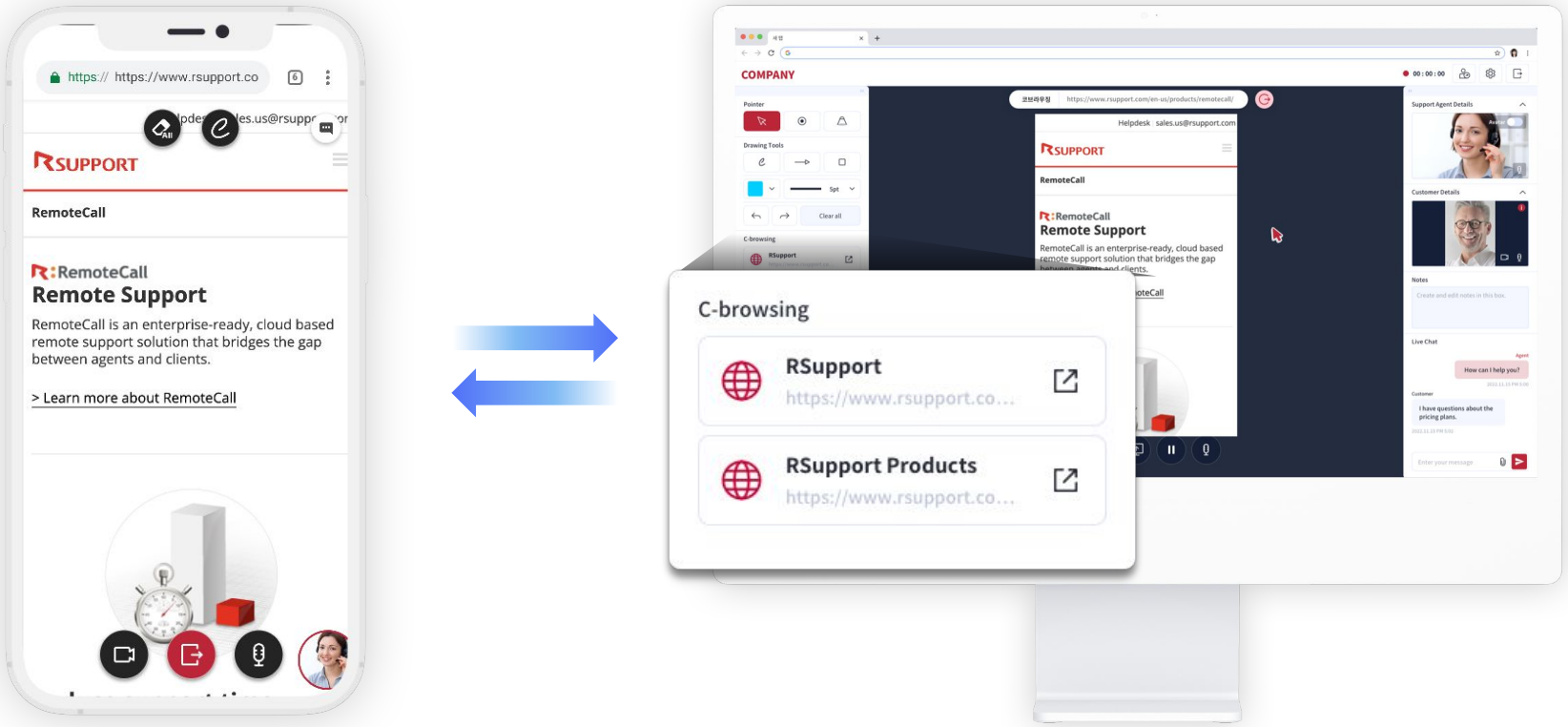
Monitor customer response status of all registered agents in real time.

### Branch-by-branch Management

Check progress of each branch's consultation.

# Co-browsing

Agents and customers see same screen and respond in real time.



