

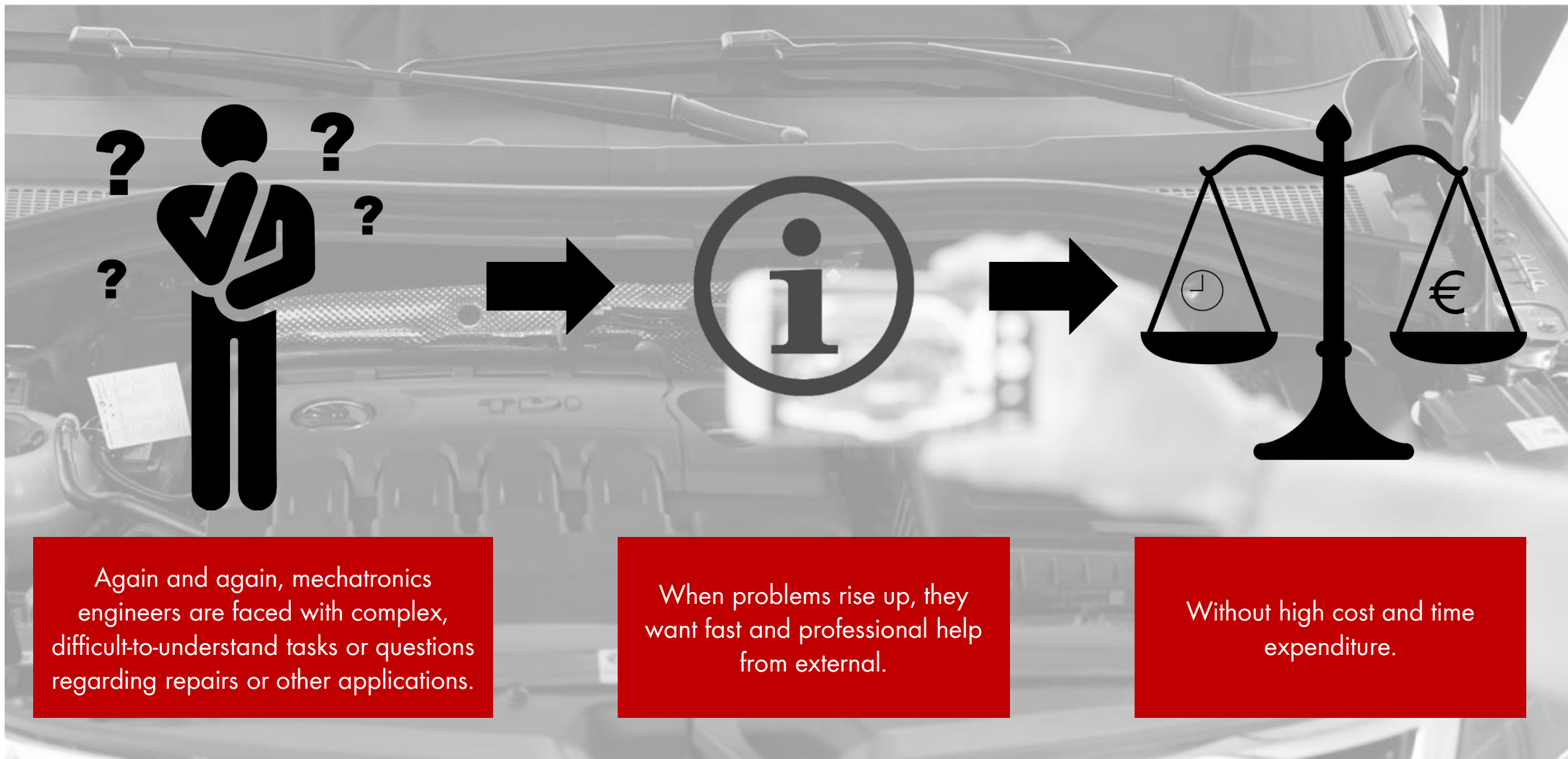


**IN.SIGHT**

**LIVE VIDEO SUPPORT SOLUTION FOR „EVERYONE“  
FOUR EYES REPAIR BETTER THAN TWO**



## CHALLENGES IN THE WORKSHOP



Again and again, mechatronics engineers are faced with complex, difficult-to-understand tasks or questions regarding repairs or other applications.

