

## **TechSee Visual Assistance for Microsoft Dynamics**

Video stream sharing - Live video is streamed from the customer's smartphone to the customer support representative's dashboard - no downloads required

Visual History - Insights into the visual session history of each customer, aligned with privacy policy, for training and reference

Wi-Fi analyzer - Helps the customer support representative guide customers to a preferred location where the Wi-Fi signal is strongest

Photo sharing - On-demand or when service is weak, photo-mode allows customers to share images with a single click

Embedded chat - Sends text messages, including predefined phrases and links, during visual sessions

Device & Issue recognition - The platform can automatically identify the customer's device as well as the source of the problem, popping the required step-by-step actions onto the customer support representative's dashboard, along with visual data to share with the customer

Mobile screen sharing – customer support representatives guide customers by sharing their mobile app sessions

Reporting and analytics - Wide range of statistical insights for optimization of operations

Agent Smart Assistance – Automatic device recognition and analysis helping the agent resolve issues quicker