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Presentazione prodotto COMMUNITAKE

**Braintech è partner Communitake**



**[www.braint.it](http://www.braint.it)**



# CommuniTake Total Care

# CommuniTake at a Glance

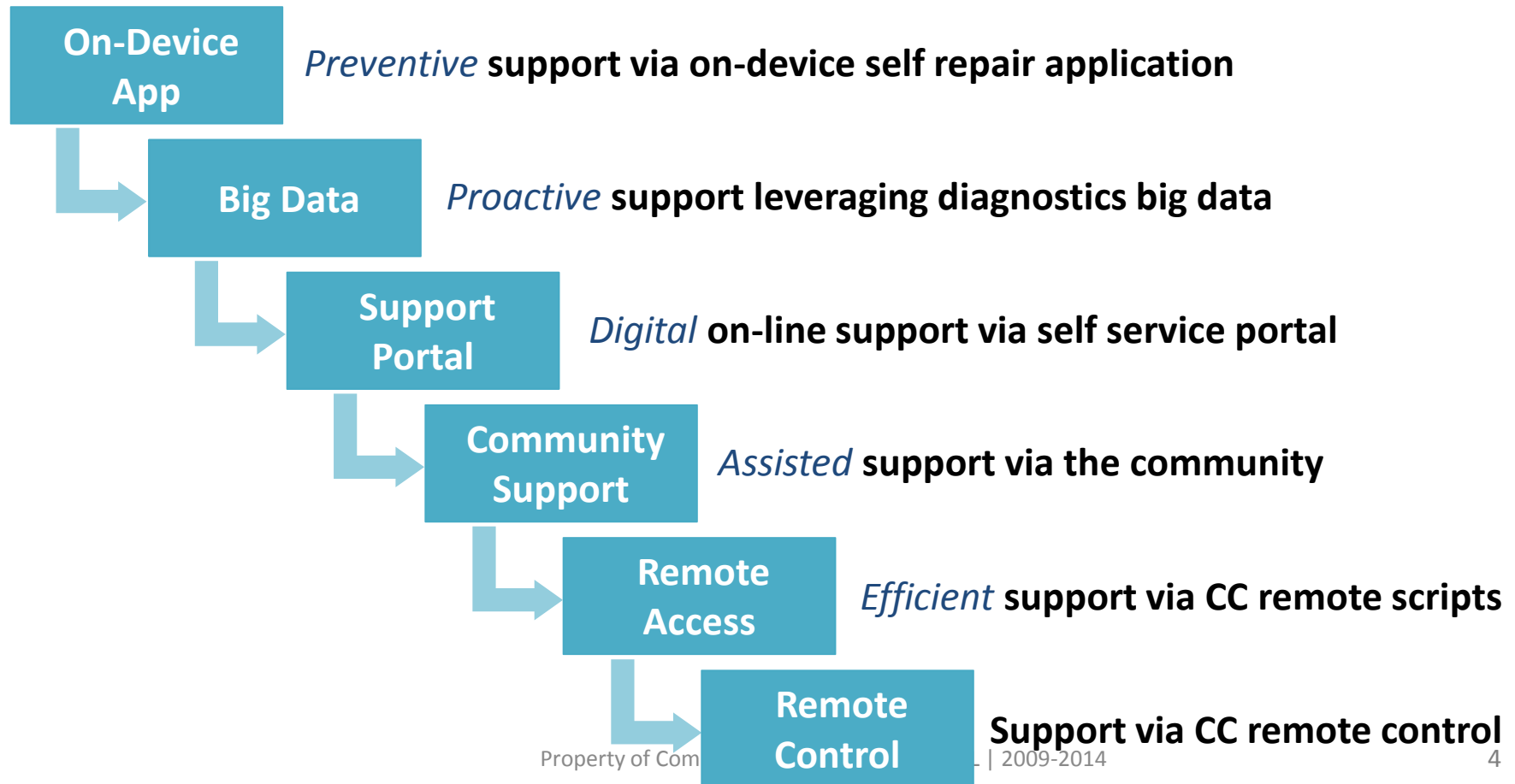
CommuniTake crafts remote access technology to provide people and businesses with the best mobile use.

- ✓ Founded in 2009; privately held; offices in Israel, China and in the US
- ✓ A front-runner in remote access technology over mobile devices
- ✓ Unifies robust multi-channel support with comprehensive Enterprise Mobility

