

SCIEX Now™ Visual Assist IT brief



SCIEX Now™ Visual Assist is an augmented reality (AR) powered technology integrated into the SCIEX Now™ service call management system. This technology allows SCIEX Now Technical Assistance Center (TAC) specialists to visualize the issue on the customer's system through a mobile phone and perform activities such as annotate, zoom in/out of still images and capture video.

How does Visual Assist work?

When a customer initiates a request through the Visual Assist app, the connection is enabled through the Visual Support universal mobile app, which is a generic native application for iOS and Android. The application is available for free in Apple's App Store and in the Google Play store. The Visual Support app makes every Android and iOS mobile device ready for visual interactions. To start an interaction, the Visual Support app is launched via a URL in a mobile web page or via SMS. It is designed to be an extremely lightweight application which makes it ideal for a rapid download over mobile connectivity.

How does the Visual Support app work?

The Visual Support app allows the TAC representative to see a video feed of what you are seeing, either by leveraging the back camera of your mobile phone or by sharing your screen. To use this application, you must be invited via SMS or you may start the interaction from a web page. To start the visual interaction, you have to download the application and go back to the SMS or web page to connect the session.

During the interaction, customers and TAC representatives can leverage advanced capabilities such as:

- HD audio
- Video frame rate auto adapt
- Screen sharing and co-browsing
- Live remote pointer
- Two-way drawing and annotations
- Pause video and save photos and pictures
- Session recording

Is it a secured connection?

Each connection must be authorized by the user before the camera can be accessed. The app does not allow the TAC representative to access any data stored on your device. The only data that can be accessed by the Visual Support application is that which is part of the live video call (such as live video data and stills) or, if this option is enabled, the streaming of mobile screenshare data (Android only).

The end user has the option to store video and audio data only, with explicit permission, via a streaming function to the TAC representative. No other file types can be shared.

The app does not permit remote takeover of a device (outside those enabled by the application, such as the ability to remotely enable and disable the smartphone flashlight) in any way. At no point is the TAC representative able to control the phone outside of the Visual Support application. At all points during the video session, video and audio traffic between the Visual Support mobile application are encrypted by industry-standard SRTP encryption within an HTTPS tunnel.

Visual Assist is available to all customers with a qualifying service contract. To discuss how to access SCIEX Now Visual Assist, please contact the **SCIEX Now customer center.**