Driving Service Experience Transformation

CareAR delivers immersive augmented reality (AR) Service Experience Management (SXM) platform applications that sustainably drive game-changing operational efficiencies, improved customer outcomes, and unmatched experiences for service teams.

CAREAR™
A Xerox Company

CareAR for Customer Service Management

CareAR's AI/AR powered SXM platform allows service employees and customers to digitally and visually resolve issues providing greater efficiencies, better customer outcomes, and increased safety.

CareAR enables customer service agents to provide a greater and safer customer experience with visual AR assistance and guidance. Agents can see what customers see, ensuring higher remote resolutions and customer satisfaction, while eliminating unneeded onsite visits.

The CareAR® Platform enables:

- Live visual assistance and guidance for remotely seeing and solving issues, anywhere
- Step-by-step operational instruction and work verification
- Customer self-help that reduces agent time, and eliminates customer service calls
- Knowledge capture and curation of knowledge data

Customer Service Challenges

- Low first call resolution and long resolution times
- Recurring issues, repeat site visits, and costly dispatches
- Poor incident visibility and response
- Meeting sustainability goals
- Failure to meet SLAs and commitments
- Not having the right tools to help customers
- Increasing average handle time

Business Outcomes

85%
increase in remote resolutions

63%
reduction in service time

82%
first-time fix rate

15%
decrease in call duration time

40%
increase in CSAT

1 out of 3
service calls resolved remotely

CareAR allows technicians to solve problems better, faster, cheaper. CareAR is driving the service experience transformation by bridging skills gaps, accelerating knowledge transfers, providing greater operational efficiencies, and enhancing customer outcomes and safety. CareAR has been recognized as a leader and top innovator in enterprise augmented reality in 2022 by ABI Research.

Learn more about CareAR: https://carear.com/services/customer-service/

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