The Visual Assistance Experience

Helping you see farther

If a picture is worth a thousand words, how much is it worth to communicate with your customers visually at any time?
Today's customers expect innovative, automated solutions that let them get set up, answer questions for themselves, or get help quickly if there's a problem. And they don't want to spend a long time explaining-especially when a picture or video can do all the talking in a fraction of the time. Offer them a meaningful, enhanced customer experience that harnesses computer vision AI to get straight to solutions with fewer misunderstandings. Get all this while cutting costs, saving customer and agent time, and boosting revenue and loyalty.

Show, don't tell, with the power of computer vision AI. Let customers access visual self-help for installation and simple fixes and give service center reps a clear picture of what your customer is talking about-with no app installation required. For more involved issues when a service technician is necessary, visual support offers your field team rapid access to targeted knowledge base topics, automated workflows, and assistance from more experienced technicians, letting your best people be everywhere at once.

Visual assistance goes beyond sending a picture: It harnesses AI for live, interactive, two-way support.

► Your customers want easier onboarding processes like installation and registration, with rapid service and support on demand.

► They don't want to wait for business hours; they need virtual assistance 24/7 or a human agent when available.

► They're often frustrated by complex setup or technical requirements at their end and dread calling tech support.

Rapid resolution starts with being able to see the customer's technology and guide them rapidly through to resolution, whenever and wherever they happen to be—for a customer experience so satisfying, they (almost) won't believe their eyes!

Browser-based

No special app required; customers and technicians can access powerful browser-based visual tools from anywhere, anytime.

Intelligent self-serve

Boost customer journeys with a visual conversational assistant, allowing them to complete many processes independently.

Integrate visual AI

Power up existing customer interactions, building visual interaction into chatbots and IVR for more meaningful experiences.

Design better journeys

Create workflows that adapt to images and videos to ensure that all customers can quickly get where they need to go.

Full Visual Empowerment for Support & Service

Customer Contact
Empower agents by giving them the full picture - from the customer's perspective.

Visual Automation
Speed resolution with predefined support paths driven by AI and visual automation.

Full Integration
Integrate fully with your CRM, FSM and other support tools with enterprise-grade contact center design.

Maximize Value
Avoid truck rolls by directing customer issues to the best possible channel: self-service, a live agent, or field technician.

Empower Technicians
Keep technicians connected with autonomous assistance or live video contact with experts.

The Amdocs visual empowerment experience ends miscommunications forever. Don't force your customers to diagnose what's wrong when a quick picture or video can get the message across faster and more easily. Put a stop to frustration, misdiagnosis, and repeated service calls by seeing the exact situation at the customer side, aided by automation and self-service to provide 24/7 availability.

1. Better install experience.
You never get a second chance to make a first impression. That's why you need visual AI to walk every customer through their first install and setup; make the best possible impression by getting them up and running fast.

2. Smarter self-service.
When chatbots and IVR can receive and act on customers' visual information, problems are solved faster without necessarily requiring a human agent or field technician, while increasing customer satisfaction.

3. Single point of truth.
When customers, support, and service teams all have access to the same visual information—such as a knowledge base with step-by-step instructions to resolve simple connectivity problems—you'll reduce escalations and scale call center efficiency effortlessly.

With decades of experience, Amdocs partners with telcos to create cutting-edge experiences that satisfy the high expectations of today's consumers, scaling to meet the needs of your entire organization. Through visual empowerment, we're committed to giving you solutions that see farther, wherever your customers need you.