ITEye1.0

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| Abstract |  | The constant need to resolve issues quickly and reducing Average Handling Time (AHT) leading to higher end user satisfaction. Resolving issues with remote or visualization Mobile App that is available on end users Smartphone or Tablet, which can help in capturing the issue and quickly route to correct Ticket Assignment team. In addition, mundane questions like identifying the asset details can easily be handled. Users quite often raise Service Requests and Incidents for software installation, replacement of hardware but miss to mention the asset details or struggle to find the details as they are based on Barcodes. In addition, the implementation of Augmented Reality experiences can improve the Resolution of such issues much easier. |
| introduction |  | We have domain knowledge, which is a decade old to serve customer in Workplace services, and Technology that can provide Digital Assistance. Hence, it is a unique combination of customer experience; deeper understanding their pain points gives us the edge to bring in the shift. For years, support teams have been dependent on the user to describe the issues, which they are facing. This has often lead to a wild goose chase while troubleshooting. This increases time for issue resolution. On the other hand, the users perceive that IT is unable to solve such a simple issue, thereby increasing user dissatisfaction. ITEye enables support team member to see the issue, which the user is facing, especially when visualization of simple hardware issues is a challenge. ITEye is made available as a mobile application with Augmented Reality integration to (i)Help Service Desk associate visualize what end users are facing (ii)Directly route the ticket to correct IT Support with image click from production floor (iii)Self-Help with articles, video articles and even Augmented Reality assisted methods (iv)Quickly identify asset with Barcode or asset ID. |
| technology stack |  | We have built ITEye application with Augmented Reality incorporating high quality 3D & 2D models. We have used Augmented Reality developer’s kit for creation of AR views. ITEye can be integrated with ticketing tools like Servicenow, Remedy etc. thereby enabling contactless creation of Tickets/Service Requests along with various information present in the form of barcode & image. ITEye can also be integrated with any knowledge management tool thereby helping users to search a Knowledge Base Article based on the issue. hardware Any Smartphones(Android / ios) software Unity 3D, Visual Studio, Vuforia SDK and Cloud services, Servicenow ITSM Tool, Google Cloud Services, BigML Machine Learning Platform, Blender |
| working methodology |  | asset scan A user can scan the Asset ID or Barcode related to a particular asset using the smartphone camera and the app will pull details regarding that particular asset from any CRM/ITSM tool or any cloud solution at the backend and will display those results in an AR view[image-1]. User can also view the full details of the asset from the app. Once the barcode has been linked successfully, user can create Incidents or Service Requests regarding that particular Asset.    image-1: Asset Scan CREATE incident User can create incidents regarding the issue they are facing using the app where they can provide details using either the on-screen keyboard or Speech to Text (includes Multiple language support) option included within the app. In addition, the app includes Text to speech and Text Translation to any language removing any language barriers for the users.  Once the issue description has been provided, user can capture an image of the issue using the camera option and can attach the same along with the Incident. Moreover, app provides an image edit option to mark any specific area within the image.  Once submitted, app displays the Incident details created so that the user can note down the Incident number for reference [image-2].    image-2 Create Incident CREATE Service request User can raise Service Requests related to any Assets within the app and can also view the Service Request details once created. KB Articles User can refer Knowledge Base Articles related to any issue within the app for Self Help Resolution [image-3].    image-3: View KB Articles Assisted Ar A 3D model of any hardware product/asset is augmented into the real world on detection of a ground plane using the smartphone camera. Once the 3d model is augmented, the app guides the user through a step-by-step process of resolving their issue with the help of AR projections and animations.    image-3: Assisted AR (eg: Printer paper jam issue) |
| conclusion |  | AR is among the Five Emerging Technology Trends and in the lead for Emerging Technology Spotlight. Mobile AR apps in their first few months were largely ports from existing platforms, but AR’s coming scale, flexibility, mobility and ubiquity are driving an explosion of new use cases and business models. Mobile Applications with such implementations will help improve operation margin and customer satisfaction. |
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