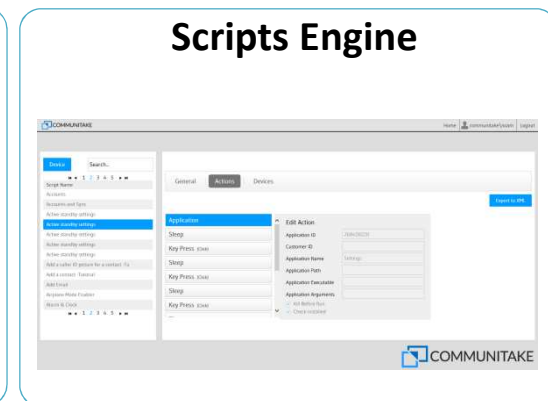
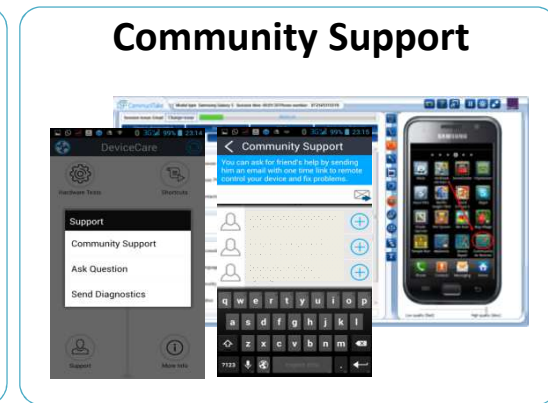
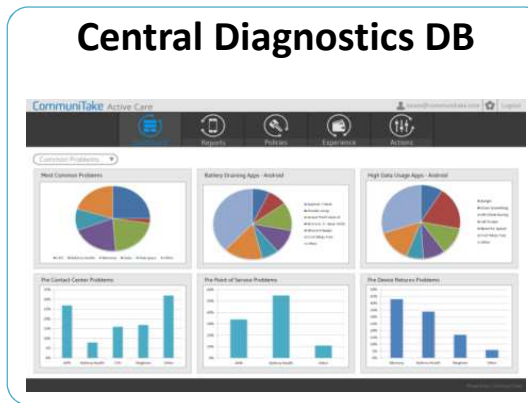
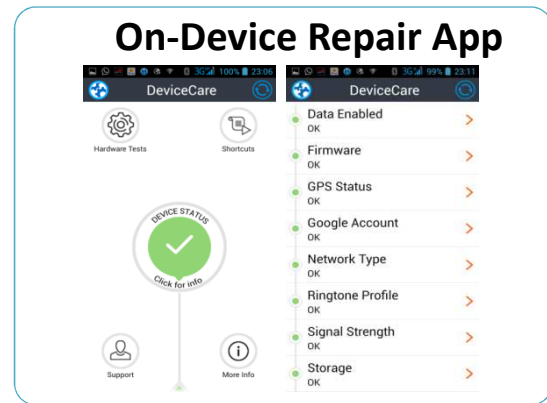
Management and core IOT services for significant cost reduction and revenue generation



# The New Total Care Flow



# CommuniTake Care Suite



## CommuniTake Total Care Suite cont'd

### **On-Device Repair App**

An intelligent on-device diagnostics and automated correction tool addressing well-known issues

### **Central Diagnostics DB**

Central device diagnostics database allowing analytics, actionable insight and proactive resolution

### **Community Support**

Device sharing between business community members for device guidance and support

### **Remote Access / Control**

Two phased support for agents: test, diagnostics and remote scripts with seamless transition to complete control

### **Remote Access Via USB**

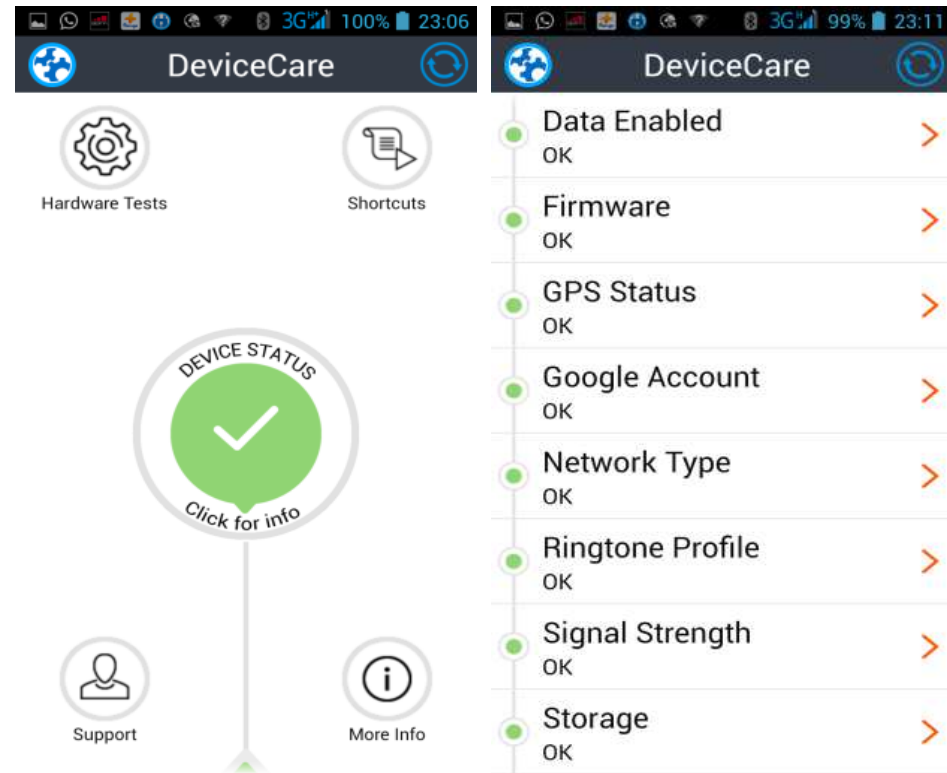
Remote device screen view and navigation via USB connection

