Augmented Reality Visual Support for ServiceNow®

Remote Support Challenge

Organizations today need new ways to enhance their remote work and support capabilities while still being productive, effective, and now safe. Service delays create frustration when remote agents or field technicians are challenged with skills gap, lack of necessary tools, or encounter unforeseen situations in order to resolve issues on a timely basis. Service teams try to assess, diagnose, and resolve incidents remotely with limited situational analysis or context. This results in a poor customer experience, negatively impacting resolution times, operating cost, uptime, resource productivity, and customer loyalty.

Enterprises have made significant advances to address some of these challenges. However, today's, consumer apps are not very effective for solving complicated problems. Additionally, enterprises require solutions that can scale, collaborate, and are part of an integrated service workflow.

Use Cases

Field Services

See what your customers, employees, and field workers see.

Customer Service

Enhance the customer experience with visual engagement.

IT Service Management

Visual trouble shooting for real time resolutions across enterprise IT.

CareAR™ Solution

CareAR™ for ServiceNow is an augmented reality visual support platform that helps organizations digitally transform their support experience with game-changing AR capabilities. Integrated with the Now Platform® and workflows, CareAR enables teams to extend augmented reality as part of a seamless user experience with ServiceNow® Customer Service Management, Field Service Management, and IT Service Management.

CareAR for ServiceNow enables service management teams anywhere, to provide real-time visual AR assistance, guidance, and compliance for their on-site customers, field workers, and employees. Remote agents and experts are able to virtually see the situation and visually guide customers and field workers intuitively using a suite of augmented reality tools via desktop, mobile, or smart glass devices, as if they were there in person.

Additionally, CareAR's end-to-end integration with ServiceNow allows fulfillers to instantly capture content of images and recordings during the service session. The content is automatically saved in the originating ServiceNow work order, case, or incident, as well as knowledge base, eliminating a series of steps in order to enhance knowledge transfer and ensure proof of work completion or compliance.

> **CareAR is a certified ServiceNow strategic application partner and available in the ServiceNow Store. CareAR for ServiceNow is a unique and highly innovative solution bringing together ServiceNow's industry leadership of service management and digital workflow capabilities seam-lessly integrated with CareAR's enterprise-grade advanced AR platform and tools built for service management teams.**

Results

CareAR for ServiceNow provides a visual AR engagement solution addressing common support use cases such as remote trouble shooting or smart hands for "See What I See". If being on-site is needed, then having the ability to "Show Before You Go" in order to see what your customers or field workers see, prior to being dispatched, ensures greater likelihood to fix the problem the first time. Fulfillers can now gain valuable visual and situational context, along with the digital tools they need, to focus more of their time on solving the actual problem versus assessing the situation. Centralized NOC teams, can utilize L3 resources to provide remote assistance and guidance to broader L1 field teams realizing significant efficiencies. CareAR for ServiceNow can deliver the above KPI's while allowing the ability to work remotely and safely.

How it Works

SEE
Virtual see as if the situation were actually there

SOLVE
Visually guide and collaborate for effective problem resolution

SAVE
Capture and share content in systems and with teams

Features

- Real-time HD video and audio collaboration
- Enterprise grade AR toolset
- 3D spacial mapping
- Auto Content Capture
- Multi-device Support
- Robust dashboard and analytics

Technical Requirements

servicenow® compatibility	New York and Orlando, ServiceNow® Customer Service Management, Field Service Management, and IT Service Management
mobile	iOS 11 or later (includes ARKit) Android 10.0 or later (includes ARCore)
desktop	Windows and Mac
smart glasses	Android 8 or later (includes Google Glass, Realware, Vuzix)
network	500 kbps and higher N/A for offline mode

Benefits

Faster Time to Resolution
Gain instant visual context - spend valuable time solving the actual problem versus assessing the situation.

Higher First Time Fix Rates
Provide step by step guidance using visual collaboration with AR annotation and 3D objects for more effective and accurate resolution.

Knowledge Transfer
Reduce your skills gap and make experts accessible to more junior field resources, contractors or customers.

Reduce Service Costs
With visual collaboration, decrease downtime of systems, eliminate need to send trucks, see what your agent, tech, or customer sees in real time.

Customer Experience
Elevate your customer's experience and NPS through unmatched quality, service, and capabilities with the highest human interactions.

Visually Resolve Issues Remotely Using Enterprise Augmented Reality

Schedule A Demo

A **xerox** Company