During a crisis like the ongoing coronavirus pandemic, organizations need to stay relevant and support customers, while prioritizing their safety. Wipro’s ‘Virtual Visits’ solution will enable field service engineers to virtually troubleshoot the problem from their home and advise the best solution to customers and make a visit, when absolutely necessary, complying with government guidelines.

Sales teams can also use this tool to virtually assess the work involved, showcase their products or services effectively and provide quotes without visiting their client’s location.

**Key takeaways**

- Enabling health and safety surveys for hotspot areas for technicians and customers
- Granting access to knowledge bases that can be shared with customers for quick resolution
- Remotely assisting customers with the help of senior technician/account manager for quality delivery using mixed reality experience

**A one stop solution to enable remote sales and service by integrating guideline surveys, collaboration tools and remote assist support**
Key benefits

Winning customer trust
Ensuring compliance with safety & health guidelines

Cost and time savings
Virtual connect with experts in remote locations reducing travel time and cost

Remote collaboration
Open communication channel for exchange of information leading to customer satisfaction and better survey ratings

Walk the site without being onsite
Remote expert can see remote location without travelling to actual location

Knowledge sharing
Enable experts to effectively share their knowledge from anywhere in the world

Visual communication of complex instruction
Use drawings, arrows and 3D Diagram/Video for communication of complex instruction

Features

Safety and health guideline surveys
Mandated surveys for employees and customers to build trust

Remote collaboration
Collaboration with remote expert help of live chat, video call, file sharing etc

Knowledge sharing
Enable experts to effectively share their knowledge from anywhere in the world

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Use drawings, arrows and 3D Diagram/Video for communication of complex instruction

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Enables remote customer engagement to support business as usual for salespersons, field engineers and end customers

For more information, kindly reach out to prasoon.shrivastava@wipro.com