

# App assists **both** customer support team & those who need them.



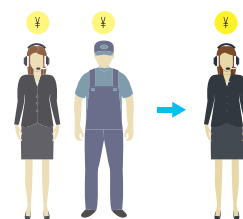
Actual app screen may vary.

KOSOADO CAMERA™ support your communication that is difficult to explain verbally.

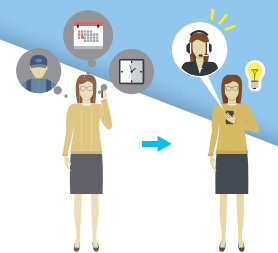
<b>Ko<sub>ko</sub></b> "Here" ここ	<b>So<sub>ko</sub></b> "There" そこ
<b>A<sub>soko</sub></b> "Over there" あそこ	<b>Do<sub>ko</sub></b> "Where" どこ



# KOSOADO CAMERA™



*Decrease  
operational costs*



*Improve  
Customer satisfaction*

# KOSOADO CAMERA™ Features

Sharing live video images as you speak



Receiving direction visually in real-time

**Customer**



Understanding trouble from customer's point of view with live sharing images

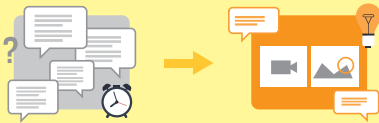


Sending screen capture with on-site direction to the customer

**Customer support team**



Helps better understand trouble situation and troubleshooting direction



Eliminates the need to send a specialist to a remote location and enable proper instructions as if you are in the room.



Enables both **cost saving** and **service improvement** by enhancing remote support functionalities.

## Use case 1 : Customer support desk



### Increase customer satisfaction

Clear instructions, Time saving to troubleshoot

### Eliminate the need to send a specialist to a remote location

Decrease operational costs

## Use case 2 : Corporate internal use



### Prompt on-site troubleshooting

Eliminate travel expenses, save time to troubleshoot

### Enable sending newly trained staff into the field quicker

Save cost by shorter training period

Contact:  [kosoadocamera@aplix.co.jp](mailto:kosoadocamera@aplix.co.jp)

**Learn More**

Scan the QR code here →

<http://business.aplix.co.jp/kosoado.php>

