







# WORKHELD

## Feature OVERVIEW – Module Call

March 2024

# Remote Support in Industrial Manufacturing

-  **Rapid problem resolution:** Identify and resolve issues in real-time without having to be physically on-site.
-  **Cost-effectiveness:** Minimizing travel costs for technicians results in significant cost savings related to travel, accommodation, and labor time.
-  **Expert access:** Access to specialists and experts, regardless of physical location.
-  **Improved monitoring and maintenance:** By using remote support technologies, systems and assets can be continuously monitored. This allows for proactive maintenance, where potential problems can be identified and fixed early before they lead to major failures.

# Remote Support mit Smart Glass

The image displays a screenshot of a remote support application interface. The interface is divided into several sections:

- Top Bar:** Contains a navigation menu with icons for 'Turn of pointer', 'Image LowRes', 'Image HighRes', 'Record', 'Send', and 'Cancel'. On the right, there are icons for 'Upload', 'Download', and 'History'.
- Header:** Shows 'TICKET 2345-3455' and 'Evo Mustermann'.
- Main Content:** A video stream of a server rack. The right side of the video is highlighted with a red circle and a red arrow, indicating a 'Feedback stream'.
- Bottom Bar:** Contains a 'Feedback editor' and an 'Annotation' tool.

Callout boxes point to various features:

- Live pointer** (points to the 'Turn of pointer' icon)
- Take snapshot** (points to the 'Image LowRes' icon)
- Record session** (points to the 'Image HighRes' icon)
- Send feedback** (points to the 'Record' icon)
- Upload/Download infos** (points to the 'Upload' icon)
- Live Chat** (points to the chat icon)
- Mute mic/speaker** (points to the microphone icon)
- Feedback history** (points to the 'History' icon)
- Feedback stream** (points to the red circle in the video)
- Annotation** (points to the 'Annotation' icon)
- Feedback editor** (points to the 'Feedback editor' icon)
- Rename session** (points to the edit icon)
- Live stream** (points to the video stream)

An inset image on the left shows a pair of Vuzix smart glasses.

