

10 BEST PRACTICES

for effective usage of AIRe Link



1

Always use remote visual support before you go on-site

Explore technical problems with AIRe Link instantly and visually. **Resolve issues remotely** in just a few minutes while keeping clients satisfied. And even if remote resolution isn't possible, **remote diagnosis** can significantly streamline the workflow of on-site operations.

2

Prepare client for support through AIRe Link



Ensure client confidence before the first remote visual support session. **Introduce tool functionality** briefly and recommend **granting microphone, camera, and location permissions**. Rest assured, AIRe Link is fully secured and GDPR compliant.

3

Personalize session invitation

Make your customers feel at ease when connecting to an AIRe Link session. Personalize the invitation, for example, by adding your name in the Subscription menu item -> System -> **Message templates** -> Variables. You can even **select the language** for the invitation when creating a new session.



4

Turn a phone call into a virtual service visit



Expand an ongoing phone call with a **real-time visual perspective on the technical problem**. Start an AIRe Link remote visual support while calling a customer. Simply select the option **"Start muted"** when creating a session to avoid echo.

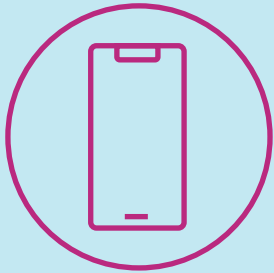


5

Save client's data to avoid re-typing

Save time and effort by not re-typing the client's name and contact info every time. Simply **select "Add to contacts"** when creating a session, and you can **access the information again**, making the session run even faster.





6 Use the Android mobile app on the go

When you are not in the office and have just a smartphone or tablet by your hand, you can use [AIRe Link Bridge](#), a mobile app for Android devices. It allows you to **connect anywhere and anytime** when your support is needed.



7 Take high-quality snapshots

Easily **tackle connection challenges** and guide clients in the right direction using the snapshots feature. Enjoy high-quality images that help **pinpoint the exact fault**.



8 Always ask for consent before recording

Before using the recording feature, **ensure the customer is informed in advance**. Explain the **purpose of recording**, like monitoring support quality, using it for training, or sharing it with another colleague for further assistance.



9 Provide feedback about issue resolution

Track your resolved issues and help us improve AIRe Link by sharing feedback at the end of each session. Additionally, kindly **ask customers to rate their satisfaction** so you can see their level of happiness with the support session.



10 Make session information sharable

Easily **store or share the session overview** at your convenience. Simply click the three dots next to the specific session and choose "Download as PDF" for export. It's that simple!

