

mobile pack

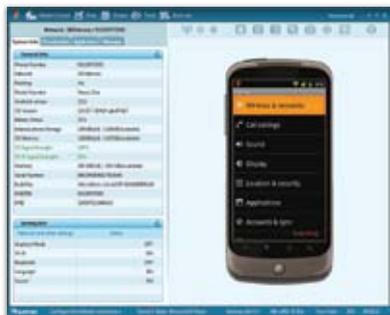
Now RemoteCall® supports mobile devices!

- Are you struggling to support smartphones and mobile tablets?
- Are your current tools slowing you down and providing you with limited options?
- Are your customers getting tired of being asked technical questions?

With RSUPPORT® RemoteCall®+ mobile pack, mobile devices such as Android, Windows Mobile, Windows Phone 7, Symbian, Blackberry can be supported in a faster and smarter way. This is only possible with Asia's No.1 remote support product: RemoteCall®. Agents can now support customer's mobile devices as if they were holding it.

Provide flawless customer support with RSUPPORT® mobile remote support tool.

RemoteCall® + mobile pack Features



Friendly and Intuitive UI

Requires no training or additional software installation, as it follows the same format as RemoteCall.

Supports real-time screen sharing/control: Drag & Drop

See and control the mobile screen of a moving device. Fully supports drag and drop on the mobile devices, making problem solving easier and faster.

Supports real-time access to a mobile device's information

Check the devices information: firmware, processes, applications, logs and network status (3G or Wi-Fi). Plus, have the ability to terminate processes and applications at anytime.



Extra Premium features such as updates, file transfer, text chat, etc.

Agents can update the system, install & update applications using file transfer, or interact with the customer using text chat and drawing.

Record and capture remote mobile screens

Every support session can be captured and/or recorded to be used in the future as video logs or training material.

Actual device skins with usable main buttons

RemoteCall provides a more intuitive interface by providing each device's own skins, including basic controls like Home, Menu, Back, Search, Volume Up/Down for quick navigation.

RemoteCall® + mobile pack Advantages



Auto-switch between 3G & Wi-Fi

Depending on the optimum connection method, RemoteCall can switch networks automatically without dropping the session.



Multi-Connection

Provides 3 connection methods
Optimal speed at low 3G bandwidth.
Fastest speed for Wi-Fi network.
USB connection, no 3G or Wi-Fi is required.



Optimized screen sharing

Our VRVD5.0 engine processes the image at its optimal point to improve speed and quality. While, minimizing network traffic by using most efficient compressing algorithm.



Connect using phone numbers

Connect with the agent using the device's phone number (no PIN code) and by tapping on the support icon.



SMS "Support App" Hyperlink

For a device without the support App installed (Android, Windows Mobile, etc), agents can send the download link through an SMS hyperlink when support is requested



Optimized mobile support environment

It requires about 2-30% of CPU usage (ref. 1GHz) and uses approx. 300Kbytes of memory during the support session. All while minimizing bandwidth by lowering the amount of data transferred.

RemoteCall® + mobile pack supports the already released mobile devices too



Factory Install

Manufacturers can pre-install the App in their mobile device to make it extremely simple for customers to receive support at anytime, anywhere.



App Download

Smart phone users can download and install the App through Android Market and receive support instantly.



USB Connection

If 3G and Wi-Fi networks are weak or unavailable, mobile devices can be supported by connecting to a PC with USB data cable.

RemoteCall® + mobile pack supports various businesses



Manufacturers

Mobile device manufacturers can pre-install the App before releasing their product. Pre-installed Support App will reduce the number of in-store support visits and increase the quality of customer service.



Telco

Mobile support representatives can “see” the customer’s mobile device when supporting it, reducing support time and providing a unique support environment.



Mobile Service Provider

Security conscious service providers (Online Banking) can support their customer securely and in real-time winning their trust and satisfaction.



Mobile Office

Creates an on-the-move “Smartwork” environment where tools like online approval, groupware, ERP, mobile VPN are supported to provide a complete office workspace.

RemoteCall® + mobile pack is the most complete mobile support solution

		RSUPPORT	Others
Supported OS	Windows Mobile 6.x	o	o
	Android 2.1 or later	o	Δ
	Windows Phone 7, Bada	Planned	x
	BlackBerry, Symbian	Planned	o
Support method	Factory Install	o	o
	App Download	o	x
	USB Connection	o	x
Speed	3G network	Extremely Fast (4Kbps response time 0.2 ~ 3sec)	Slow (response time 5~30sec)
Network switching	3G «» Wi-Fi	o	x
Features	Keyboard Input	o	x
	Main Buttons	o	x
	Drawing	o	x
	Texting and Sending URL, SMS	o	x
	Multi-Touch	o	x
	File Transfer	o (Web)	o

