



IS IT TIME FOR YOU TO CONSIDER A **REMOTE EXPERT SOLUTION** FOR YOUR TEAM?

Remote Expert guidance is the ability to connect with virtual specialists immediately by sharing live video, audio, telestration and augmented content. Enterprises deploy this capability for many reasons such as improving first-time-fix rates or enabling higher value service offers to drive up revenue.

For many enterprises, this live collaboration involves capturing data such as recordings and images for an improved audit trail or future training. The questions below capture the primary reasons why we see enterprises deploy remote expert capabilities across their operations.

1	Do you foresee or are you currently experiencing a loss of expertise?	Yes <input type="radio"/>	No <input type="radio"/>
2	Are your customers asking for new performance-based service models?	Yes <input type="radio"/>	No <input type="radio"/>
3	Do you have a dispersed team with varying experience levels?	Yes <input type="radio"/>	No <input type="radio"/>
4	Do you have complex assets or operations?	Yes <input type="radio"/>	No <input type="radio"/>
5	Are you working on strategies to improve overall issue resolution time?	Yes <input type="radio"/>	No <input type="radio"/>

If you've answered yes to at least two of the questions above, you are a good candidate for a remote expert solution.
[Download the full guide here.](#)