

Blanco Mobile Diagnostics – Remote Support

Diagnostics and Problem Resolution with Remote,
Application-Based Testing

Why Blanco Diagnostics

Blanco is the leading mobile diagnostics solutions provider. The Blanco Diagnostics solutions allow your customers to easily, quickly and accurately identify and resolve performance issues on their devices. The results are reduced NTF returns, improved customer satisfaction and increased revenue for your business.

About H3 Secure

H3 Secure is Blanco's Strategic Partner in the MENA region. Visit www.h3secure.com or call +971 4 333 8499 for more information.

The Blanco Remote Support Mobile Diagnostics Solution empowers your customers to self-diagnose errors when seeking assistance from your support agents.

Blanco Mobile Diagnostics enables call center agents to login to a web-based portal and sync to your customer's mobile device. Your customers receive the ease and convenience of an on-device diagnostics applications, downloaded from the App Store or Play Store, to pinpoint the source of device issues and resolve them. Our easy-to-use diagnostics application guides them through a seamless process on up to 52 diagnostics tests, reducing the time and costs spent by your support organization to help your customers. With better visibility over customer issues, your call center agents can better engage and educate customers on optimum usage of their mobile devices, while making them a part of the resolution process.

Key Benefits

Efficiency Gains and Cost Savings

- 80% reduction in product return rates, solving customer problems in a 15-20 minute call.
- Improve time spent diagnosing malfunctions.
- Save time and money on personnel costs.

Enhance Customer Loyalty

- Customer's receive the convenience of remote support.
- Reduce the quantity and complexity of customer service complaints and repairs.
- Optimize long-term performance of mobile devices.

Refine Repairs Process

- Reduce No Trouble Found (NTF) device returns.
- Faster turnaround time, means lower costs and higher customer satisfaction.



Technical Specifications

DIAGNOSTICS		MINIMUM SYSTEM REQUIREMENTS	
<ul style="list-style-type: none"> • Easy-to-use, remote diagnostics solution • 52 point detailed functional device diagnostics and screening • In-depth data collection at device and operator level • Remote healing and device optimization 		<ul style="list-style-type: none"> • Mozilla Firefox Browser • Internet Explorer 	
PLATFORM SUPPORTED		USABILITY	
<ul style="list-style-type: none"> • Android 4.0 and up • iOS 7 and up • Windows 8 Mobile 		<ul style="list-style-type: none"> • Agent dashboard • Remote test initiation 	
REPORTING		START-UP	
<ul style="list-style-type: none"> • Cloud-based centralized diagnostics data collection at transaction and IMEI level • Out of the box Business Intelligence dashboard • Real time, location-based transaction reporting • Customized metrics by location, user, device and date • Detailed analytics available on-demand • Easy integration with 3rd party CRM and ERP systems 		<ul style="list-style-type: none"> • Agent logins • App Store / Play Store deployment of diagnostics application 	
CONFIGURATION & AUTOMATION		HARWARE SUPPORT	LANGUAGE
<ul style="list-style-type: none"> • Cloud-based centralized management for testing configurability at model and OS level • Device profile module allows in-depth test configurability at model and OS level • Efficient automated tests 		<ul style="list-style-type: none"> • Smartphones • Tablets 	<ul style="list-style-type: none"> • English • Japanese • Vietnamese