### **Scripts Engine**

Resolution scripts engine; performance reports; session replays; users and accounts management

# On-Device Repair App – Self Troubleshooting

- On-device diagnostics
- Software tests
- Hardware tests
- Initiate a ticket
- Submit problem description
- Check connectivity
- Ask a question
- Diagnostics publication
- Backup and restore



# Central Diagnostics DB for Proactive Care

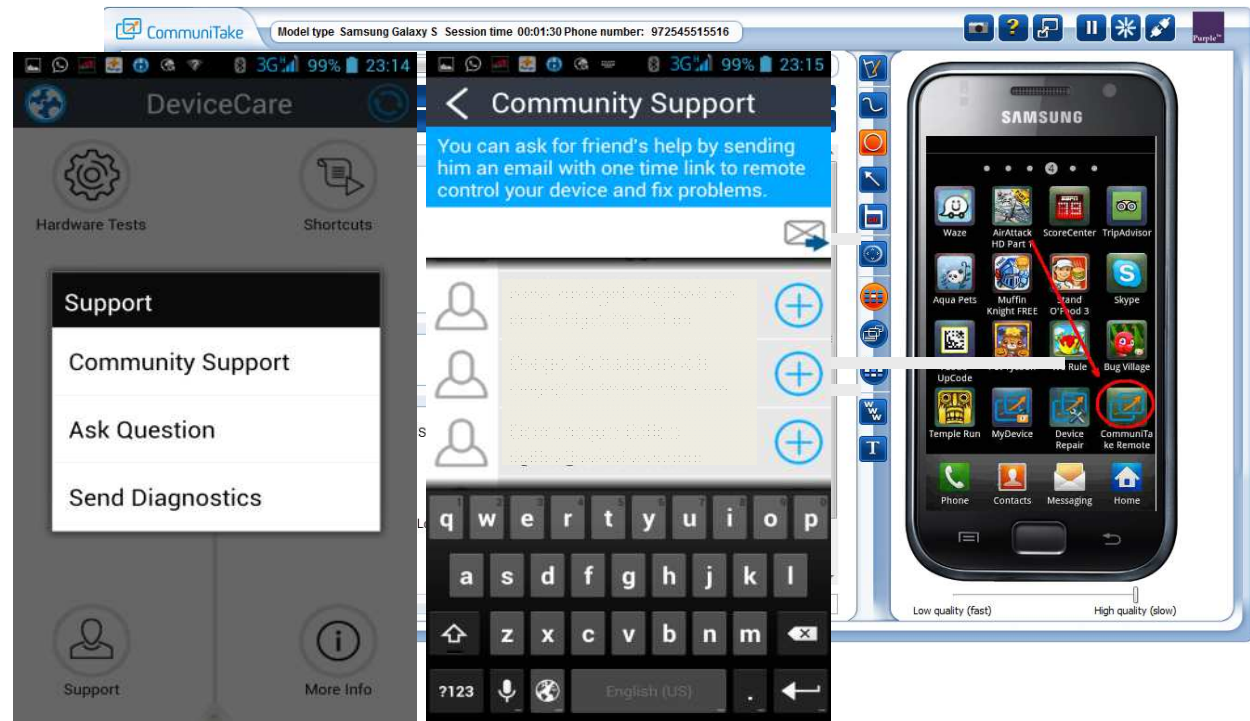
- Central DB - device diagnostics
- Transformation to insights
- Analytics and business views
- Automated, continuous care





