

Research MUI  
Group\_Durchblick  
23 September 2023

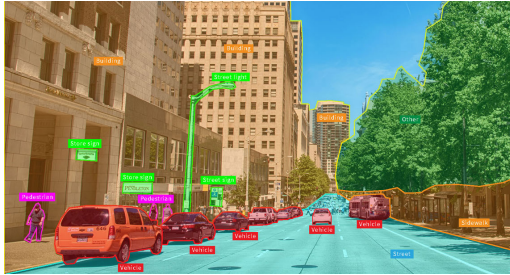
Interfaces  
Similar Projects  
Customer Support

# Interfaces

An overview of what currently exists combined with a possible form of use in the project and questions that could influence the design

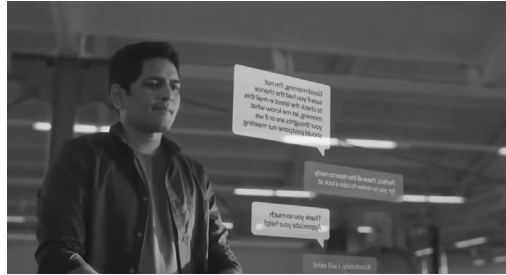
## COMPUTER VISION

Which detecten simplified remote communication?



## TEXT MASSEGES

Task lists chatbots - can they help in advance?



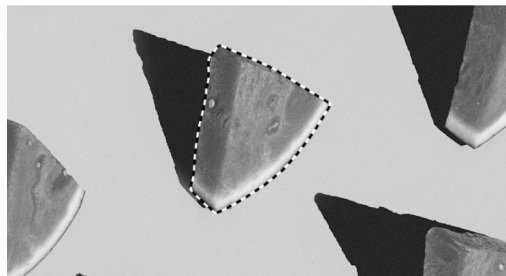
## UNIQUE INTERACTIONS

Which interaction does an "insider" need? Which does an "outsider" wish to influence?



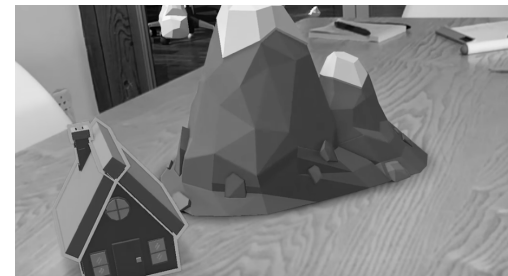
## FAST CUTOUT

Is there a need for quick grasp in the informaiton flow?



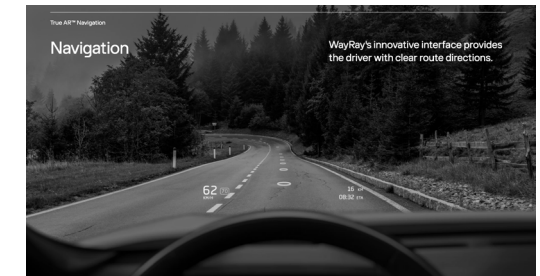
## 3D

Where 3D visualization and animation give a faster insight?



## MINIMUM

What is the minimum of navigation that provides the quickest understanding



## Similar Projects

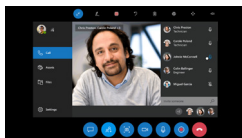
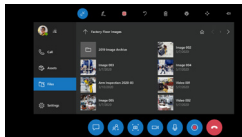
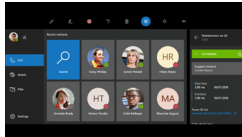
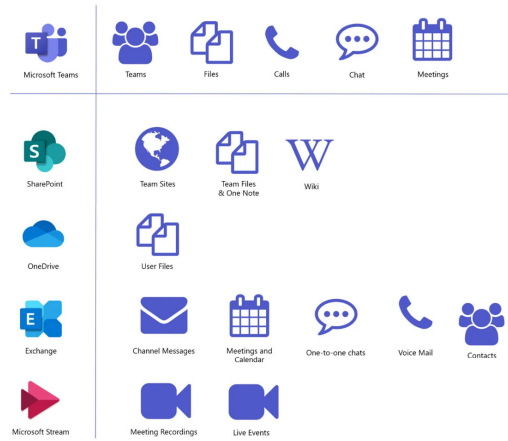
Keywords

Easy  
Fast  
Secure  
Simple  
Intuitive  
Ready-to-use  
Safe

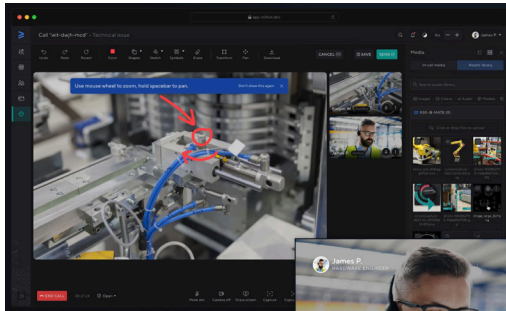
Links

[Skand](#)  
[Nsflow](#)  
[Help Lightning](#)  
[Teamviewer](#)  
[Microsoft Teams](#)

