



X



+43%

NPS

-46%

TRIPS ON-SITE

+35%

FCR

How to better serve my customers?

How to optimize RC between expert & field operators?



01

Call the hotline

A person encounters an incident and classically calls the dedicated service



02

Receive a link via SMS

Via the ViiBE platform, the call center agent sends a link by SMS or email to the person in need of assistance

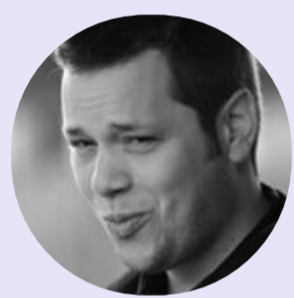


03

Click on the link

The person clicks on the Web link and immediately enters a ViiBE call with the agent

Quote



David Fernandes

Co-Manager Support & Quality services, Daikin FR

I want to say thank you to ViiBE for helping us bring more innovative and efficient services to our customers. We have been able to greatly reduce the number of trips of support agents travelling to our customers to help them in person. As result, we're saving time, money, and our customers are happier.

Diagnose. Assist. Collaborate.

Daikin uses ViiBE in both its internal technical teams and its nationally-based customer service centers. Internally, the platform helps technicians contact experts when they encounter installation or repair issue that they don't know how to solve. Simultaneously Daikin customer support agents use ViiBE to provide after-sales services to customers and building managers. After purchasing heating and air conditioning units, customers and business sometimes encounter difficulties when installing or using these products. Therefore, customer service technicians use ViiBE to establish remote diagnoses on inoperative equipment, provide step-by-step guidance for restarting or adjusting equipment, and identify damaged or worn-out spare parts before sending the correct items to the worksite.

By integrating ViiBE into their workflows, Daikin experts and customer support agents are able to use various collaborative tools during real-time video calls to diagnose, troubleshoot, and resolve any issues. In one click and without download, the expert or help desk agent takes control of the technician or customer's smartphone camera to provide the instructions needed to diagnose and resolve the incident.

With this enhanced virtual assistance, Daikin experts and agents can guide technicians and customers to resolve issues like fixing inoperative air conditioning units on their own, without having to send additional personnel on-site. As a result of this integration, Daikin has successfully reduced the number of round trips for agents across the country, enhanced their after-sales service reactivity and effectiveness, and elevated their customer satisfaction.

Types of insurance for which ViiBE helps facilitate assistance

