

# Remote Visual Assistance by Alcatel-Lucent Enterprise

Optimise operations, lower cost, and improve first time fix rate (FTFR)

Remote Visual Assistance by Alcatel-Lucent Enterprise empowers field service employees to deliver operational excellence and improve customer satisfaction. It is an easy-to-use, secure, and ultra-mobile solution.

Remote visual assistance strengthens the collaboration between your teams by sharing the field worker's view with the back office. Visual content capture and sharing significantly improve operation efficiency by capitalising on field intervention.

Combined with a wearable package designed by, and for field workers, it provides a comfortable and secure, hands-free solution during service execution.

Remote Visual Assistance is available as a Rainbow™ by Alcatel-Lucent Enterprise subscription option.

## Simplified visual communication

- See what the field worker sees with excellent audio and high-definition video
- Improve first time resolution
- Reduce field worker stress
- Strengthen team collaboration and improve new hire onboarding

## Digitise and automate visual content collection

- Capture photos and videos with a single click during service execution
- Accelerate reporting and centralise data
- Automate and centralise data collection

## Connect with others outside your organisation

- Invite customers or experts using email or SMS: Guests join with one-click using a web browser
- No software installation or account creation required for guests
- Improve customer issue qualification



Key features	Benefits
Remote Visual Assistance	"See what field workers see", in real-time, to support them during service execution and improve first time fix rate by accelerating resolution time. Simply add an expert using drag and drop.
Record/Share visual content	Upload and store photos/videos while site surveying or send proof of operation to the Rainbow cloud platform. Capitalise on field intervention by accessing visual content automatically, time-stamped, and localised.
Connect with others outside your organisation	Invite any guest by e-mail or SMS, without the need to download or login to an app. Connect any expert outside your organisation for visual assistance. Invite customers to share their view - improving issue qualification.
Ease of technology adoption	Comfortable and simple solution designed to be worn during an entire day of operation. It takes 15 min to train a new user.
Highest level of security	Combined with the wearable package, it minimises field worker smartphone handling and allows focusing on service execution in complete safety. Headset is compatible with ambient noise listening, safety helmets, and noise cancellation headsets.
Ultra-mobile solution	Software and hardware designed to optimise battery usage. No connectivity needed for photo/video capture. Compatible with 3G/4G and Wi-Fi for visual assistance and sharing.

## Pricing and ordering

Remote Visual Assistance by Alcatel-Lucent Enterprise is priced per user, per month (one per mobile application user). Setup fees are applied as an upfront cost for customisation branding, on-site installation, and cloud configuration. The service for back office users is priced based on the Rainbow Enterprise subscription.

The solution is available for quote from Alcatel-Lucent Enterprise Professional Services. Please [contact](#) our experts for a specific calculation.

## Hardware specifications

The hardware equipment is not included in the Remote Visual Assistance subscription and must therefore be purchased separately.

In addition to the Remote Visual Assistance subscription, Alcatel-Lucent Enterprise provides suggested hardware kits for field workers including:

- Secure chesty harness
- Bluetooth® button
- Micro and open-ear headset