# WorkHeld Call



**Perfect interaction** between **WorkHeld Flow & WorkHeld Call**



**Direct link** between **maintenance technicians** and **experts**

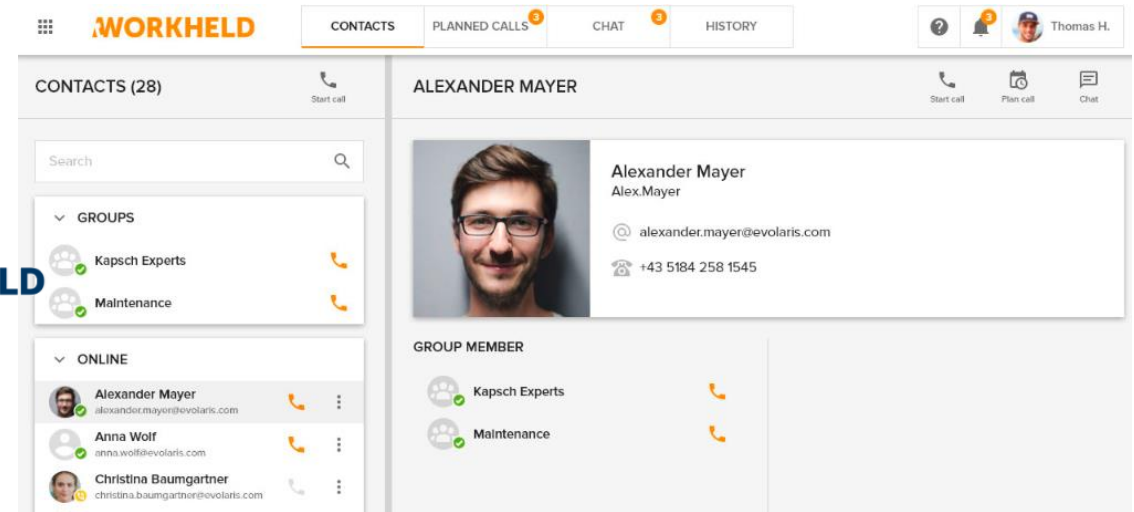


Call with **data glasses** via QR code **directly from WorkHeld Flow**



**Additional documentation** of the calls via pictures and sketches

# Workheld Call - integrated platform



# Workheld Call - REMOTE SUPPORT

**WORKHELD CALL** is optimized for **easy and efficient industry field use.**

Maintenance



Increased efficiency

Troubleshooting



Reduced down time

Service