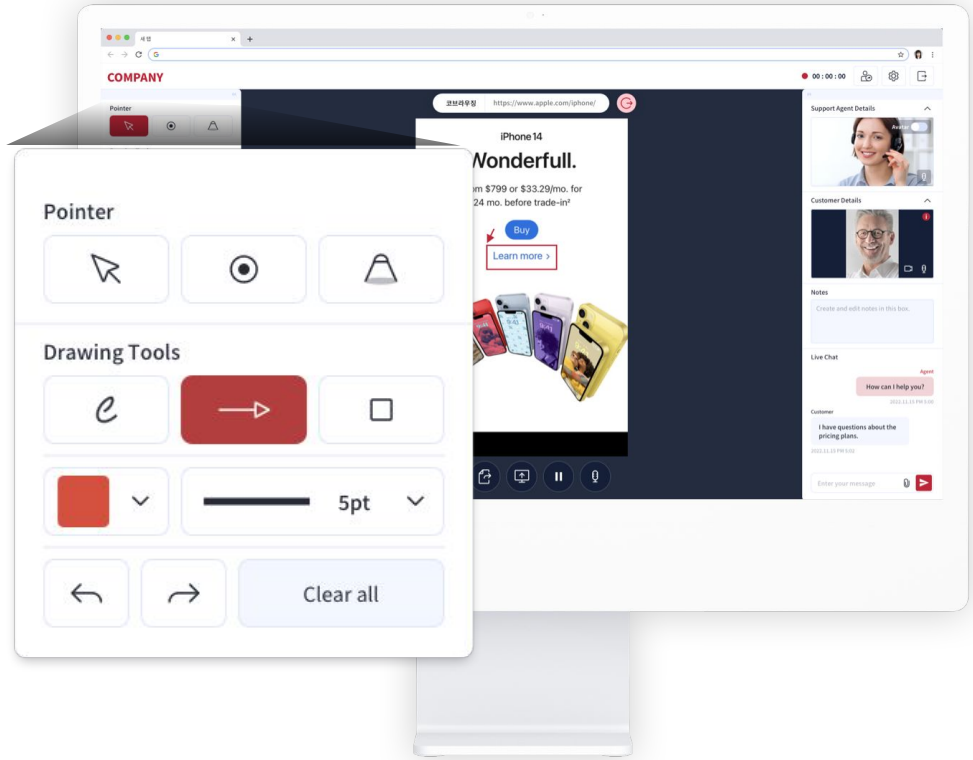

Screen of Customers

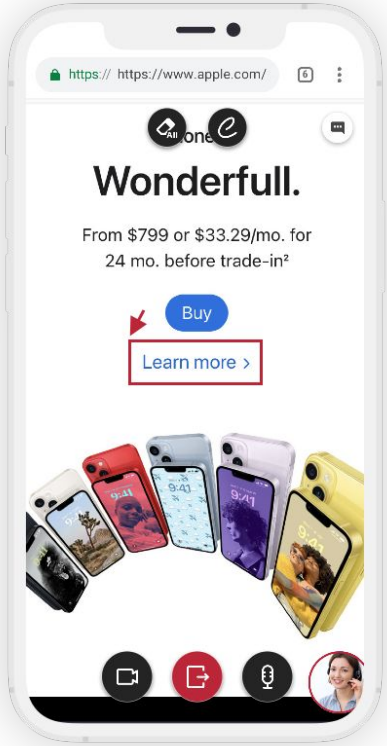
Screen of Agents

- When a agent **shares a pre-registered co-browsing URL** with a customer, the agent can see what the customer sees in real time.
- Through co-browsing, customers **can check and enter product details** to proceed payment or register in real time.

# On-screen tools

Use a variety of drawing tools to guide customers during co-browsing and file sharing.

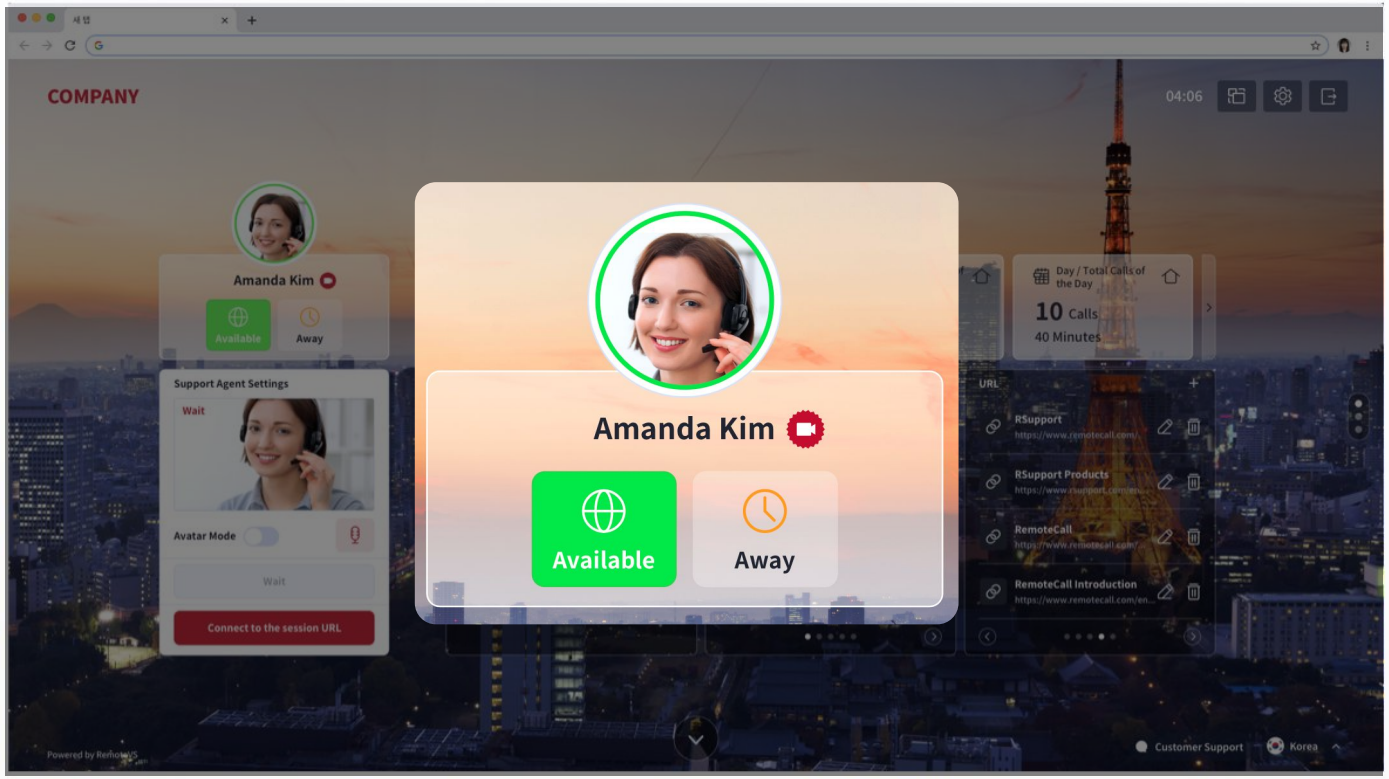



- **Use pointers and drawing tools** while file/screen sharing and co-browsing to provide more detailed explanations to customers.
- Use various tools for faster and more accurate product guide.