When problems rise up, they want fast and professional help from external.

Without high cost and time expenditure.



## PROBLEMS DURING COMMUNICATION ARE VARIOUS

### CHALLENGES:

- Communication problems
  - Language
  - Level of knowledge
  - Ability to explain to customers
  - Ability to explain to support staff
  - ....
- Solving steps from customer are not recognized or are recognized too late.
- Adaptation problems from one customer to the next
- Little "trust" in the customer's abilities



⚡ **TIME**  
⚡ **EFFORT**  
⚡ **ERROR RATE**



Dissatisfied users are left behind and the helpdesk becomes a complaint department







## THE SOLUTION IS WOW! IN.SIGHT

**➤ Intelligent solution for communication between two users via a secure connection.**

**➤ Supported by live video communication and options such as setting signals and hints in direct chat.**



# IN.SIGHT



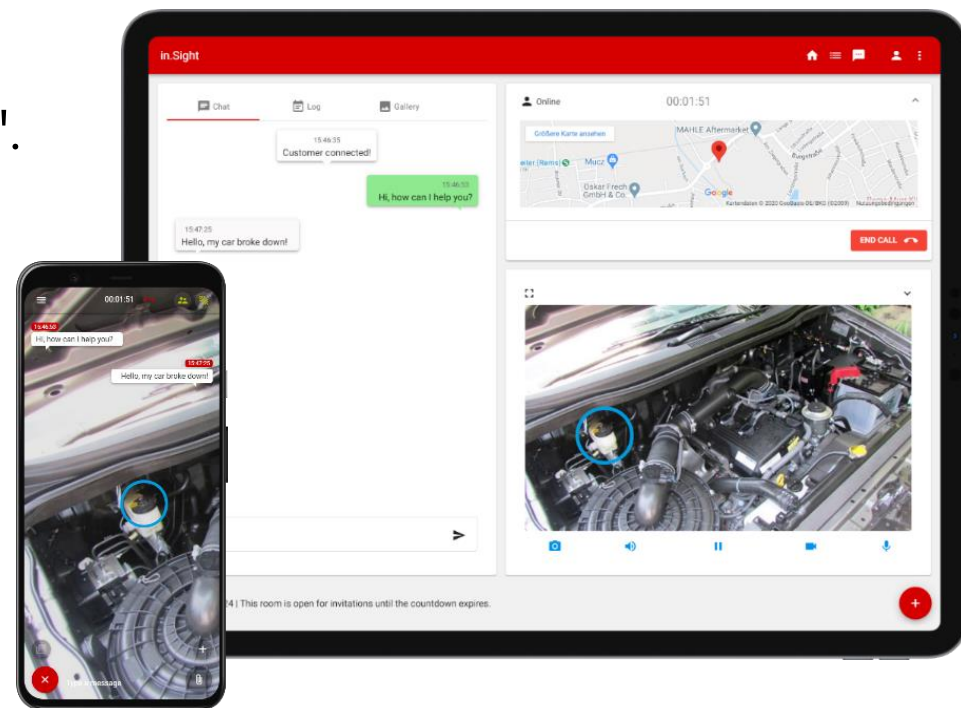


## THE SOLUTION IS WOW! IN.SIGHT

- Helpdesk is able to see the problem.
- User is controlled directly via the live stream.
- Issues and hints can be marked and saved directly.
- Problem will be solved together and without long "guessing".
- No need to install software at the customer's site.



Turn your helpdesk into a solution department and set your service apart from the standard.





## WOW! IN.SIGHT



### HIGHLIGHTS:



- The customer can transmit the current problem situation - e.g. hardware and software application questions, repair instructions or any other question - to the service team live via the camera of his smartphone or tablet.



- The customer receives live assistance directly from his service team. Images can be commented on and evaluated directly.



- The help messages appear directly in the place of the screen that shows the problem.



