

# Assist AR

Collaborate with a remote expert as if you were there.



## Admin

User in charge of setting and managing the module.



## Expert

User in charge of providing assistance in different incidents.



## Technician

User requesting assistance.

### Admin

- Management of user roles.
- Configuration of module options.
- Visualization of the module usage statistics.
- Possibility to view, edit and delete all the content generated by other users.
- No possibility to participate as an assistant in the incidents.



### Expert

Part of one or more departments / groups previously created by the company administrator

Accesses through the web, obtaining a view of the unresolved incidents of the departments to which he/she belongs.

Consultation of the information that the technician has shared, possibility of adding information (in the form of files or chat messages) or connect by video call to provide real-time assistance to the technician after accepting to participate and resolve an incident.

Possibility to mark as solved the incidents in which you are involved and specify a resolution result.

Possibility to accept or reject calls of an incident

Three types of status  
Online/Offline to indicate whether you can receive direct calls from technicians.  
"In call" to indicate that you are in a call.

### Technician

- Access through the mobile application or web.
- Creation of incidents, selection of the department to which it is addressed with its corresponding description. Self-assignment of incident identification code.
- Review of incidents, regardless of their status (resolved and open).
- Possibility of sharing information, such as photos, videos from the gallery, audio messages or chat messages within each ticket.
- Notification of changes in any of the incidents or when an expert is available to attend the call for that incident.
- Ability to request help from a specific technician who is online when creating an issue.
- Review/evaluation of the expert who provided support.





## Videocall

- The expert can share files, chat messages and the PC screen.
- Call participants can share with each other the position of their pointer.
- Each participant can be identified with a color or name under the active pointer.
- It is possible to take screenshots on the video and add markers or paint on them in real time.
- In the call recording, a gallery is available with all the shared files during the call.
- There are buttons to enable/disable audio or video streaming.

## How does it work?

1

The technician creates an incident through the web platform on any device (smartglasses, smartphone, tablet, etc.).

The expert joins from a PC.

2

More experts can join this session from their web platform no matter where they are located.

3

The expert will guide the technician through augmented reality, showing how to act. These incidents will be saved for future occasions on the web platform.



### Devices



#### SmartGlasses

Epson Moverio BT 400  
Google Glass  
Vuzix M400

#### Smartphone Tablet

Devices that support augmented reality and with a version equal to or higher than Android 4.4.

#### PC MAC

Minimum specification  
Procesador: Core 2 duo 8400  
RAM: 4Gb  
SO: Windows 7 / Sierra  
Graphics card: Intel HD 4000

GLASS

VUZIX®

MOVERIO® ASSIST  
WORK SMARTER, HANDS FREE



# Specifications



Storage on encrypted disks (Amazon S3).



Video call via WebRTC, with end-to-end encryption.



Up to Storage 20GB.



Data sent via DTLS (Datagram Transport Layer Security) and SRTP (Datagram Transport Layer Security) and SRTP (Secure real-Time Protocol).

# Features



## API

API available for external integration



## Screenshot

Take a snapshot and add instant feedback.



## AR Pointer

Easily guides the technician during the session.



## Updated

Regular updates with improvements and corrections.



## Files

Send screenshots, photos and all types of image files.



## Indicator

Points to the transferred image to show exactly where the difficulty lies.

Basic	Medium	Pro
220 €/Month *	440€/Month *	780 €/Month *
Free 14-day trial.	Free 14-day trial.	Free 14-day trial.
1 Expert	2 Experts	3 Experts
3 Technicians	6 Technicians	10 Technicians
10GB Storage	15GB Storage	20GB Storage
24/7 Support	24/7 Support	24/7 Support

\* Annual payment

Consultation for customized options and annual payment discount