



Remote Desk

Siemens Remote Desk extends the capabilities of existing call centers with full-video functionality so that new dimensions in customer care become a reality. What was once only possible with onsite personnel is now realizable over vast distances with almost the same level of personal service, but with enormous cost effectiveness. Siemens Remote Desk is deployable in various forms, ranging from fully self-service public terminals to front-line support by call center specialists to, as well as usable from home by Internet.

Remote Desk offers a wide area of applications. Some examples:

Self-Service-Terminal: Any potential purchaser or customer requiring advice can initiate communication with the call center via touch screen. Both call center agent and customer can see each other in the resulting video window. The rest of the screen is free for further visualization or application sharing. Such eye contact produces a personalized and trustworthy relationship, suitable – on the one side – for offering, and – on the other side – for accepting advice oriented services and products, in a manner that can be concluded to the satisfaction of the parties involved.

Advisor/Specialist: In the meeting room of a small branch of a bank, a customer is sitting with his familiar Financial Advisor in front of a PC. Together, they are in communication with a Specialist from the bank's in-house call center. Thanks to Siemens Remote Desk the specialist and the customer can see each other via video and are able to discuss and explain the services that the customer is interested in using natural body language. Despite the distances involved, both local Financial Advisor and remote Specialist are in direct contact with the client, who benefits from their combined interaction, as well as from the insights of the Specialist, all helping to conclude a successful consultation at the branch. Subsequently, the local Financial Advisor is in a position to close the business effectively. And furthermore the customer enjoyed the professional service in his familiar local banking environment.

Homeuser: A mother detects some red spots on the skin of her child, which makes her uneasy. Instead of a long way to the paediatrician, she informs herself at the medical video-callcenter, if she can take care by herself or if she needs to see the doctor with the child. Therefore she shows the child's reddened skin into the webcam at the doctor at the video-callcenter. She receives a qualified diagnosis instantly and doesn't need to travel a long timeconsuming way with a sick child to the paediatrician.

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Remote Desk – benefits

- peace of mind about the quality of discussion over an entire product portfolio by specialists
- higher presence and area-wide offerings with less costs
- backup for the consultant on-site, no pitfalls in such scenarios
- additional security in consulting for products with a high complexity
- discharge of generalists in branches
- increase of customer satisfaction and of customer relation → the consultant on-site still is the most important contact for the customer
- decrease of internal training costs in branches
- omission of travel time and costs for consulting

Siemens Remote Desk supports scenarios as diverse as self-service booths to personalized customer care, with all the resources and cost advantages of call centers, but combined with the unique benefit of the visualization of body language.

Functionality

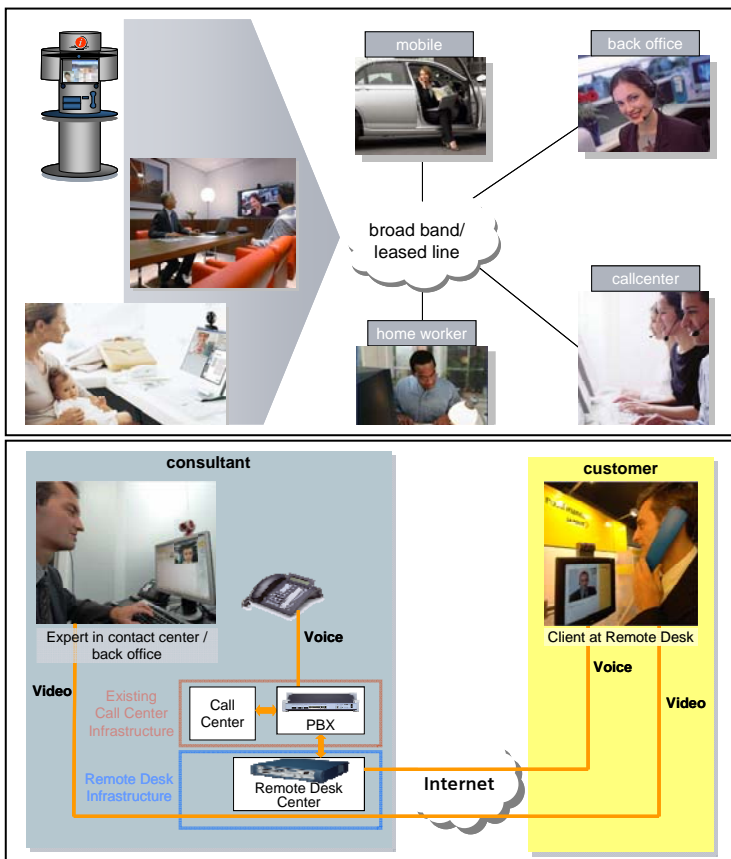
- every Remote Desk service can be designed individually
- client compatible
- multi-site compatible (several call-centers)
- redundant
- local configuration
- skill options via the Remote Desk service
- print of any documents from RDA to RDS
- frame capturing
- URL-push
- web connection
- application viewing
- diverse audio possibilities

For new and existing call centers

Siemens Remote Desk lends itself to be easily adapted to the majority of existing call centers. Your customers will notice a totally new dimension to the quality of your service and you will benefit from maximum protection of your investment.

Examples of Use

- Assistance
personal care by specialists in case of emergency
- Financial Services
expert knowledge in small branches or Shop-in-Shop
- Transportation Industry
personal assistance in unmanned termini and/or railway stations
- Tele-Medicine
ad-hoc expert know-how for minor cases, second opinions or obtaining further specialist support
- Tourism
24h/365 day service, in languages of choice, for all manner of circumstances
- Insurance
on-tap expert opinion and decentralized tenders
- many more



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