

VIRTUAL PRESENCE



INNOVATING THE SUPPORT EXPERIENCE THROUGH VIRTUAL PRESENCE

The industry-leading Canon Customer Solutions Center now uses Virtual Presence to support our partners and customers. This cutting-edge technology leverages augmented reality to allow our Support Specialist experts to virtually reach out and touch what the field technician is working on through their mobile device.

This technology creates a virtual, interactive presence merging two real-time video streams. It allows the Canon Expert and Dealer Technician to create a collaborative environment in order to provide higher customer satisfaction. The Canon Expert can be virtually hands-on by assisting and directing the technician on the screen being viewed. Features such as freeze images and telestrator allow for the Canon Expert to draw on a specific area of the still image. Hand gestures assist by pointing to a precise area of focus that guide the technician resulting in a faster resolution time.

This technology runs on iOS, Android, or web browser and is available free of charge to all authorized Canon U.S.A., Inc. dealers.

VIRTUAL PRESENCE BENEFITS

Real-time
Communication

Faster Resolution

Hands On Assistance

Increased Customer
Satisfaction

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