

# Tech Problems Happen. Fix Them Fast with VMware RemoteHelp

## AT A GLANCE

VMware RemoteHelp™ is a remote customer support solution that enables customer service organizations, like wireless service providers, to quickly help customers with device tasks or issues in real-time. With VMware RemoteHelp, customer support reps can easily launch remote support sessions and view or control customer devices, directly from their CRM platform.

## KEY CAPABILITIES

- Remotely connect to any customer device in seconds, directly from your existing CRM platform
- Send automated text message, with link to VMware RemoteHelp app, directly to customer's device
- Require customer to enter a one-time session passcode to start remote session
- Notify customer when their screen is visible and allow them to pause or end remote session at any time
- View or control devices in real-time to decrease downtime and quickly help customers with tasks or troubleshoot and fix device, network, or app issues

VMware RemoteHelp was designed specifically with **wireless service providers** in mind, with capabilities that enable customer support reps to help wireless subscribers with device tasks or issues, at scale.

For more information, visit:

[vmware.com/products/remotehelp.html](https://vmware.com/products/remotehelp.html)

## Deliver Exceptional Customer Experience and Cut Support Costs with Remote Customer Support

Mobile devices and apps are an essential part of everyday life and have revolutionized how we do business, communicate, socialize, shop and more. As more people across the globe rely on mobility to work and socialize remotely, businesses supporting consumer customers and their devices, like wireless service providers supporting subscribers, must take extra steps to meet increased demand and usage, and ensure a positive customer experience (CX). In order to create a positive CX, businesses must maintain a dynamic, omni-channel strategy that integrates the components of CX across every stage of the customer journey: marketing, sales, product, and customer service and support. Out of these four touchpoints, customer service and support has the biggest impact on CX. While self-service resources, like documentation and AI-powered chatbots and virtual assistants, are important, the vast majority of consumers still prefer human agents.

VMware RemoteHelp is a remote customer support solution that enables customer service organizations to quickly help customers with device tasks or issues in real-time, with remote view and control capabilities.



Help Customers



Ensure Privacy



Streamline Support

### Help Customers with Tasks or Issues

VMware RemoteHelp enables customer support reps to view or control customer devices in real-time to quickly assist customers with device tasks or issues. VMware RemoteHelp easily supports customers with low-bandwidth, and if a reboot is required, automatically reconnects to the device. By delivering seamless customer service, organizations can decrease customer churn, improve their Net Promoter Score (NPS) and increase customer retention, brand loyalty and referrals.

### Ensure Customer Privacy and Trust

VMware RemoteHelp empowers customers, without sacrificing their privacy. Upon downloading the VMware RemoteHelp app, customers enter a one-time passcode to start the remote session, are notified once their screen is visible, and can pause or end the session at any time.

### Streamline Customer Support

VMware RemoteHelp is a fully customizable, web-based solution that integrates with your existing CRM, identity provider, and SMS gateway, giving customer support reps easy, single sign-on (SSO) access to remote customer support sessions. With SMS gateway integration, support reps can send an automated text message, with a link to the VMware RemoteHelp app, directly to the customer's device. By improving the customer support process, customer service organizations can reduce support rep frustration and attrition and improve help desk KPIs, like average handle time (AHT) and first call resolution (FCR). Streamlined customer service operations also minimizes the number of no fault found (NFF) device returns, which can cost companies millions of dollars a year.