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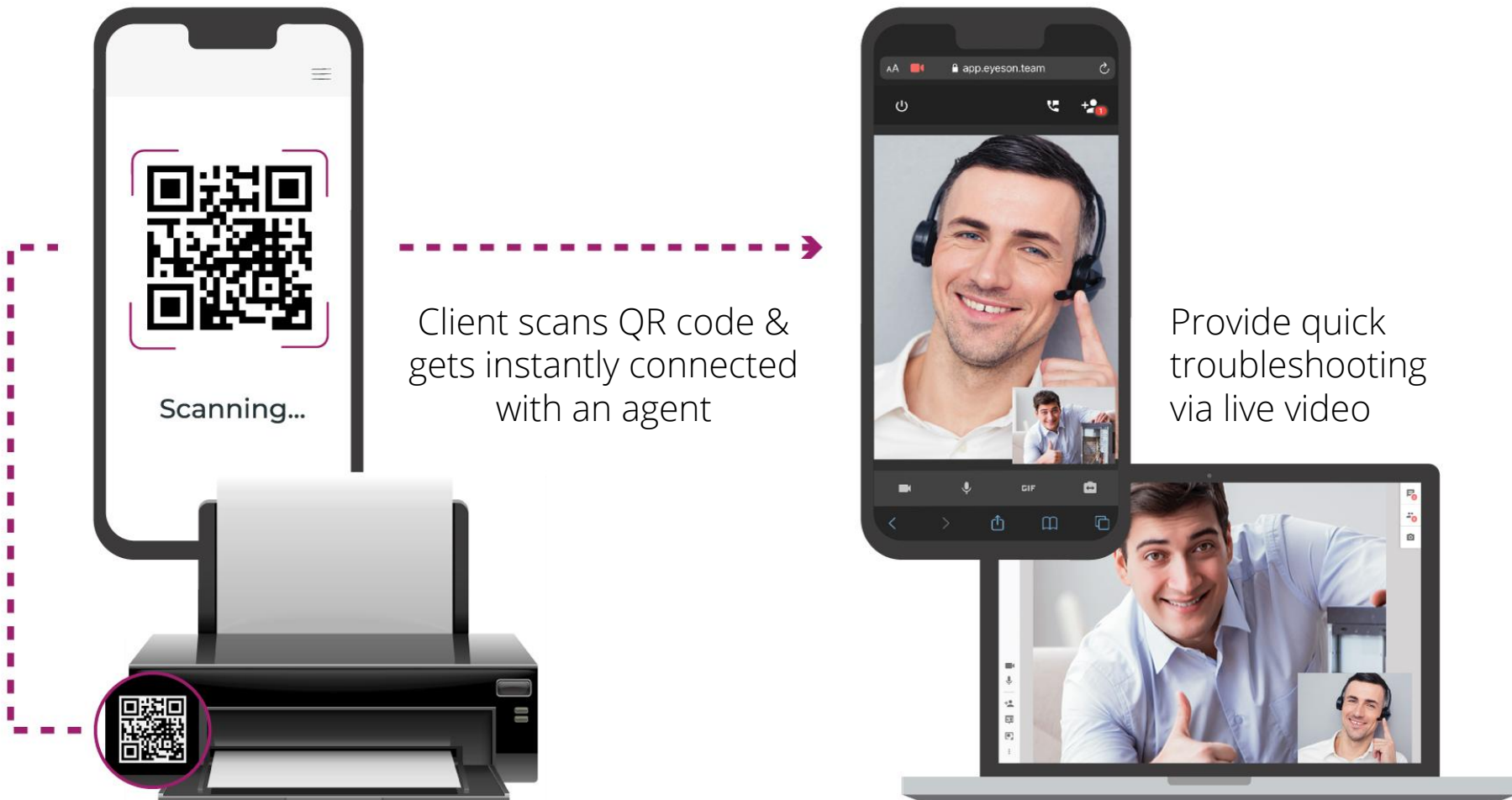
# The Revolution in Tech Support – Direct Face-to-Face Connection

Enabling a fast interactive customer service

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# Solving Printer Problems with Video

