

**#VEHICLE
EXPERTEERS**



**LIVE VIDEO SUPPORT
WOW! IN.SIGHT**

We support as if we were directly on site

A man with short grey hair and a beard is looking down at a smartphone he is holding in his hands. He is wearing a grey t-shirt and a watch on his left wrist. The background shows the open hood of a car with the engine compartment visible. The lighting is bright, suggesting an outdoor or well-lit garage setting.

CLEAR ADVANTAGES WITH WOW! EFFEKT

Quick help without long and difficult descriptions to understand the problem.

Directly understand where and in which environment the problem occurs.

Communicate easily through live video support and use of icons and hints.

Easy to connect as no additional installation of an app is necessary, but the use is independent of device and operating system.

See immediately which problem the customer / external employee is currently dealing with.

DO YOU NEED HELP REPAIRING A CAR?

Four eyes repair better than two



IN.SIGHT

Fast, professional and direct help offers the video support solution WOW! In.sight for problems in the workshop.

The service team can see exactly what you as the user have in front of you via live image transmission and video stream.

All you need is a mobile device, e.g. a smartphone or laptop, and a stable internet connection. So you can explain and show exactly where you need support through words, pictures and video.

HIGHLIGHTS



Customer can transmit the current problem situation live to the service team live via the camera of his smartphone or tablet. (E.g. hardware and software application questions, repair instructions or any other question)



Customer receives live assistance directly from his service team. Images can be commented on and evaluated directly.



Help messages appear directly in the place of the screen, that shows the problem.

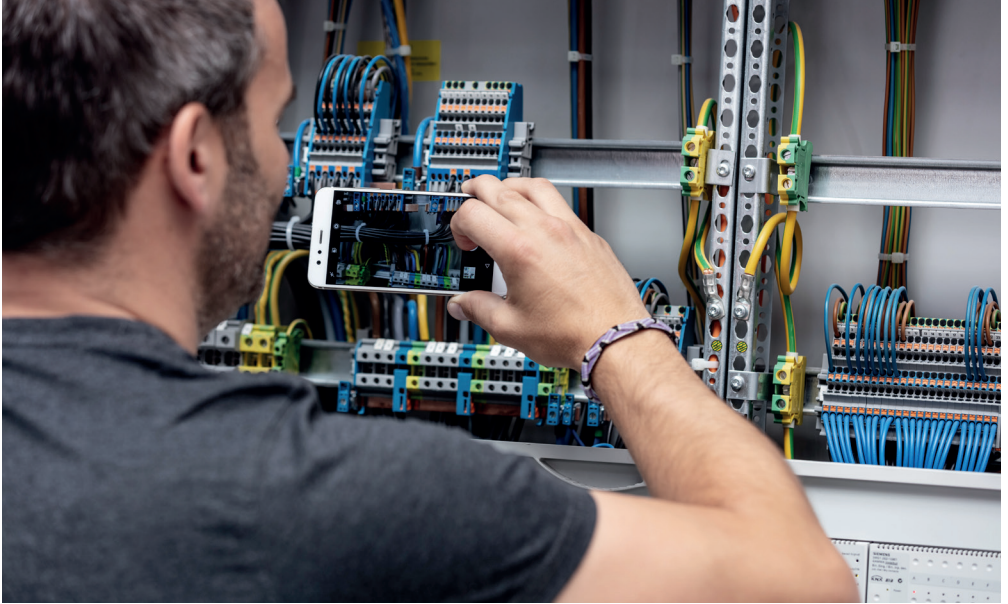


Communication can be done via live video chat and pictures. Image and sound are transmitted, but can also be disabled.



Customer experiences this form of remote help as if his service team were on site. The solution or the solution path are initially recorded (DSGVO compliant) and can be saved if required

PRACTICAL USE: AS AN OWN SOFTWARE SOLUTION



In.sight is the direct and innovative way to contact your customers or external employees, whether in the field of: **Hotline, Sales, Aftersales, Technical Support** or wherever a live connection can help quickly and easily.

There are no special requirements necessary

- Building up own knowledge about the technology is not necessary.
- No need to invest time and money in setting up projects and infrastructures.
- Automatic participation in continuous product improvement.

Further information is available at
www.wow-portal.com/insight



WOW! Würth Online World GmbH

Schliffenstraße 22

74653 Künzelsau - Germany

+49 7940 98188 - 0

+49 7940 98188 - 1099

www.wow-portal.com

info@wow-portal.com

MKT - WOW! - 06/23

© Copyright 2023 - WOW! Würth Online World GmbH

Headquartered in Künzelsau

Register Court Stuttgart HRB 738 283

Turnover tax ID no.: DE 815 330 604

Become a WOW! fan

