Augmented Reality Visual Support for Salesforce Service Cloud

Remote Support Challenge

Organizations today require new ways to improve their remote work and support capabilities while maintaining productivity, effectiveness, and safety. Service delays can cause frustration for remote agents or field technicians who face skills gaps, lack of necessary tools, or unforeseen situations while trying to resolve issues in a timely manner. Service teams attempt to assess, diagnose, and resolve incidents remotely with limited situational analysis or context. This often results in a poor customer experience, negatively impacting resolution times, operating costs, uptime, resource productivity, and customer loyalty.

While enterprises have made significant strides in addressing these challenges, consumer apps are not effective for solving complicated problems. Furthermore, enterprises need solutions that can scale, facilitate collaboration, and integrate seamlessly into their service workflows.

Use Cases

Customer Service
Enhance the customer experience with visual engagement.

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

IT Services
Visual troubleshooting for real-time resolutions across enterprise IT.

The CareAR Solution

Elevate your support experience with CareAR for Salesforce. CareAR is an augmented reality (AR) visual support platform that empowers organizations to digitally transform their customer interactions. Experience game-changing AR capabilities that enhance service management and deliver exceptional customer satisfaction.

CareAR seamlessly integrates with Salesforce Service Cloud, enabling service management teams to launch CareAR applications with a simple button click within the agent console or mobile app. Your team can extend Salesforce's capabilities to provide real-time visual AR assistance, guidance, and compliance to on-site customers, field workers, and employees, regardless of their location. Remote agents and experts can virtually see the situation at hand and intuitively guide customers and field technicians using a suite of AR tools.

CareAR's seamless integration with Salesforce allows remote experts to instantly capture images and recordings during the service session. This content is automatically saved in the corresponding Salesforce case. By eliminating unnecessary data entry steps, CareAR enhances knowledge transfer and provides proof of work completion or compliance. Discover the unique and highly innovative CareAR for Salesforce solution.

How it Works

See
View the service situation remotely from any location

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 spatial mapping
- Immersive user experience
- Automatic Bandwidth Adaptation
- Multiparty video calling
- Photo capture
- Video recording
- Usage dashboard and analytics
- Mobile, desktop, and web support
- High availability global cloud infrastructure

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

Technical Requirements

mobile	iOS 12 or later (includes ARKit) Android 11 or later (includes ARCore)
desktop	Windows, MacOS
smart glasses	RealWear HMT-1, RealWear Navigator 500, Lenovo ThinkReality A3
network	500 kbps and higher
data encryption	TLS, AES 256-bit

Visually Resolve Issues Remotely Using Enterprise Augmented Reality

Schedule a demo at
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