APT SKIDATA

service delivery experts

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Simple Remote Guidance

Have you ever been on a phone call to tech support trying to describe a problem you are having with a piece of hardware?

Through video, annotations and live pointers we will reduce field inspection visits and improve response time.

Quick Setup

Have you ever tried to setup a video call from scratch with new software over the phone while you are in the middle of an issue?

A simple text link from the tech team to help you share your smartphone camera.

Easy Support Call Logging

Have you ever tried writing everything down during a call while also trying to get screen grabs and remembering the Serial Number of a component?

Add notes on pictures for repairs & replacements and picture to text to capture serial numbers, barcodes and QR codes

Automatic Call Detail Logging

Have you ever tried to remember every detail of a support issue?

Call records and pictures will automatically be added into our internal system for revisiting cases later.

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helping us support you better