

WiZHelper

PC+MOBILE REMOTE SUPPORT

Higher, Customer Satisfaction/Work efficiency!
Lower, Cost for Customer Support!

SERVICE AGENT

Control the device like it's on your hand



www.ahranta.com

WiZHelper
PC/Mobile
remote support

Since
1991

CUSTOMER

Easy and secure remote support

* Patent 'Security method for Remote Control'
(No. 10-1351449)



Android/iOS Mobile Device Support



Support Mobile and PC simultaneously

One agent can support 6 customers regardless of PC or mobile device.



Various Control Function and User friendly UI

Intuitive UI and control functions that are optimized for the remote support.



Trustworthy and Secure Remote Support

Prevent the personal data leakage with the outstanding security technology.

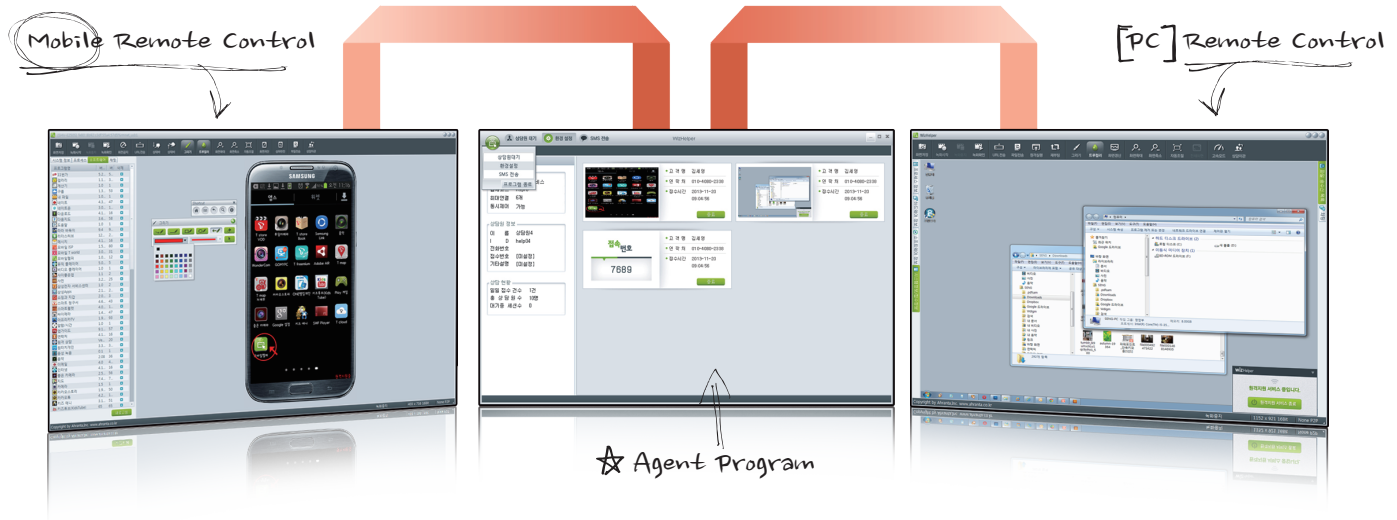


Support All Network and Android/iOS Device

Support all the network environment such as firewall, proxy server, virtual IP and Android/iOS devices.

Troubleshoot for your customer **Anywhere! Anytime!**

WizHelper can support 6 PC/mobile customers simultaneously and provide fast remote support with intuitive UI and optimized control functions.



MAJOR FEATURES



Drawing

Explain effectively to the customer by drawing arrows, lines and shapes on the screen.



Session Transfer

Transfer the session to other agent if it's hard to handle alone.



Maintain Connection

Maintain the session when the network environment (3G, LTE→WiFi) changes or the internet is unstable. (Fast re-connection)



Text & Voice Chat

Can communicate with customer freely via chat function during remote support session



File Transfer

Transfer files easily between the agent and the customer with Drag & Drop and File Manager.



Audio Transmission

The audio running on the customer device can be transmit to the agent by real time

WHERE TO USE

Corporation

In-house maintenance and IT support

Customer/
Technical Support

Support for Internet
/ Mobile service

Financial
institutions

Support for Internet
/ Mobile banking service

Public Office

For Internet / Mobile
administrative service

Device manufacturer
& Telco

Remote support for
its own customer