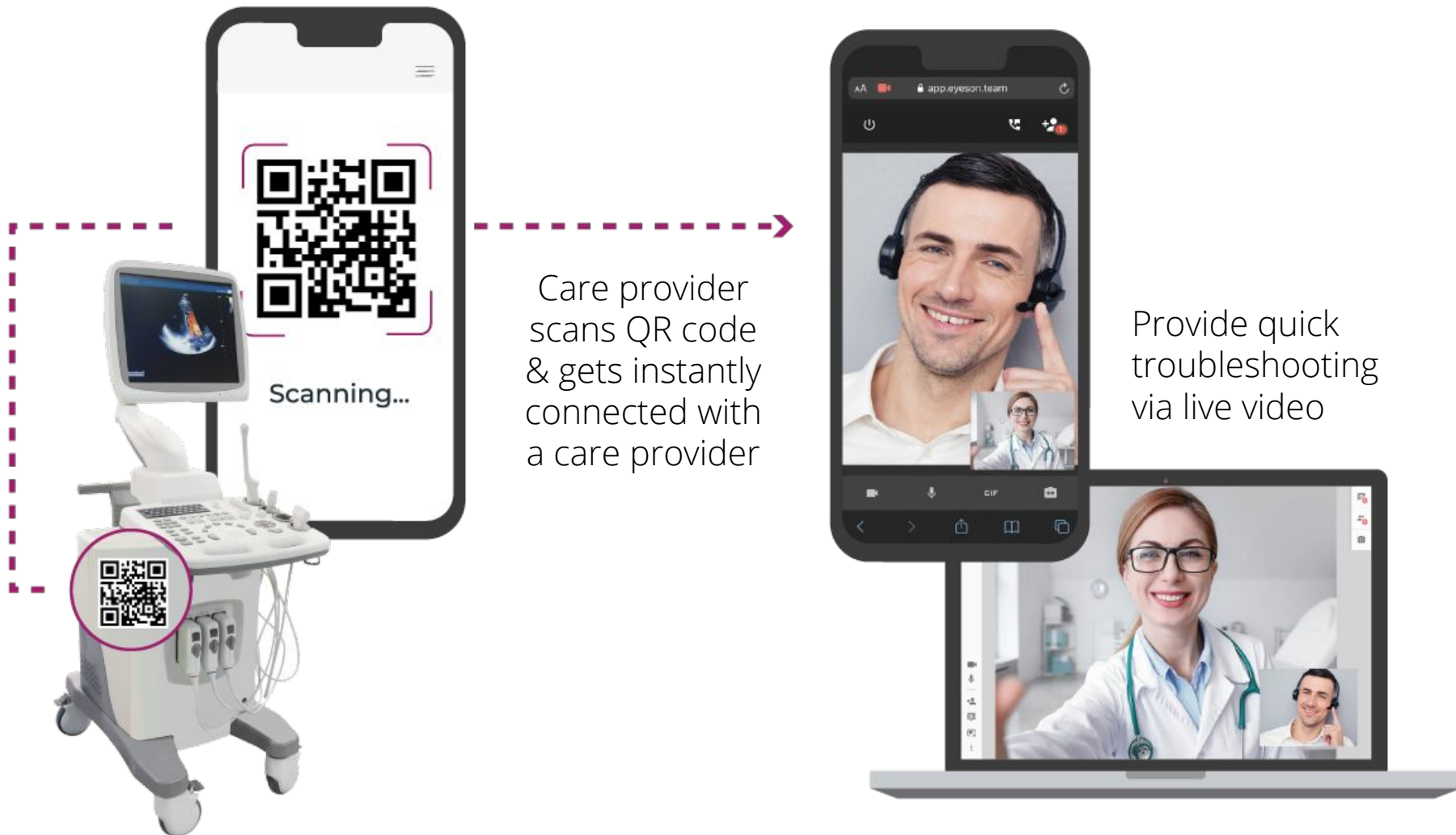
Troubleshooting with eyeson via QR code scanned on a mobile phone



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# Fixing MRI Machines with live Video

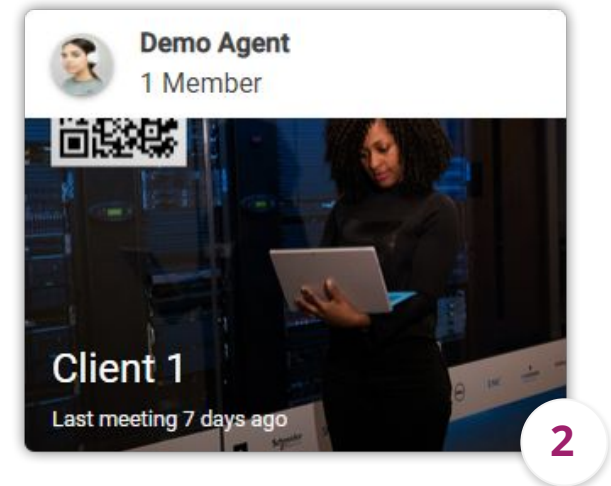
Scanning the QR code directly on the device



# Demo: How Agents Get Started

Preparing the virtual work environment

1. Go to <https://accounts.eyeson.team/> and sign in with the demo credentials\*
2. Click on the demo meeting room *Client 1*
3. Continue by clicking the camera icon
4. Check your camera and microphone and click *Join* to start the meeting
5. Be ready to welcome your customers who will access via the QR code (or shared meeting link)



\* Need demo credentials? [Contact us](#)

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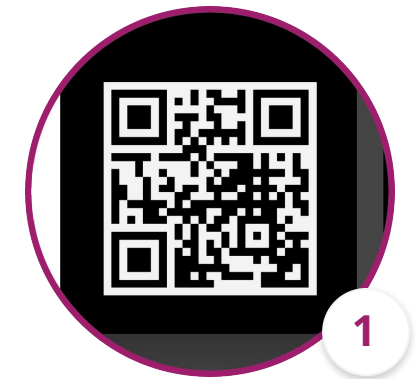
# Demo: How Care Providers Get Started

Scanning the QR code directly on the device

In this use case care providers can simply scan the QR code on the appliance which redirects them to the eyeson meeting.

1. Scan the QR code on the device and open the provided meeting link in the browser
2. Enter a name and tap on *Join meeting now*
3. Check your camera and mic & tap *Join* again
4. Present your problems to the agent and receive visual instructions to troubleshoot effectively

**No downloads or registration needed!**



Display Name\*  
Client

**JOIN MEETING NOW**

Currently active in meeting: 1

A white circle with the number '2' is positioned to the right of the 'JOIN MEETING NOW' button.

**JOIN**

A white circle with the number '3' is positioned to the left of the 'JOIN' button.

# Live Video Support in Your Workflow



## Visual Troubleshooting

- Live one-to-one video
- Smartphone cameras
- Share screen, videos or PDFs

## Individual Workflow Integration

- API based web service
- Full CRM integration
- Send links etc. via the chat

[Get more information](#)

[Contact eyeson directly](#)