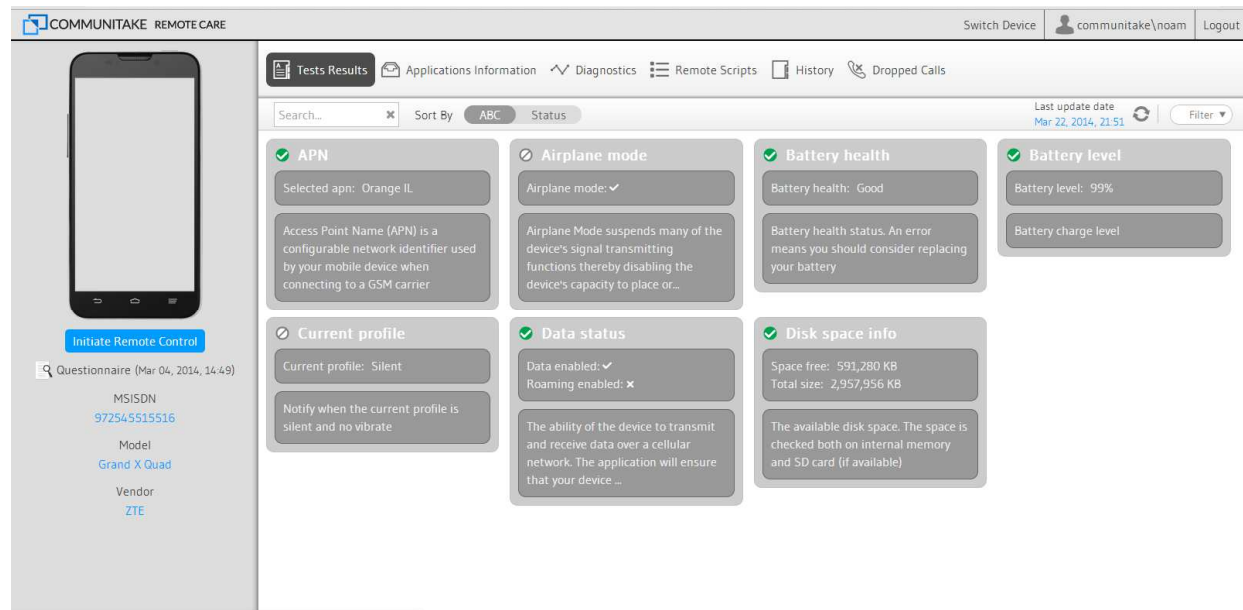
# Community Support

- Remote support invitation
- Navigation macros
- Installations macros
- Textual walkthroughs
- Scripts editor
- Subject matter library
- Manuals' search (optional)



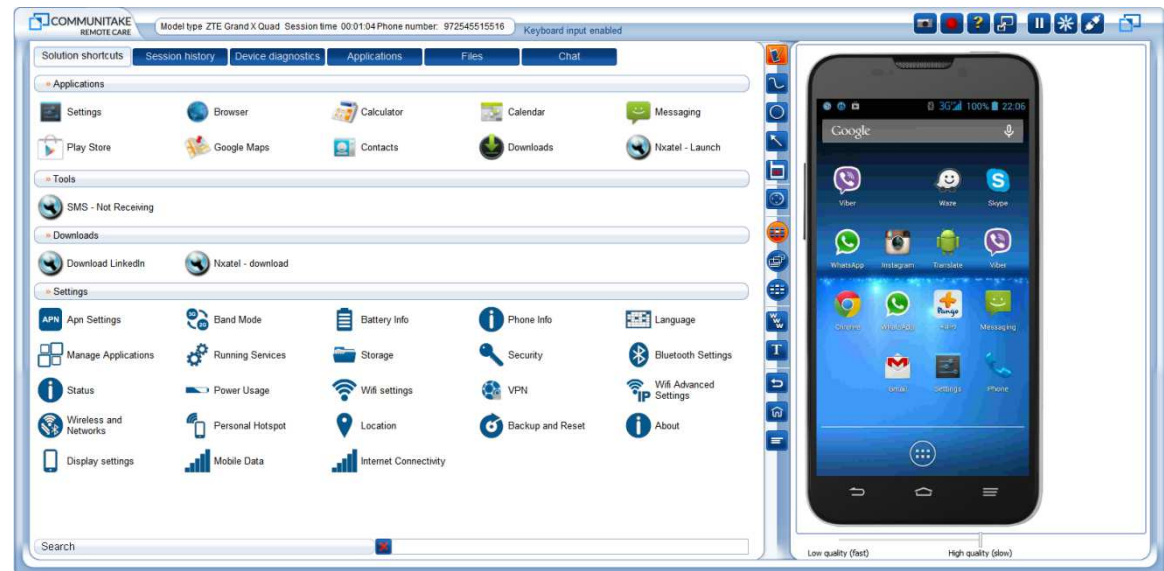
# Remote Care (Access)

- On-device client & portal
- Activation from the portal
- No takeover
- Device tests view
- Device diagnostics view
- On-device apps attributes
- Navigation macros
- Installations macros