# Agent status

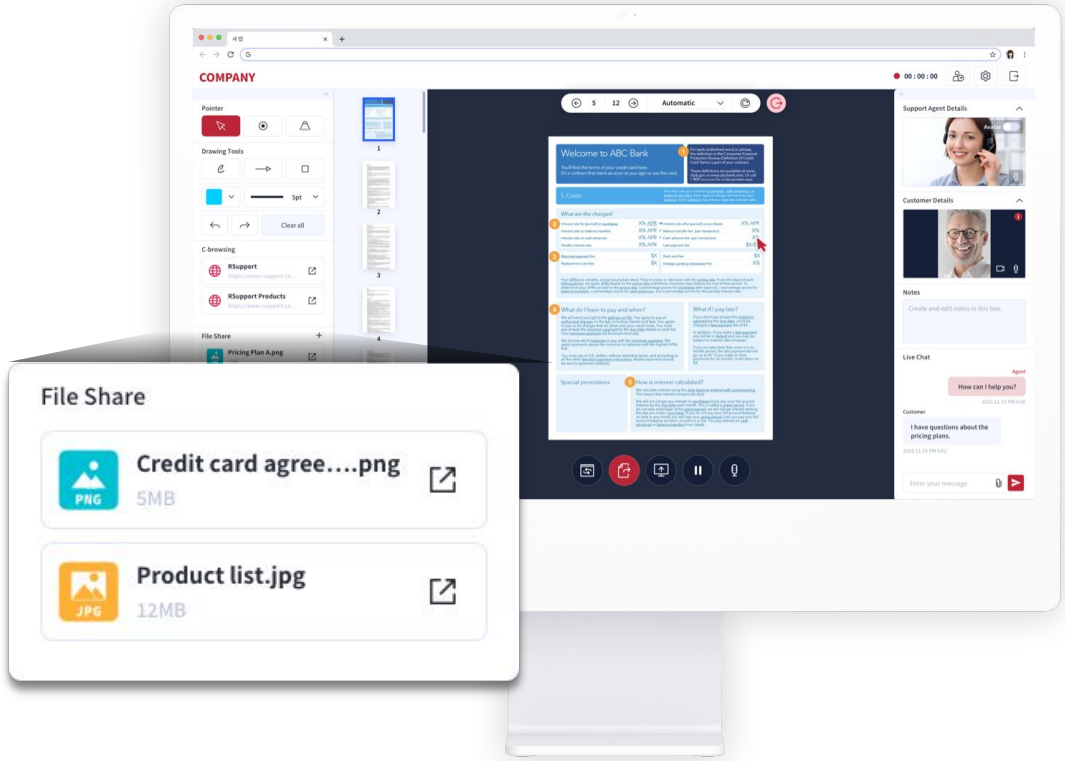
Set the status of agents and proceed with session only it is set as Available.




- Agents can set their status to **Available or Away** on the Agent Waiting page.
- When a customer requests a session when the status is on Available, it is automatically connected and proceeded.

# File and image sharing

Communicate by sharing the necessary files or images during sessions in real time.




[File sharing example]

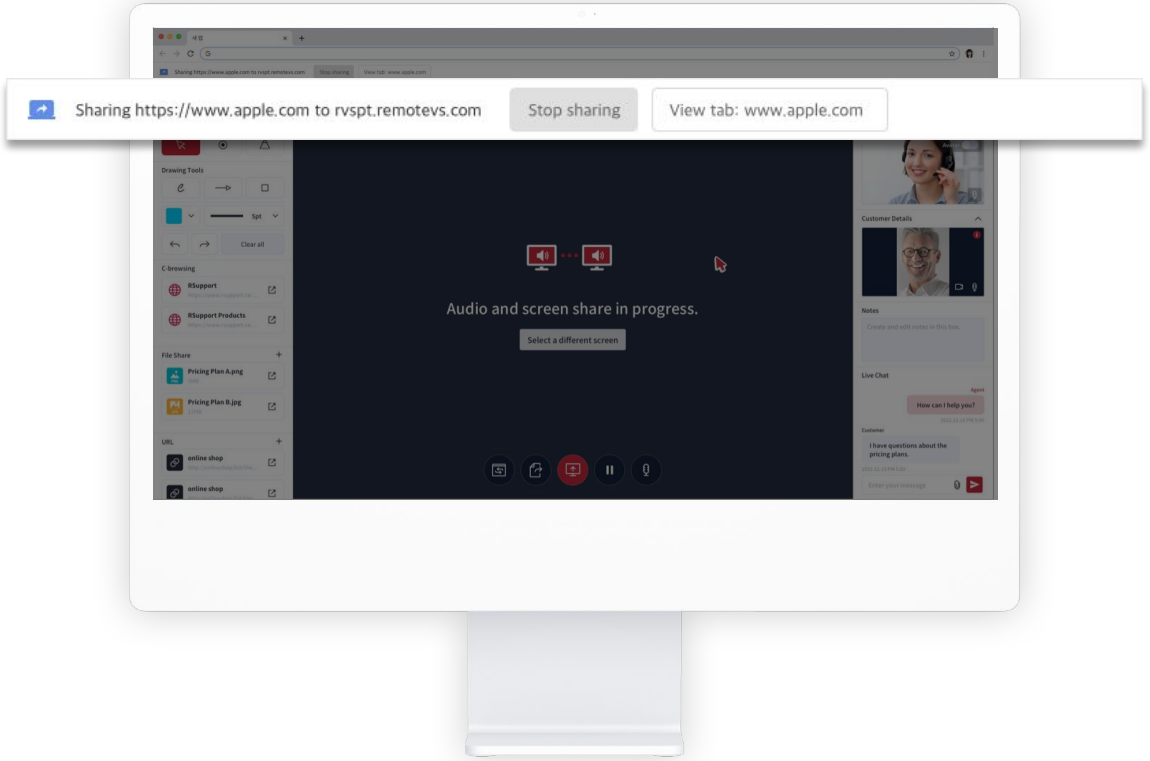
**Send files or images** registered in advance or saved in PC to chat window. Also share them on screen to view them together.

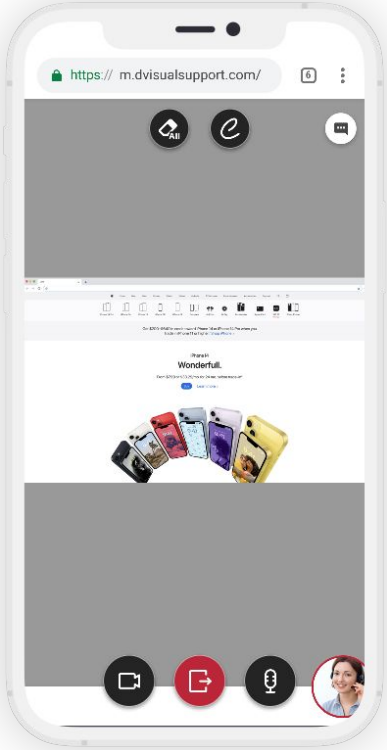
Supported Files: pdf, png, jpg, jpeg

Customers can also send files or images to chat window.

# Share screen of agent

Agents directly share their screens in real time to guide and explain to customers.

