

# IT'S TIME YOU MOVE FORWARD TO NEXT GENERATION SERVICE

Upgrade your business' service experience

**A cloud-based service for support centers  
that provides a visual assistance tool  
for use with your customers**

With our support system, customers share photos or videos of the problematic device via their smartphone and get back visual instructions for resolving the issue. SoluPix enables easy integration between CRM systems and the existing IVR.



Support rep can see the problematic device via the customer's smartphone



Instructive photos or videos sent directly to the customer's smartphone



Advanced chat platform that uses existing text platforms



No need for customers to install any app on their smartphone

# Customer Service in the Digital Age

The concept "Customer service" brings up mixed feelings for most of us. Most customers will say that good service is the kind that provides a quick and effective response to their request. Today, customers adapt to technological changes quickly so the term "customer service" must change too. SoluPix is an innovative service platform that gives your customers --internal or external-- a simple, rapid and intuitive service experience. **Come and take part in a new service concept!**

## Decrease

- Technicians' field visits ✓
- Average handling time ✓

## Increase

- Service reps motivation
- Customer Satisfaction

## Service Characteristics

- Sending a picture/video to the support rep via the customer's smartphone
- Provides operating instructions to the customer on the received picture
- Sends instructions as a photo gallery and/or videos
- Allows chats with the customer via text messages
- Sends solutions and initiate chats directly via the IVR system
- Allows sending and signing of documents via smartphone
- Receives customers' status updates from their smartphone
- Statistical point system that increases reps motivation
- Encourages "up-selling" and enables a brief post-service survey
- Real time Report and Dashboard systems
- Provides seamless integration with CRM system
- Has full cloud operation, including multi-site support



**Contact  
Us**

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