CareAR® Experience Builder

for CareAR® Instruct authoring

CareAR™
A Xerox Company

Rapidly create digital work instructions for customers and technicians
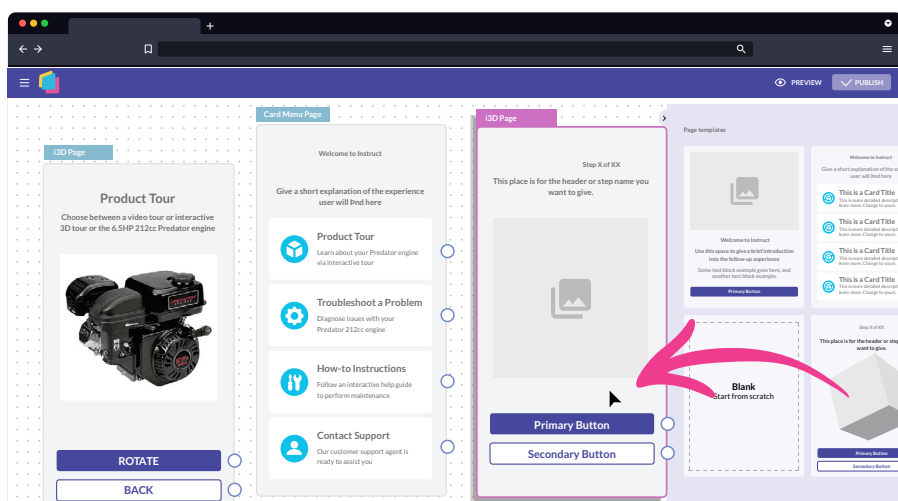
CareAR Experience Builder is a web-based application designed to streamline the creation of instructional guides, for CareAR Instruct, with augmented reality and artificial intelligence functionalities. This user-friendly tool utilizes a drag-and-drop interface, enabling users to efficiently build visual step-by-step instructions. It empowers the creation of rich, interactive content by incorporating 2D images and text, 3D models, and video clips into experiences. CareAR Experience Builder fosters the development of both independent troubleshooting and remote assistance scenarios, aiming to improve service efficiency and expertise within organizations.

CareAR Experience Builder offers several advantages for organizations seeking to enhance their digital work instruction creation process. It streamlines development through a dead simple, no-code interface. This user-friendly approach empowers individuals with minimal technical expertise to construct effective instructional guides. CareAR Experience Builder allows the creation of rich, interactive content that is more engaging and easier to follow for users. This contributes to improved first-time fix rates and reduced troubleshooting times. CareAR Experience Builder supports both customer and technician self-service. This enables users to independently troubleshoot issues, ultimately improving overall service efficiency and reducing the need for on-site visits.

Benefits

Simplified Authoring

CareAR Experience Builder eliminates the need for coding expertise. Its intuitive interface allows anyone to create clear and concise instructions, even with minimal technical background. This streamlines the authoring process and allows a wider range of personnel to contribute to knowledge base development.

Faster Content Creation

The visual content creation tools combined with pre-built templates enables faster construction of work instructions. This reduces the time and resources required to create comprehensive guides, allowing for quicker knowledge base updates and improved efficiency.

Richer and More Engaging Instructions

CareAR Experience Builder goes beyond text-based instructions. You can incorporate multimedia elements like 2D images, 3D models, and video clips directly into the guides. This visual approach enhances user engagement, improves understanding, and reduces the risk of misinterpretation.

Features

Experience Management	Artificial Intelligence	Analytics	Integrations

• Web-based interface
• SSO (SAML)
• Group-based access control
• Auto generated link / QR code
• Import / Export
	• Intelligent Search (Semantic Search)
	• Visual Verification (Object & State Detection)
	• Generative AI (dynamic image creation)
		• Session Details
		• Page View Details
		• Experience View Details
		• Source Tracking
		  • UTM Tracking
		  • Referrer Tracking
			• ServiceNow
			• Salesforce
			• Coveo
			• Web API

Experience Creation

Page Building
- Complex Flows
- Page Templates
- Experience Preview
- One-Click Publishing

Content Elements

Tᴛ Text	🔍 Search	▤ Form	⊡ iFrame
🖼 Image	AR	ᴏᴋ Button	
▶ Video	3D	Generative AI	

Actions
- Navigation
- Open URL
- Camera Capture
- Object Detection
- Search

Experience Viewer

CareAR mobile app: Android, iOS	**Browser:** Chrome, Safari, Microsoft Edge

Language Support	Data Residency Support
Automatic Machine Translation: English, German, Spanish, French, Italian, Portuguese, Brazilian Portuguese, Indonesian, Japanese, Simplified Chinese	United States, Canada, Japan, Germany
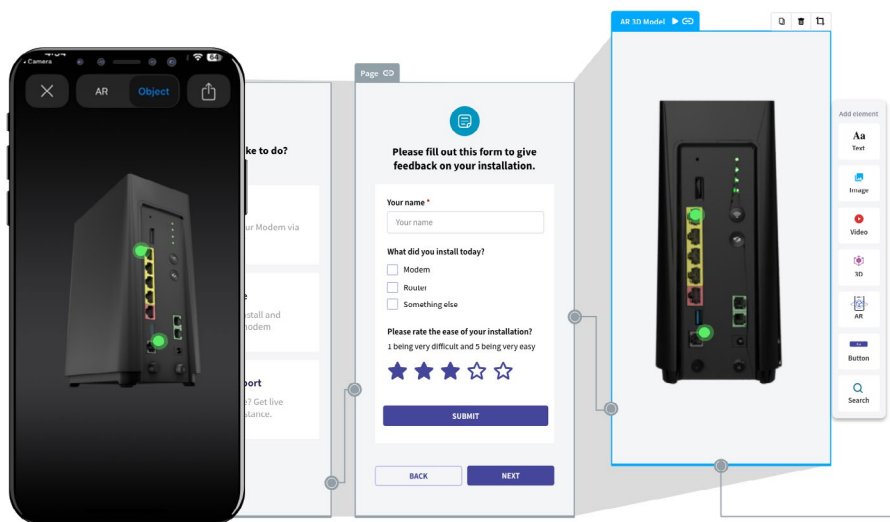
Create Engaging Self-Solve Instructions with CareAR Experience Builder

Schedule a Demo

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