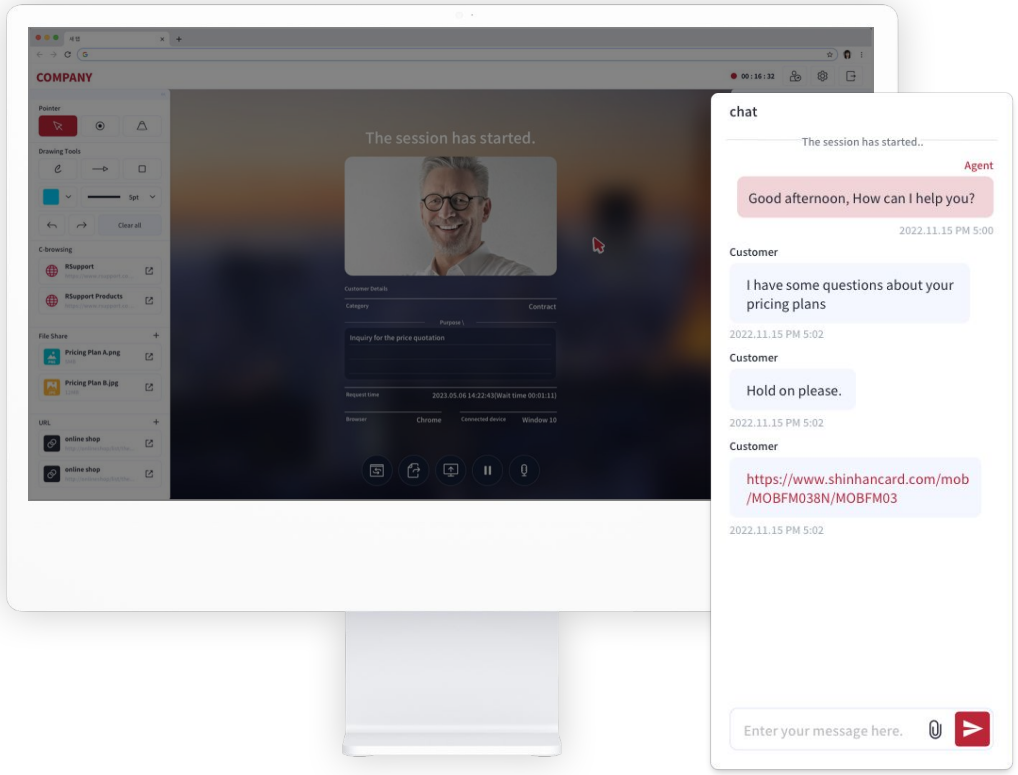


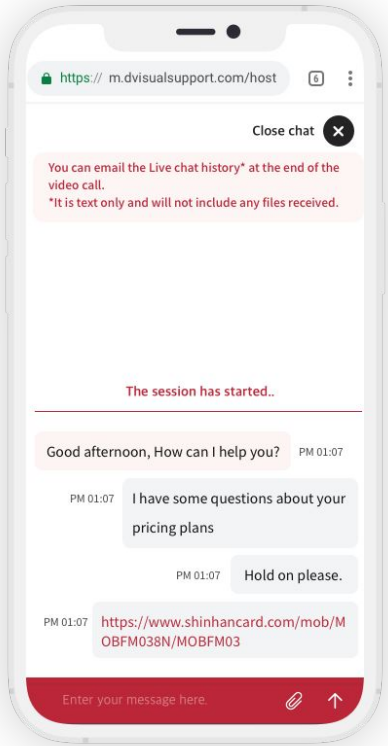




- Share data which can be viewed on agent's device to customers in real time.
- Customers view the shared agent's screen together for a more accurate consultation.

# Live chat

Communicate with the client on live chat at any time during sessions.

