



## FEATURES

52 Points of  
Device Diagnosis

Remote Call  
Assistance &  
Healing

Device  
Optimization

Multi-Device  
Flashing

Device Health &  
Statistics

Failure Analysis  
with Integrated BI

## Diagnostics and Problem Resolution in Contact Center Environments

SmartCONNECT is the remote diagnostics solution deployed at contact centers to enable support executives to identify faults and provide quick remote fixes to mobile devices (Smartphones/Tablets) without taking full control of them, thereby keeping customer privacy intact. SmartCONNECT enables contact center executives to have better visibility over customer issues and to engage and educate customers on optimum usage of their devices, while making them a part of the resolution process.

## BENEFITS

### Efficiency Gains and Cost Savings

80% reduction in product return rates by aggregating support delivery through a central contact center versus retail service deployment, solving customer problems in a 15-20 minute call.

### Enhance Customer Loyalty

Customer convenience of remote support, including extended hours coverage, as well as avoiding the time and cost of a retail visit.

### Refine Repairs Process

Reduce No Fault Found device returns and leverage data insights to create savings in design, production and support. More efficient external repairs process as problem is known so parts can be pre-ordered. Faster TAT means lower costs and higher customer satisfaction.