- Communication can be done via live video chat and pictures. Image and sound are transmitted, but can also be disabled.



- The customer experiences this form of remote help as if his service team were on site. The solution or the solution path are initially recorded (DSGVO compliant) and can be saved if required



# CONFIGURATION SHEET

## INDIVIDUALIZATION EASILY POSSIBLE

Various licence modules, as well as the setting up of desired domains or designs, enable an individual solution for your use.

### CONFIGURATION IN.SIGHT

WOW! In.sight offers an intelligent solution for the communication between two users via a secure connection, supported by live video communication and options such as setting signals and hints in direct chat!

Select your suitable license package and other options here:

#### LICENSE PACKAGES

The right module is available for every application.

CHOOSE THE RIGHT LICENCE PACKAGE FOR YOUR COMPANY AND GIVE US - DEPENDING ON THE MODULE - YOUR WISHES FOR THE ADJUSTMENTS.

MODULE	DEMO W015 501 100	SINGLE W015 501 101	BUSINESS W015 501 102	PRO W015 501 104	ULTIMATE W015 501 105
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Fee per Month
Contract period
Simultaneous rooms
Included SMS per month
Chat Export Module
Memory Module
Domain
Subaccounts

Chosen License Package <small>*please tick</small>
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#### OTHER OPTIONS

##### Domain:

For Demo, Small, Medium and Large - License package:

Desired subdomain for application and support client \_\_\_\_\_ .wow-portal.com

For Pro and Ultimate - License package:

Desired domain for application and support client \_\_\_\_\_

##### Design:

Colour choice of the application (RGB-Code) ☐ \_\_\_\_\_

Company logo as vector graphic ☐ provided ☐ not available

##### SMS:

Phone number for sender \_\_\_\_\_

Invitation text (max. 100 characters) \_\_\_\_\_

Activate SMS option (only necessary for single module) ☐ yes ☐ no

Add SMS package \_\_\_\_\_ SMS (0,15 € per SMS)  
Art No W015 501 110

##### Chat export:

Activate chat export option (only necessary for single module) ☐ yes ☐ no

Art No W015 501 111 99 € per month







## VARIOUS APPLICATION AREAS

**INSURANCES**

**TELE-  
COMMUNIKATION**

**VEHICLE INDUSTRY**

**TELE-MEDICINE**

**MANUFACTURING  
INDUSTRY**

**ENERGY SUPPLIER**

**TESTING  
ORGANIZATIONS**

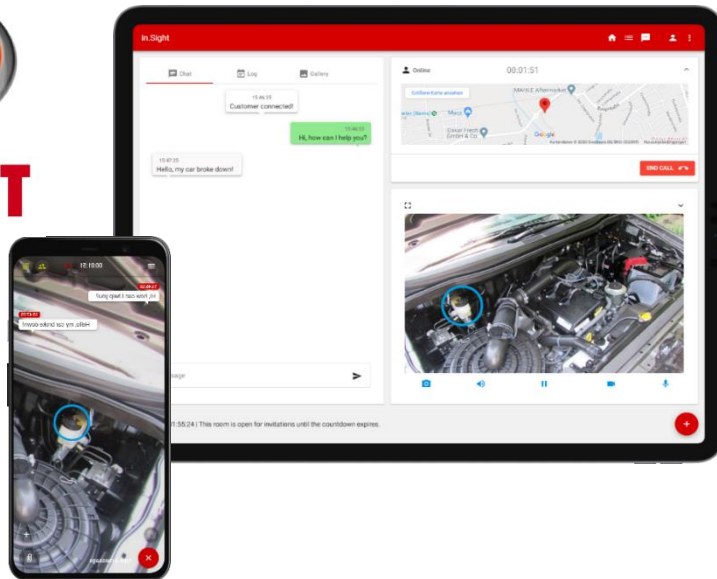
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**WHAT'S NEXT?**



**IN.SIGHT**



**NOW MAKE AN APPOINTMENT  
VIA THE WEBSITE AND  
RECEIVE FURTHER INFORMATION!**