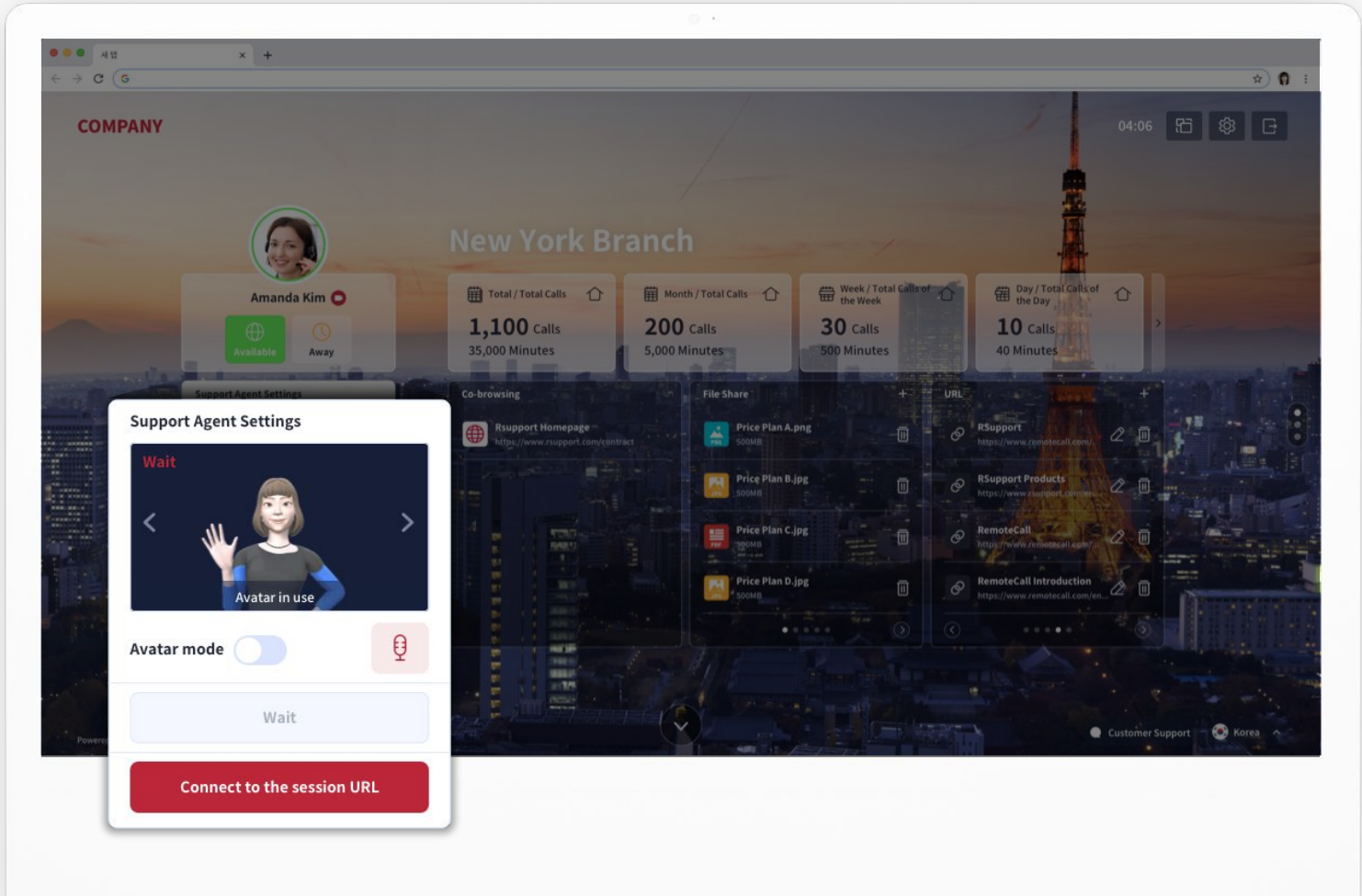


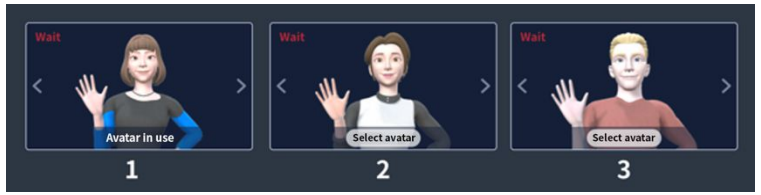




- Run Live Chat with the agent during a session.
- When the agent click a URL sent by the customer on the chat, it opens **in a new tab of a browser on the agent's side.**
- The contents of the chat can be **checked separately in the counseling support history** after the session is over.

# Set up agent avatars

Casually consult with customers by setting agent's profile as an avatar.

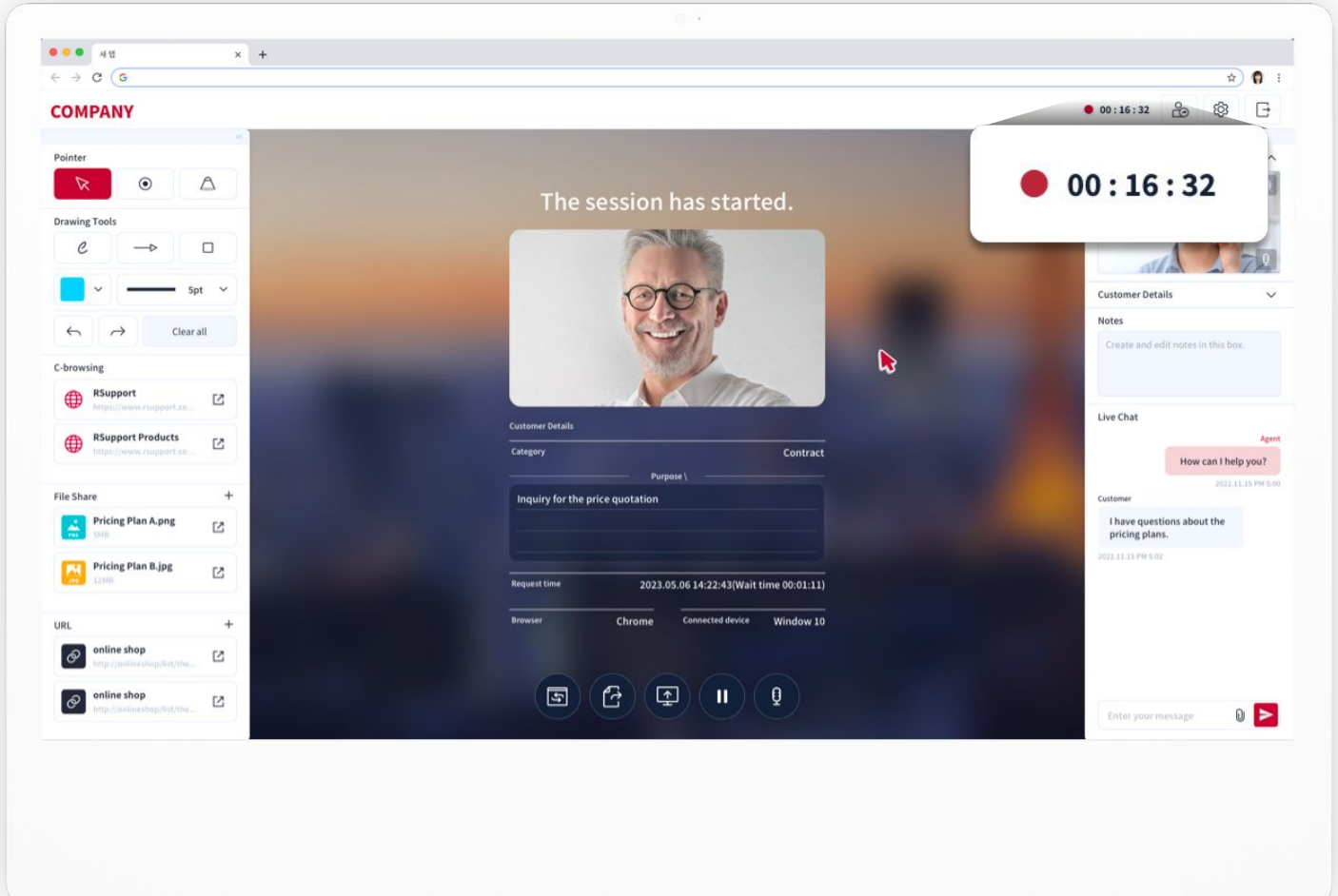



- Set up a **3D avatar profile** on the Agent Waiting page and communicate with customers.
- The avatar will continue to display on the screen even if agent’s camera is turned off.

# Screen Recording

Record and save screen during consultations in real time.