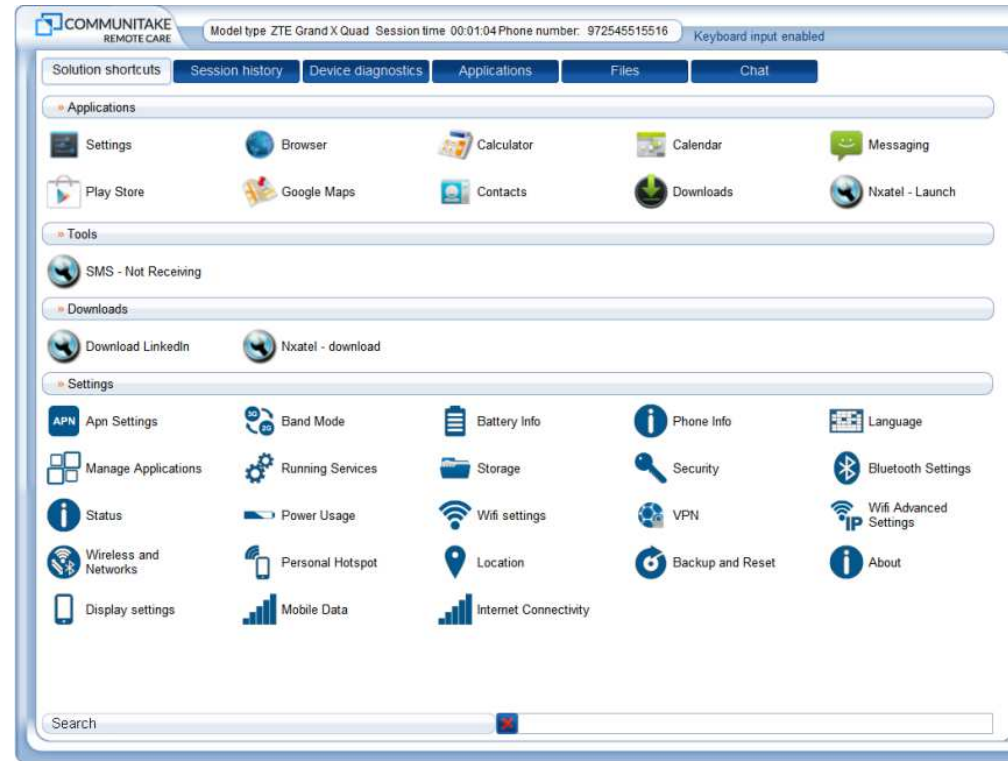
# Remote Care (Control)

- Remote device takeover
- On-device screen drawing
- Navigation/ Guidance macros
- Device diagnostics
- Device apps / data mgmt.
- One-click APN settings
- iOS configuration / screen view
- Chat; replays; analytics



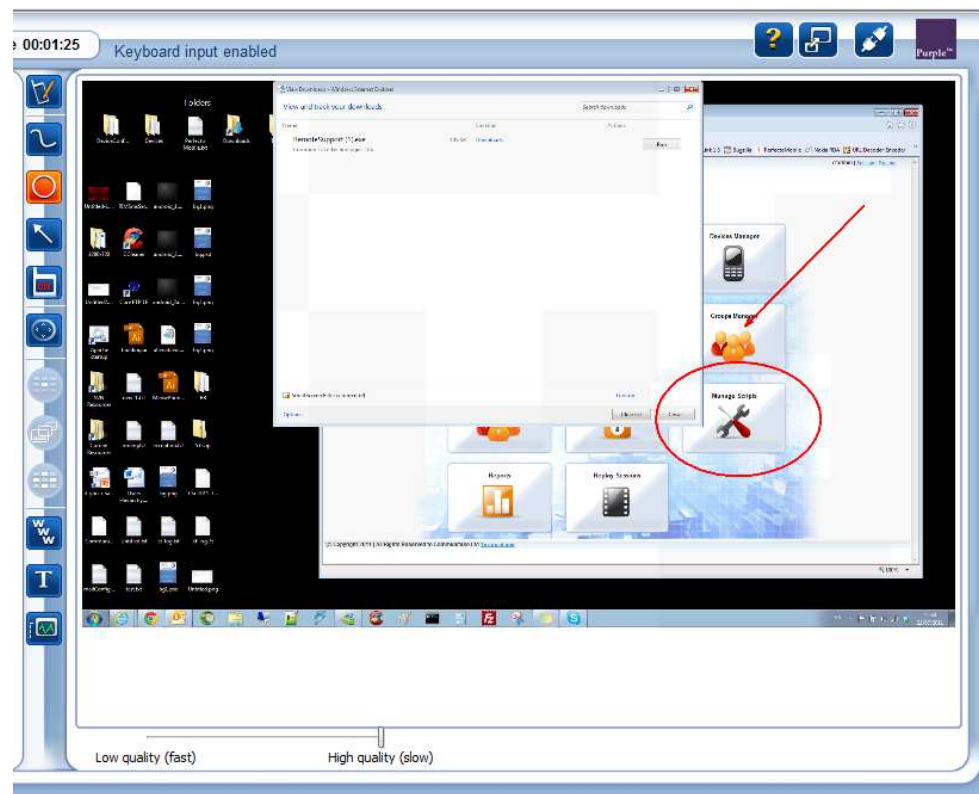
# Single - Click Support Actions

- Silent install/uninstall applications
- Change Ringtone and Wallpaper
- Change display; touchscreen
- Enable/disable Bluetooth
- Enable/disable data and roaming
- Enable/disable unknown sources
- Enable/disable most 'general settings'
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# Remote Control – PC/Mac

- Remote PC takeover
- On-PC screen drawing
- PC diagnostics
- PC apps mgmt.
- PC data mgmt.