Higher availability

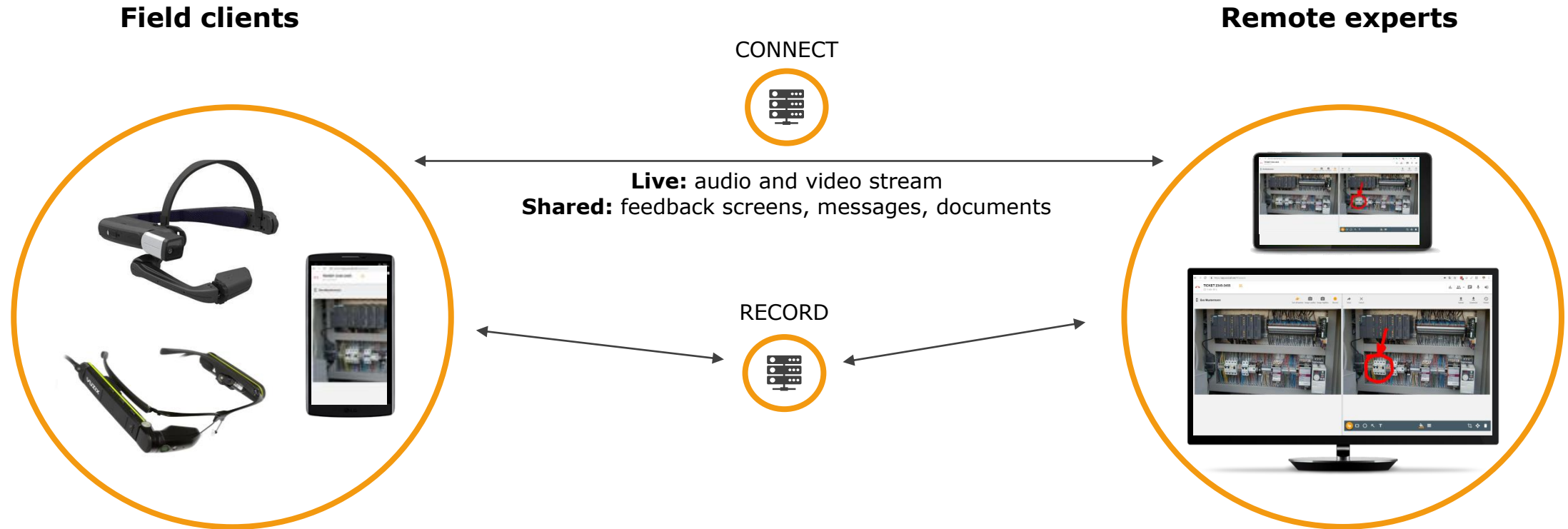
Shadow working



Expert support

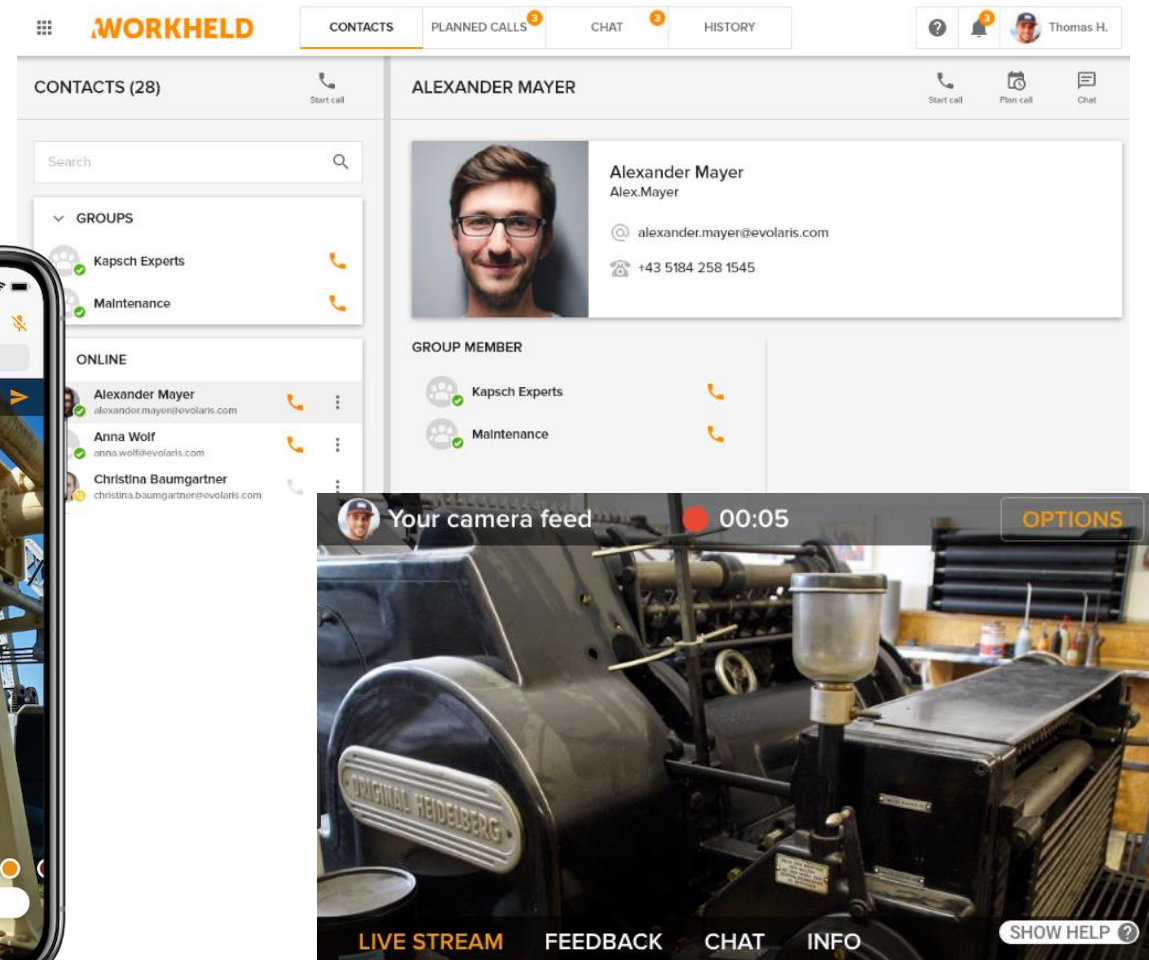
# Workheld Call – Remote VIDEO Support

Live remote support on smart glasses and mobile devices with recording option for documentation or Q&A purposes.



# Workheld Call – Remote Video Support

Live remote support  
on smart glasses and mobile  
devices.





# Workheld Call – Supported Hardware

**WORKHELD CALL** supports **head worn devices** and **hand-held devices** with native apps, as well as **web-based clients** on **desktop** and **mobile devices**.

