Support Workflow

Capture
- Make + Model
- Serial Number
- Reason for help

Connect
- Live Video Support
- Collaboration Tools
- Resolve Issue

Communicate
- Request more information
- Share content with technicians
- Complete project benchmarks

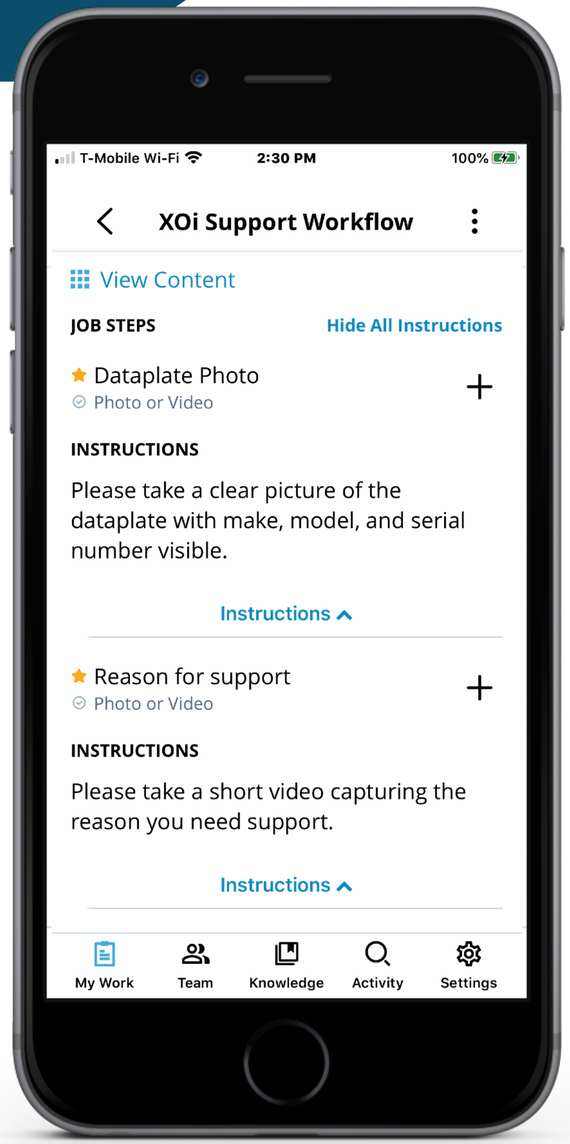
Notify
- Service Manager
- Lead Technician

Save
- Auto-save interactions
- Secure cloud storage

XOi TECHNOLOGIES

Training
- Techs can access anytime
- Easily search by tags
- Automatically add to knowledge base

Reference
- Link to interaction in FSM
- Access in customer profile
- Share with customers



© 2020 XOi Technologies. Confidential & Proprietary.