Customer Premises Equipment

REALVNC

Improving customer support with real-time remote access

Pioneering MSOs (Multiple System Operators) are tailoring remote access software solutions to enable customer support agents to 'remote in' to set top boxes and customer premise equipment (CPE), and offer advice, assist with technical issues, and deliver interactive, real-time technical support inside the customer's living room. It's as though the support agent is sitting on the sofa next to the customer.

Remote access software can be used to record remote support sessions so that customers can remember how to resolve previous queries, and allows support agents to interact with customers on their CPE via video. When remote access software is embedded into a customer support strategy, it empowers consumers and creates a new way of reducing call centre and onsite service costs, while fostering positive long-term customer relationships and increasing NPS.

As the original developers of remote access technology, RealVNC software is used by hundreds of thousands of organizations worldwide. For more than 15 years, RealVNC has provided reliable, responsive and secure connectivity between an unrivalled mix of computers and devices.

Key business drivers

Reduce truck rolls
Cut demand for on-site visits, saving time and money
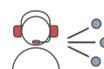
Increase first call resolution
Improve support agent efficiency by closing tickets on the first call
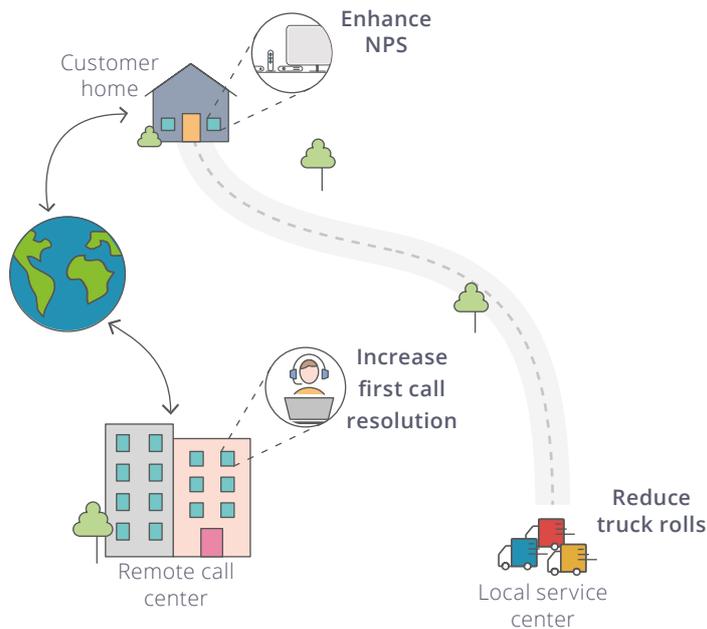
Enhance customer NPS
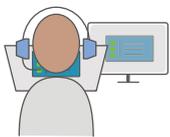Provide engaging real-time service that improves NPS and reduces customer churn

Easy training
Our software is easy to use and training can be done remotely

Put your support agent in the customer's living room

Customer home

Enhance NPS

Increase first call resolution

Remote call center

Reduce truck rolls

Local service center

Key features

Remote viewing and control

Put your support agent in the customer's living room, allowing them to see what the customer sees from their sofa

Audio and Video

Record audio and video of remote support sessions, helping customers resolve previously seen problems

Annotations

Make the support session more interactive by writing helpful annotations on the customer's screen

To support different business models, we offer a range of licensing options designed to meet individual requirements. For more information, visit realvnc.com/developer/licensing

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A real world example – Tier 1 service provider

Increasing NPS with remote access software

A multi-billion dollar telecommunications company in North America has integrated RealVNC remote access software into over 10 million set-top boxes. With remote access built-in for millions of customers, the company has greatly improved customer satisfaction by providing real-time, high quality technical support.

Fast, first-time call resolution has decreased the demand for expensive truck rolls by over 25%.

The company is now looking to use remote access to introduce customers to premium services already installed on their set-top boxes, improving the customer experience while generating additional revenue.

RealVNC is a corporate member of the Society of Broadcast Engineers (SCTE).

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