# Remote Access Via USB

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- Remote device screen view via USB
- Navigation features: home; menu; back;
- rotate; search; power
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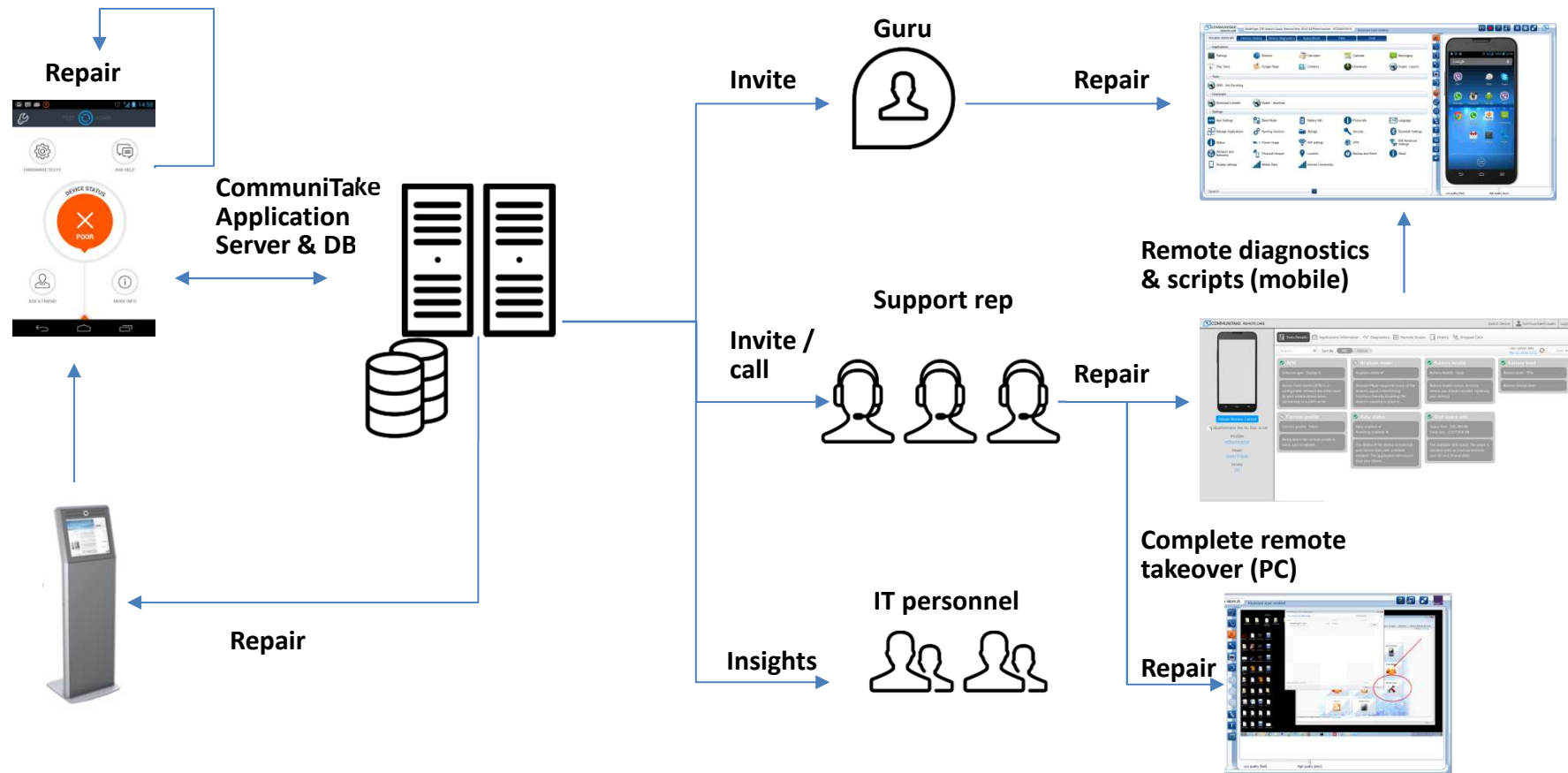


