

# Generate Satisfaction



# Visual Support

Resolving Your Issue Using Visual Support



Your customer service agent has determined it will be necessary to use Visual Support in order to resolve your issue.



Visual Support is used to quickly resolve technical issues by sending video from your cell phone camera to the agent.

# Visual Support

## Our new customer experience



### Why use remote visual support?

- Faster problem identification by remote experts enabling them to see the issue through live video.
- Immediate assistance on your equipment through indications directly on your cell phone screen.
- Better preparation of on-site assistance, should the problem not be resolved via visual support.
- Reduced downtime of your equipment and less disruption to your operations.



### Photographs

- The customer service agent may need to take photographs during the Visual Support session to assist with the problem resolution.
- If there is any part of your site that is commercially sensitive, and prefer not to be photographed, please notify the customer service expert at the beginning of the call.



### How secure is it?

- Visual Support is secured and protected with strong **encryption** keeping all data protected between you and the remote expert.
- No data will be sent to the remote customer service agent without your permission.
- Visual Support is compliant with the **General Data Protection Regulation (GDPR)** and **California Consumer Privacy Act (CCPA)**.



### Preparing for your visual remote support session

- Please download the **"Visual Support"** app on your mobile device. Simply scan one of these QR code to download it for free from the Apple Appstore, Google Play Store or Huawei Store.



## Step by step guide

1

### Contact Support

As usual, contact customer support to request a Visual Support session. Please have your **cell phone or tablet** ready for video support.

3

### Visual Support App

If the app is not already installed, you will be automatically redirected to the **App Store** or **Google Play Store**.

The app is small and installation is **quick and easy**.

Alternatively, it is also possible to use connect directly via the cell phone's **browser**.



2

### Call Setup

The customer support agent will send you an invitation to the video call via **SMS or email**. By clicking on the link, the connection will be established.

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### Video Remote Support

The customer support agent will now guide you through the Visual Support session with the help of your cell phone camera and will assist you resolving the issue.



If you have any questions or require additional information,

Stago - Worldwide Stago Affiliates