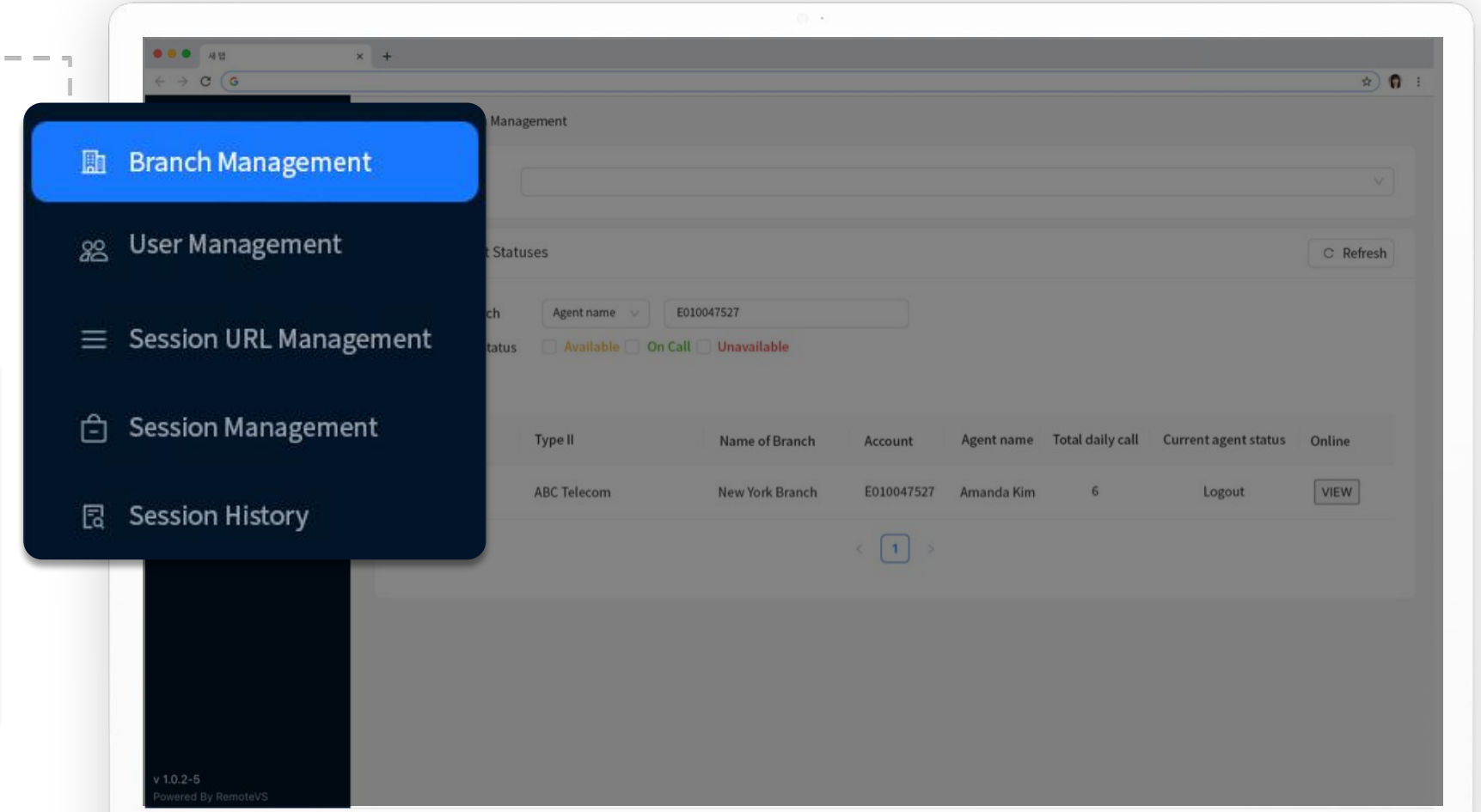

- **Start recording automatically** when a consultation is initiated.
- Automatic recording can be set on the Admin page, in addition to checking the recording history and playbacks.

# Branch-by-branch Management

Manage agents of each branch and progress status of consultations, etc.

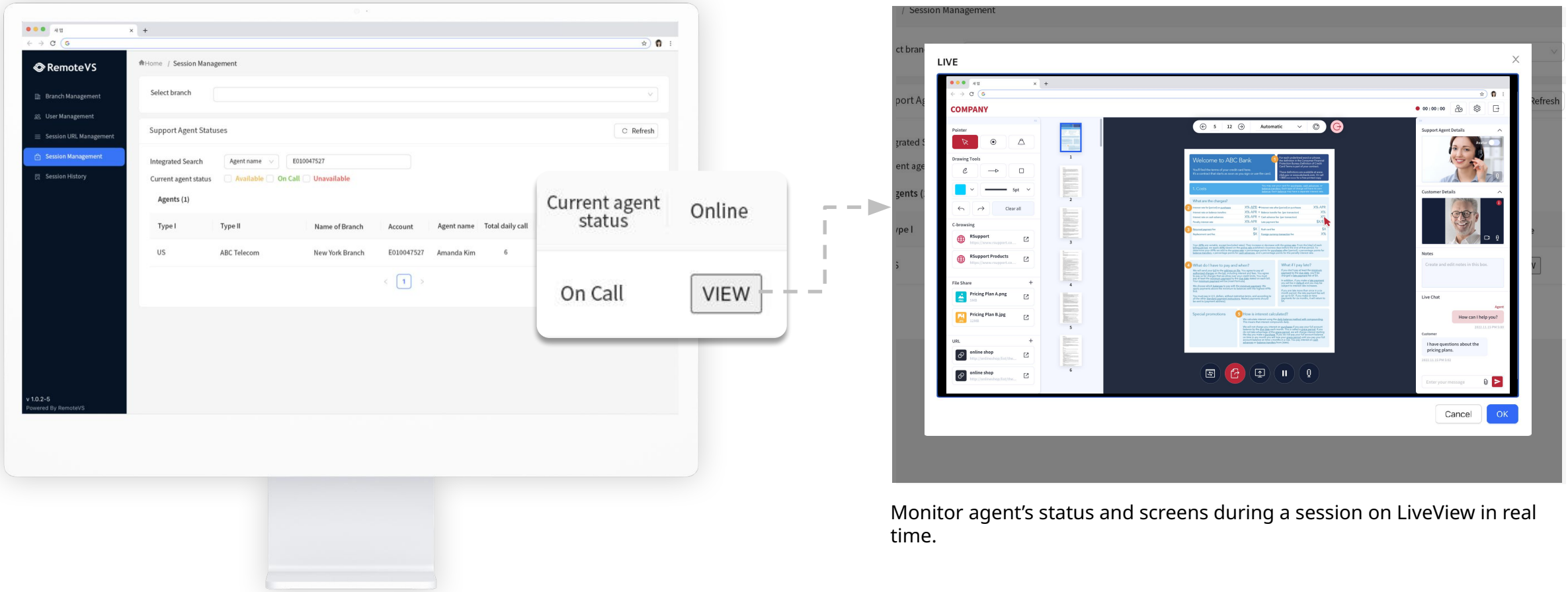
On a dedicated page, administrators check branch information and consultation history of agents.