# Scripts Engine

- Users management
- Performance reports
- Session replays
- Scripts engine
- Permission scheme
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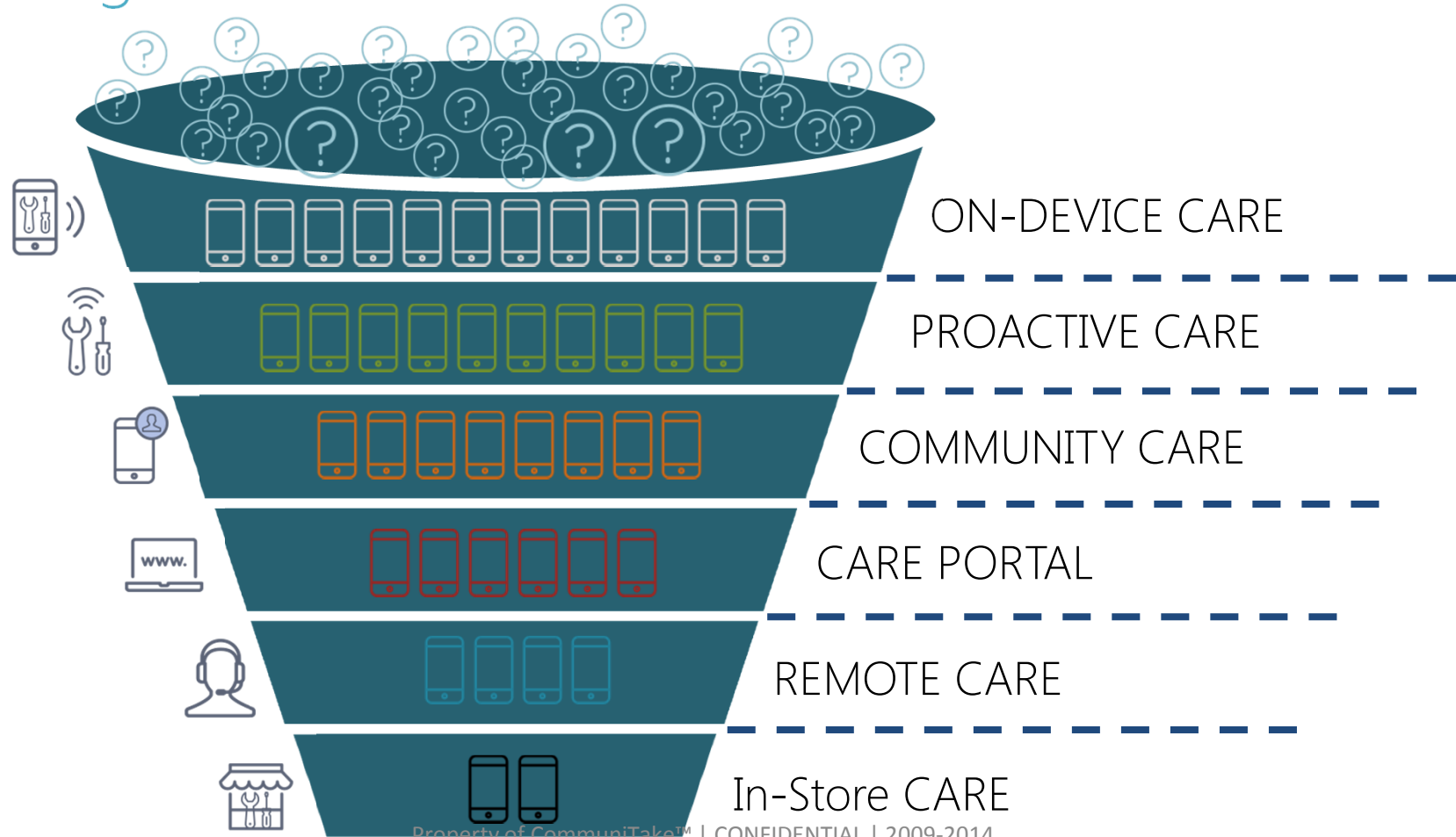
The screenshot displays the COMMUNITAKE web application interface. The top navigation bar includes the COMMUNITAKE logo, a 'Home' link, a user profile for 'communitake\nnoam', and a 'Logout' button. The left sidebar contains a 'Device' section with a search bar and a list of script categories: 'Script Name', 'Accounts', 'Accounts and Sync', 'Active standby settings', 'Active standby settings', 'Active standby settings', 'Active standby settings', 'Add a caller ID picture for a contact -Tu', 'Add a contact -Tutorial', 'Add Email', 'Airplane Mode Enabler', and 'Alarm & Clock'. The 'Active standby settings' category is currently selected. The main content area features three tabs: 'General', 'Actions', and 'Devices'. The 'Actions' tab is active, showing a list of actions: 'Sleep', 'Key Press (Click)', 'Sleep', 'Key Press (Click)', 'Sleep', and 'Key Press (Click)'. An 'Export to XML' button is located in the top right corner of the main content area. The 'Edit Action' panel on the right side of the 'Actions' tab contains the following fields: 'Application ID' (268458220), 'Customer ID', 'Application Name' (Settings), 'Application Path', 'Application Executable', and 'Application Arguments'. There are also two checkboxes: 'Kill Before Run' (checked) and 'Check Installed' (checked). The COMMUNITAKE logo is visible in the bottom right corner of the interface.

