Managed Services: Intelligent Assist

DATA SHEET

Access to instant support for any meeting space with New Era Technology's Intelligent Assist.

New Era's Intelligent Assist is a patented 'print-and-place' solution, which allows you to create and deploy thousands of unique QR/NFC/ Web Links that can be placed in any space or on any object.

Accessible Information When Needed

When scanned through a mobile device (with no app needed), each code directs customers to its own highly bespoke website that provides space specific information and support.

Customized Materials and Tech Support

Once the platform and the QR codes are built, the codes will be placed in the required area, for example a Collaboration Room. Once scanned on the chosen device, the user will gain access to resources specific to the space that you are in.

Instant Live Video Support

If the user cannot resolve their issue with the provided documentation, they can be connected to a live support call agent.

The support agent will be able to triage the difficulties experienced through the user's personal device to reach a resolution.

Support

Customers will be supplied with QR codes that route through to the service providers Intelligent Assist instance to answer the support calls accordingly. Alternatively, there is an option to have their own instance of Intelligent Assist with any support calls routing through to the service providers Intelligent Assist Support Desk.

Benefits

- Increased accessibility to support when needed

- Reduced burden on IT support teams

- Reduced costs

- More efficient resolutions

Learn more about New Era Technology Video Collaboration

Visit our website to find out more information about our Video Collaboration services or to discover our customer projects.

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