



Pfiffner Remote Service

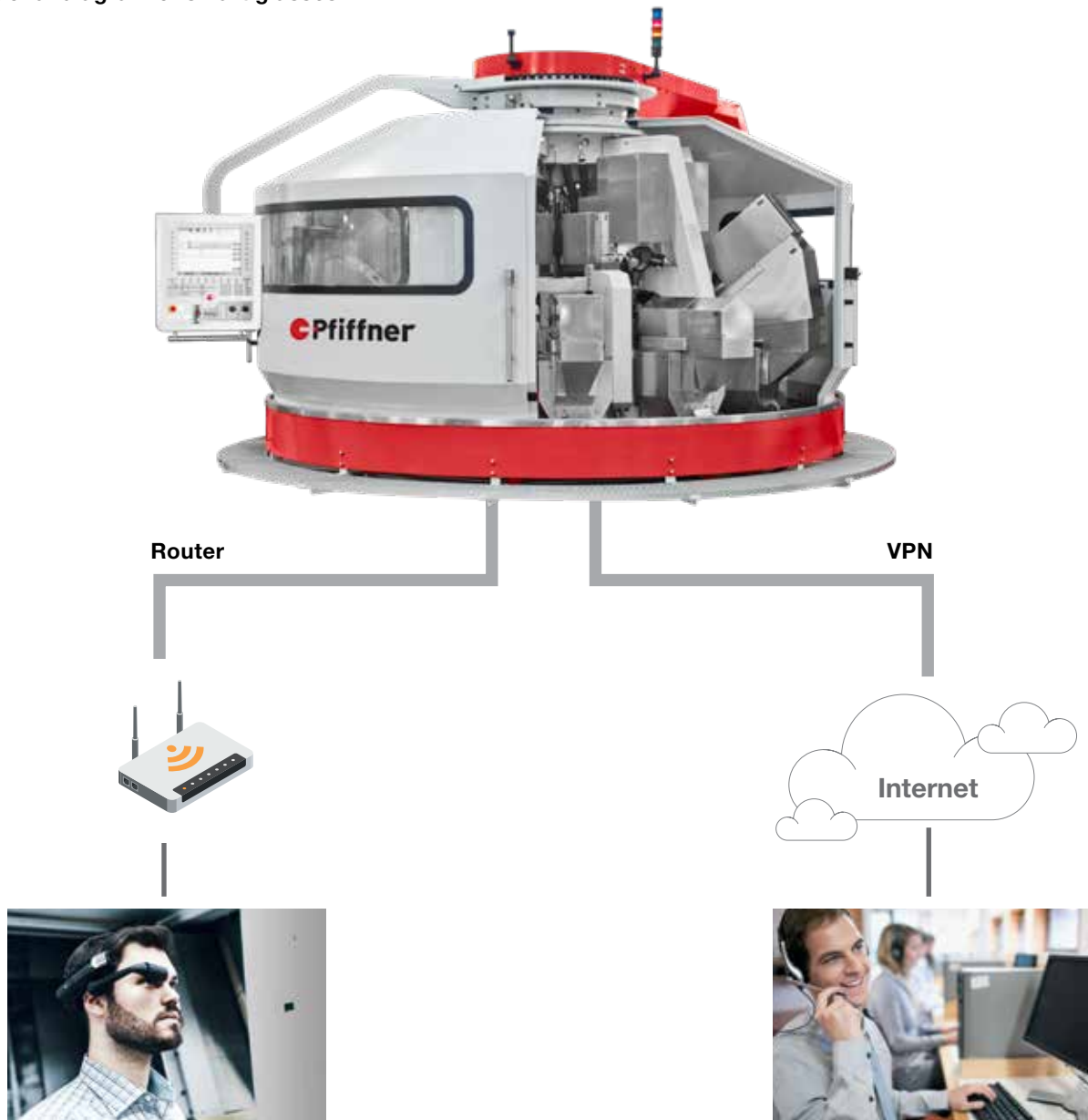
Use

- ▶ Audiovisual communication: An expert in the back office can watch the live stream of the service technician camera in a browser
- ▶ Screenshots can be taken and marked
- ▶ Machine information and edited screenshots can be shown in the field of vision of the service technician
- ▶ Documentation: The support case is saved in the back end/ticketing system

Benefits

- ▶ Maintenance and inspection tasks or repairs can be supported by cutting edge AR (augmented reality)
- ▶ Time saving: Prioritisation of error causes and fast solutions
- ▶ Efficiency: Reduction of travel time, conservation of resources and shorter response times
- ▶ Remote support and service: Less time expanded by the support staff, expansion of support functions with greater efficiency

Functional diagram of smart glasses



Subject to technical changes