Example: Integrated Management Screen for Korea Correctional Service



# LiveView

Administrators monitor customer service status of all registered agents in real time.




Monitor agent's status and screens during a session on LiveView in real time.

# Brand new experience with RemoteVS

## Save time and money

Reduce unnecessary visits by non-face-to-face consultations.

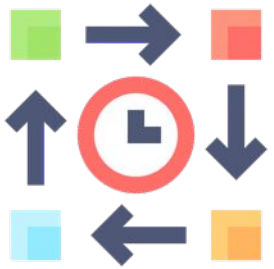
Save time and money of both agents and customers by efficient consultations.

## Providing excellent Customer Convenience

Customers **only need a web browser** to access the consultation system.

Customers can immediately check and receive guides without visiting office.

## Increase work efficiency



Agents proceed with non-face-to-face consultations immediately **without making a separate reservation** with the customer.

Support instant video consultations by easy and quick communication.

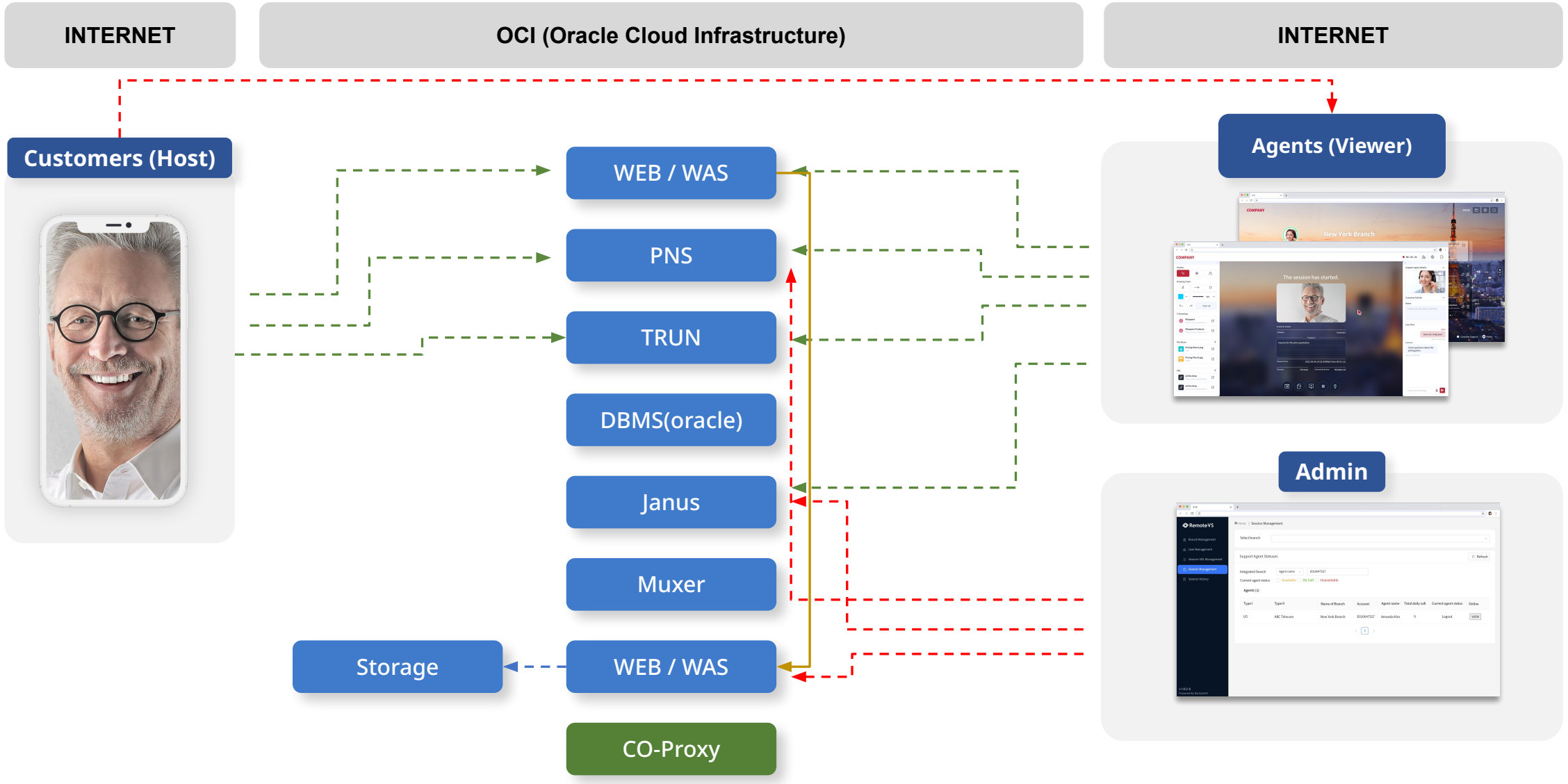
# Specification

| Target | Device | OS | Browser |
|---|---|---|---|
| Administrators | PC | Windows 8 or later | Chrome 102 or later |
| Agents | | MAC OS 10.15 or later | Safari 14 or later<br>Chrome 102 or later |
| Customers | PC | Windows 8 or later | Chrome 102 or later |
| | | MAC OS 10.15 or later | Safari 14 or later<br>Chrome 102 or later |
| | Mobile | Android 9~13 | Chrome 102 or later |
| | | iOS 13~16 | Safari 14 or later |

- As of Jan 11, 2023.