## Head-worn devices

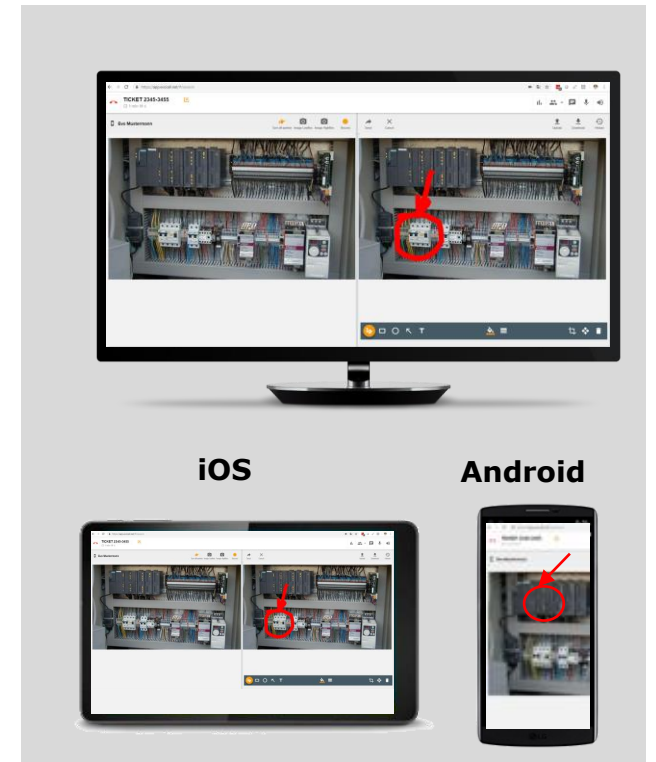
Vuzix M300XL



Realwear HMT

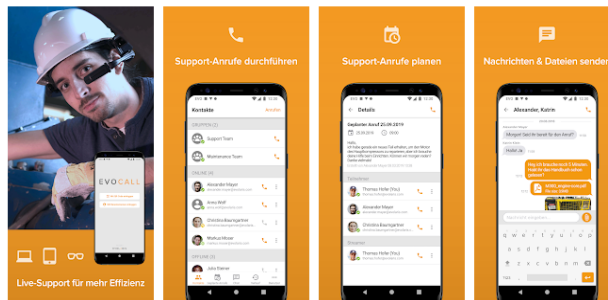
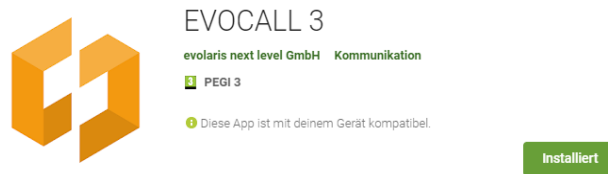


Realwear HMT1-1Z1



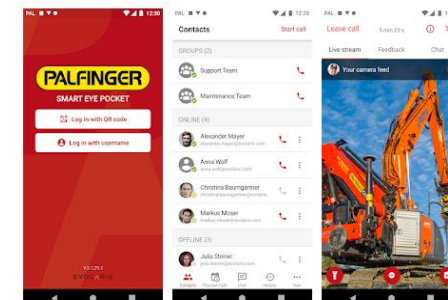
# Workheld Call – WHITE LABELING

**WORKHELD CALL** is available as fully customizable **white label platform**.



Ob in Instandhaltung, Service oder Produktion – EVOCALL ermöglicht Live-Assistenz, wann und wo sie benötigt wird.

EVOCALL ist Teil von EVOASSIST, einer voll skalierbaren digitalen Assistenz-Plattform für Fachleute, inklusive Branding, Vor-Ort-Installation, SSO, Integration in den Unternehmensprozess und vielem mehr.



Um Ihnen schnellstmöglichen Support zu gewährleisten, ist PALFINGER über modernste Kommunikationsmethoden mit unserem globalen Service Netzwerk verbunden. Wo auch immer sich ein Service Techniker gerade befindet, mit dem PALFINGER Smart Eye Pocket sind wir immer an seiner Seite. Dank eines audio-visuellen Livestreams kann unser Know-how und Expertise in Echtzeit geteilt werden.

Zu den Features zählen bidirektionaler Live-Support, Bildsharing, das Erstellen und Teilen von

**Custom solution for Palfinger:** <https://www.youtube.com/watch?v=nCfqmi-HiJ8>