

SOLUTION BRIEF

CareAR[®] Instruct

Empower technicians with self-solve AR instructions



Self-Support Challenge

Service organizations are under pressure to deliver excellent service with limited resources due to the increasing complexity of technology. Customer and employee experience are significant issues, frequently challenged by outdated paper-based support workflows and lack of visual device awareness.

Enterprises need solutions to enhance self-solve rates, reduce support calls, and improve the overall customer experience. Empowering customers and field services to solve issues independently, reduces the need for technician visits and improves overall efficiency. Enter CareAR[®] Instruct, a visual support application that provides step-by-step, visually immersive instructions for customers and field service technicians.

Use Cases



Field Services

Easily accessible digital work instructions for support and to upskill field technicians and contractors



Customer Service

Immersive self-guidance for unboxing, installation, maintenance, and problem resolution

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.

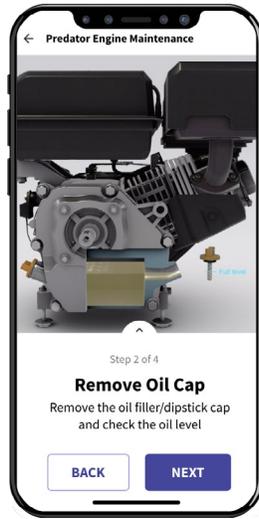
Whether guiding customers through product setup or assisting technicians with maintenance procedures, troubleshooting, repair, or inspections, CareAR Instruct empowers users to complete complex tasks with ease. By improving self-solve rates, reducing support calls, and enhancing the overall customer 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



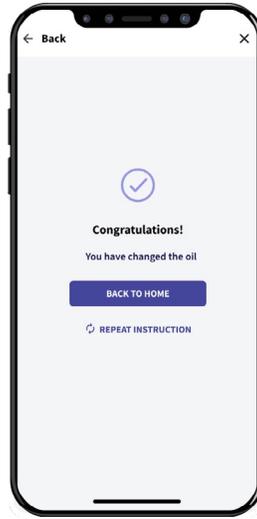
1

SCAN QR CODE



2

FOLLOW INSTRUCTIONS



3

RESOLVE ISSUE

Features



Augmented Reality



Interactive 3D models



Natural Language Search



Video, Images, and Text



Object Detection



Image Recognition



Mobile App or Browser



No-Code Authoring



Capture Screenshots



Advanced Analytics



Feedback Forms



Hot spot Interaction Points

Technical Requirements

Browser	Google Chrome, Apple Safari, Brave, Samsung Internet
Mobile	iOS 15 or above, iPad 15 and above, Android 11 and above
Desktop	Windows 10 (21H2), MacOS 12 Monterey and above
3D file format	GLB, USDZ
Content types	Images: JPG, PNG, SVG, GIF; Video: MP4, YouTube

Benefits

Reduce Repeat Dispatches

Perform pre-visit inspections to dispatch the right technician, parts, and tools.

Improve Maintenance

Avoid unnecessary downtime due to improper maintenance procedures.

Ensure Compliance

Ensure procedural and regulatory compliance with AI computer vision.

Improve First-Time Fix Rate

Give technicians the guidance needed to solve the problem on the first try.

Reduce Product Returns

Avoid unnecessary product returns through successful product activation.

Increase Customer Satisfaction

Empower customers with knowledge and instructions to self-solve quickly.

**Inspire Self-Solve
Success with Innovative
AR Guidance!**