# CommuniTake Resolution Flow





# Shifting Care to Self Service Channels



# Use Case 1: Total Care

## LATAM TIER 1 OPERATOR

### Deployment

Total Care pilot towards deployment

(\*) The APN auto repair was not deployed in the pilot for APN errors on Android 4.0 and beyond

### Quantitative Benefits

On-device diagnostic and repair app:

- **13%** less inbound calls
- **21%** reduction of SW related incidents
- **56%** of APN errors solved by the users (\*)

## Use Case 1: Total Care cont'd

### LATAM TIER 1 OPERATOR

#### Deployment

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Total Care pilot towards deployment

#### Quantitative Benefits

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Remote support for the support advisors:

- **38%** savings in repeat calls
- **4%** AHT reduction

## Use Case 2: Total Care

### EMEA TIER 1 OPERATOR

#### Deployment

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Total Care soft launch  
toward complete  
deployment

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#### Quantitative Benefits

Remote support for the support advisors:

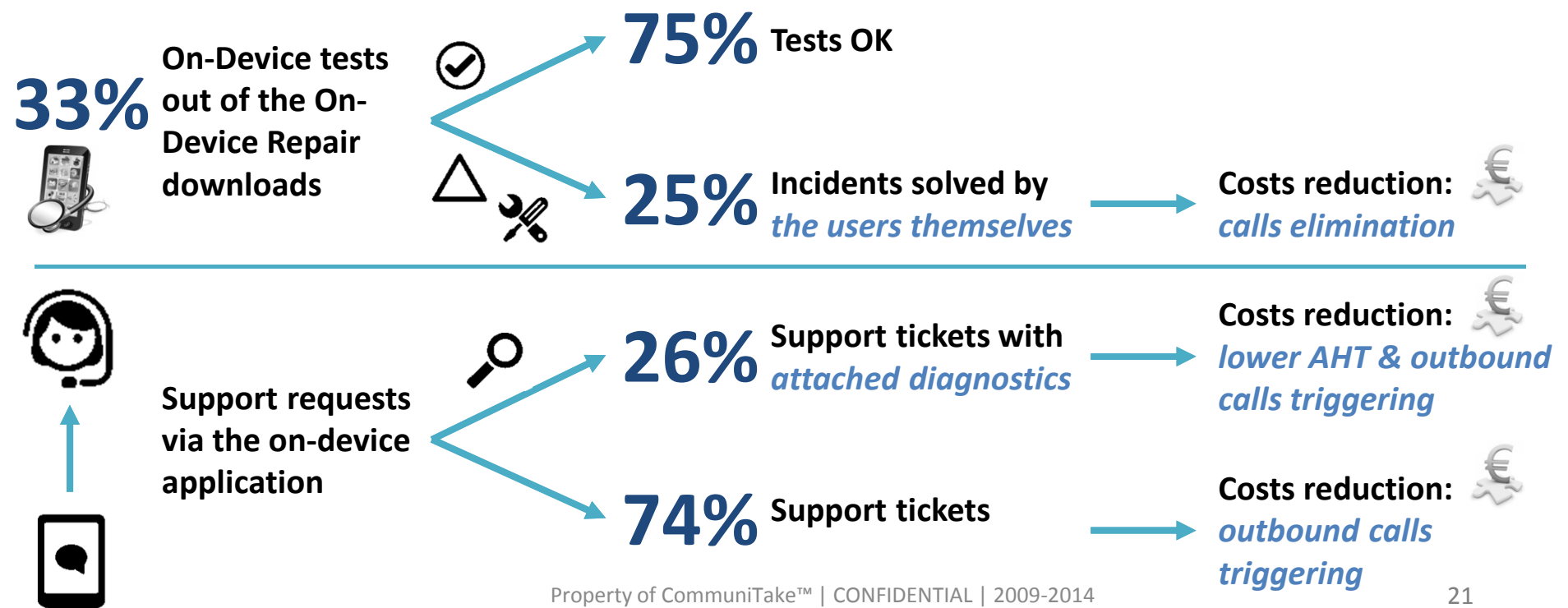
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- **64%** time reduction in resolving routers / modems issues via remote control over PC's

## Use Case 2: Total Care cont'd

### EMEA TIER 1 OPERATOR

On-device diagnostic and repair app:



# CommuniTake Value Proposition

	New value proposition		What's in it for you
On-Device Repair App	Robust HW and SW tests	➤	<b>Reduced inbound calls and operating costs</b>
Central Diagnostics DB	Diagnostics database and best practices	➤	<b>Better operations insights for preventive care Resolution before issues occur – cost reduction</b>
Collaborative Support	Unique collaboration method	➤	<b>Off contact center support – cost reduction</b>
Remote Access/Control	Resolution scripts; market coverage	➤	<b>Improve support metrics – cost reduction Premium enterprises support – more revenues</b>
Remote Access Via USB	Easy screen captures via remote access	➤	<b>Reduce support material preparation outlays</b>
Admin Center	Flexible resolutions build; analytics	➤	<b>Real-time build of resolution flows</b>

# Thank You