Self-Support Challenge

Service organizations are under pressure to deliver excellent service with limited resources due to the increasing complexity of technology. Customers often prefer self-solving issues, but success rates are low, leading to frustration and a burden on support teams. This can be challenging as customers may struggle to explain their issues, while technicians may lack the necessary experience to address certain issues effectively.

Enterprises need solutions to enhance self-solve rates, reduce support calls, and improve the overall customer experience, empowering customers to solve issues on their own, ultimately reducing the need for technician visits and improving overall efficiency. Enter CareAR® Instruct, a visual support application that provides step-by-step, visually immersive instructions for customers and field service technicians.

CareAR® Instruct

CareAR® Instruct is a powerful self-guided visual instruction solution that uses advanced AR and AI technology to help customers and technicians complete complex tasks quickly and accurately. As part of the CareAR SXM platform, Instruct is fully customizable with an easy-to-use no-code builder and is built on a secure, global, cloud-native platform.

With CareAR Instruct, customers and field technicians benefit from step-by-step instructions that include visual verification and intelligent search capabilities, improving first-time fix rates and reducing repeat dispatches. The platform is compatible with mobile devices and enhances task execution with augmented reality, 3D content, rich media such as video, and AI computer vision.

Whether guiding customers through product setup or assisting technicians with maintenance procedures, troubleshooting, repair, or inspections, CareAR Instruct empowers users to complete complex tasks with ease. By improving self-solve rates, reducing support calls, and enhancing the overall customer experience, CareAR Instruct is a powerful tool for any organization looking to optimize its support services. With CareAR Instruct, organizations can improve first-time fix rates, reduce costs, and enhance overall customer satisfaction.
How it Works

1. SCAN QR CODE
2. FOLLOW INSTRUCTIONS
3. RESOLVE ISSUE

Benefits

Avoids Service Calls
Provides immersive self-solve, step-by-step instructions that guide users to solve issues quickly and confidently.

First Time Fix Rates
Provide step by step guidance using digital twin and 3D objects for more effective and clear communication.

Knowledge Transfer
Reduce your skills gap and make knowledge accessible to junior field resources, contractors or customers.

Reduce Service Costs
With visual step-by-step instructions, decrease downtime of systems, reduce need to send technicians onsite.

Customer Experience
Elevate your customer’s experience and NPS through unmatched quality, service, and capabilities by empowering them to self-solve.

Technical Requirements

<table>
<thead>
<tr>
<th>mobile</th>
<th>iOS 12 or newer (includes ARKit)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Android</td>
<td>Android 10.0 or newer (includes ARCore)</td>
</tr>
<tr>
<td>browser</td>
<td>Google Chrome, Apple Safari</td>
</tr>
<tr>
<td>network</td>
<td>Internet connectivity required</td>
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</tbody>
</table>

Inspire Self-Solve Success with Innovative AR Guidance!

Schedule a Demo