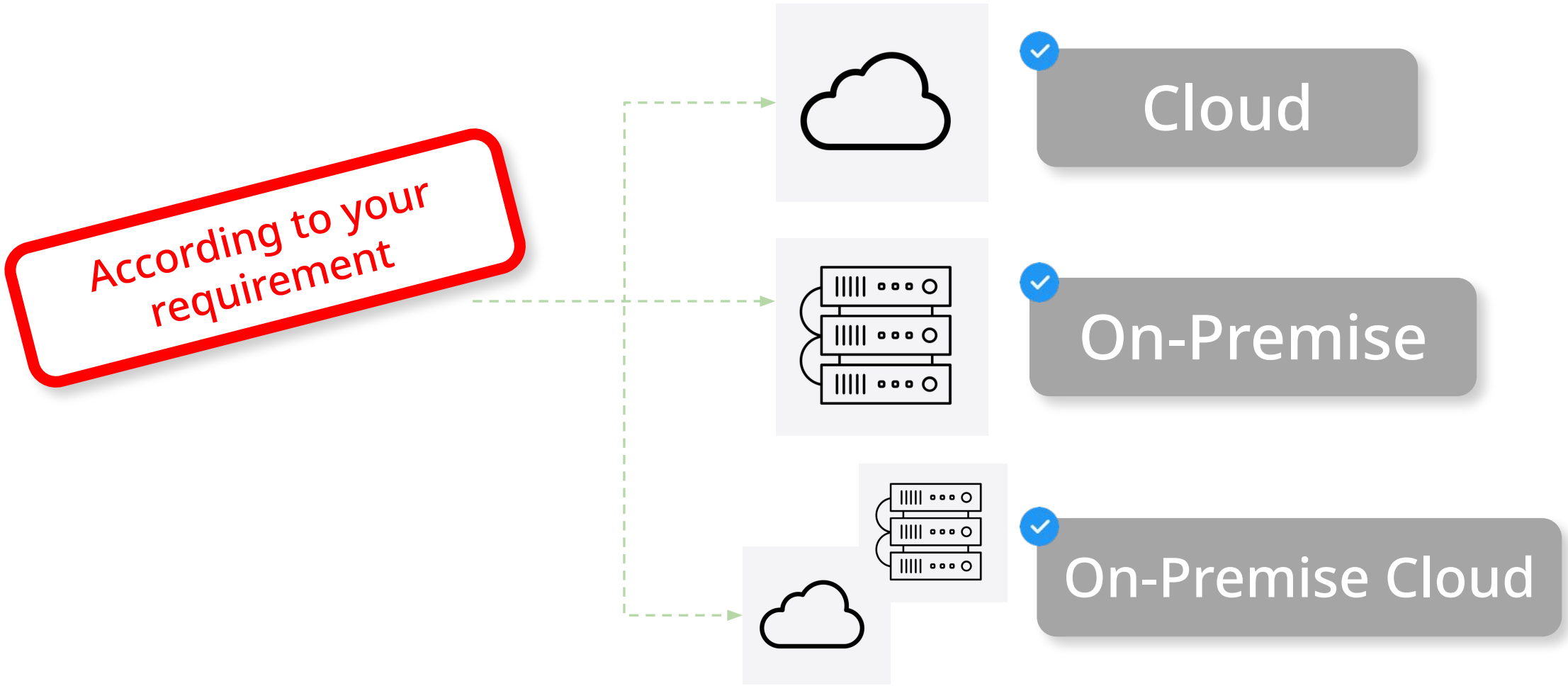
- iOS-Chrome support is unavailable due to mic/camera permission issues.

# System Configuration

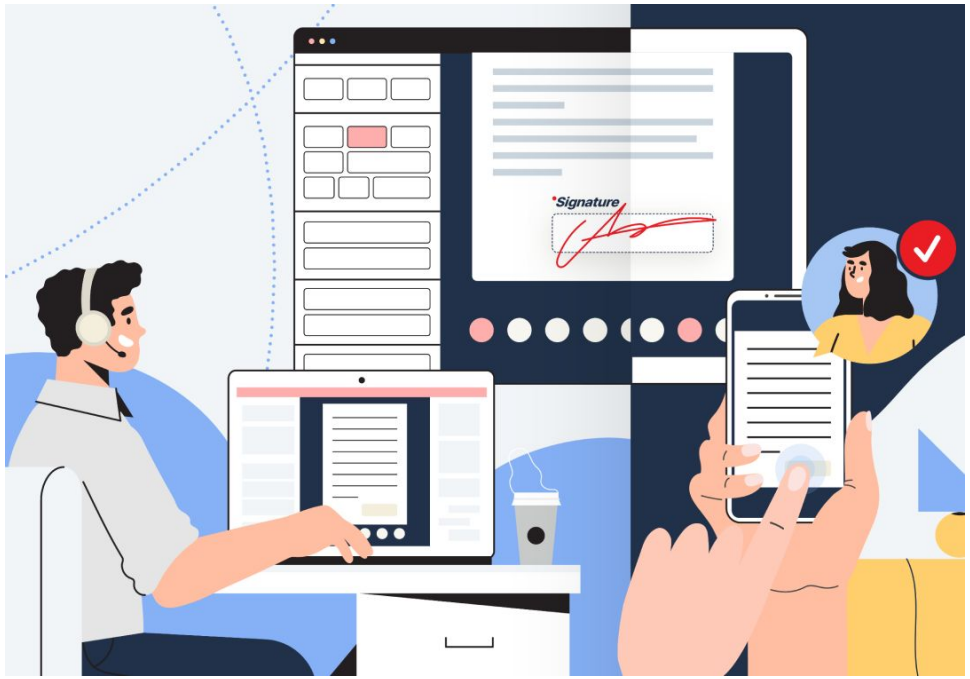


# Service Employment Architectures

Rsupport builds a service architecture according to your requirement; Cloud, On-Premise and On-Premise Cloud.



# Our Clients




**Background**

- NTT DOCOMO: Established a non-face-to-face online product description solution for more than 20,000 operators in about 1,500 branches across Japan which is being used for both of customer support and product sales.

**Result**

- Customers can easily and conveniently experience a variety of products and services at the time and place they want, even if they don't visit store directly.

# Thank you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