## MICROSOFT TEAMS



## NSFLOW



Specials: Works on Computer, Mobile, Ipad and with Glasses

### Features

#### Fat

Check machinery functionality and quality before leaving the production line

#### Onboarding Course

#### Service checklists

#### Convenient reporting

Can automatically generate reports on every action taken, creating an archive for future

#### Various media formats

include images, videos, text, and 3D models

#### Digital twins

Improved recognition and prediction of malfunctions, without the need of halting operations

#### QR code scanner

Particular pieces of training can be attributed to on-site locations and launched once the trainee scans the code. instead of carrying manuals, participants use QR codes.

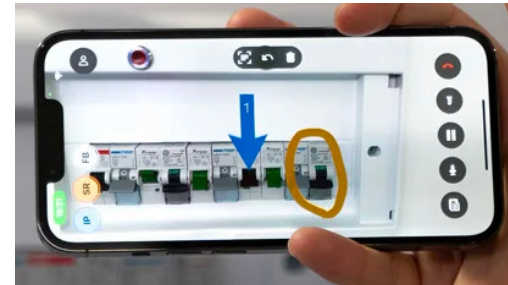
#### Device agnostic

choose the suitable equipment

#### Error reduction

Every step of industrial personnel can be supervised by AR for maximum compliance and faultless execution

## TEAMVIEWER



Specials: Software Integrations with Microsoft Teams

### Features

#### 3D object tracking

mark the display with arrows, notes, highlights. notes stick to the referenced real-world objects, even if camera moves.

#### Optical Character Recognition

Is a functionality to recognize printed characters (often found on machines)

#### Real-Time Information Sharing

access any information on their desktop and with just one click effortlessly share precise data in real-time.

#### SMS Session Invite

to the person who needs assistance. person just clicks on the link to install the app and join the session.

#### Session Recording

#### Send/Receive Files

#### Web Client session

Login into TeamViewer Console and enter partner's ID

#### Multi-Viewer Calls

invite up to 8 participants to an ongoing call.

#### Store Sessions

#### Single Sign-On

Enable experts to log in with their existing corporate credentials, and centrally provision and deactivate user accounts through Single Sign-On (SSO).

#### Mobile SDK

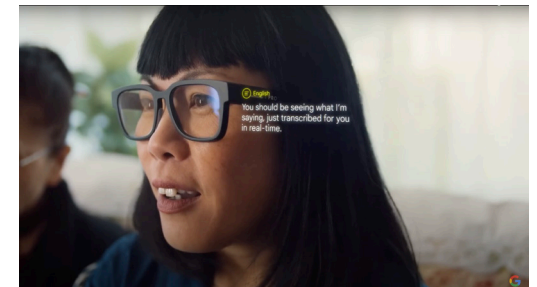
embedding AR remote assistance capabilities within own mobile apps.

#### Chat

Exchange messages within a session and navigate through the participant list.

## Google AR real time translation through transcription

Those glasses are very intuitive as they don't require much from both sides other than to talk. There is no interface to mess with, which makes them accessible for every age and every populations with no need to learn it or get used to an interface. A good screen is important as those glasses require constant reading while focusing also on the surroundings. In industry use, real time translation can solve the obvious issue of in-between-languages communication. A technician on site and the technician in the support room can communicate in their own languages, where needed. It does though can create and overload of data on the AR glasses screen, so perhaps this solution could be more of an add-on for times where a term is missing from the persons vocabulary and serve as an immediate solution for translation where on site. On a consumer level and as a big downside, together with the great comfort it provides it can also prevent people from learning a language or getting better at it.



Voice (audio recognition)



Sign language recognition (computer vision)

# Customer Support


## Usual Support Case

## Factory Acceptance Test (FAT) (Role Reversal)

- Selling Point / Competitiveness
- Expensive Resource
- Requires fast Analysis to be efficient
- Mostly Global Supply Network to reduce downtime

## Part Supply Network


- Has to offer Better Solution to facilitate Change
- In high Demand
- First Contact Point to Customer
- Main Occupation is Problem Analysis
- Need for Adaption to Customer Specific Problems
- High Value for Customer Satisfaction
- Available Tools depend on Company Size
- Fast Acting
- Social Component
- Better System Overview = Faster Analysis
- Time Zones
- Language Barriers
- Data Security

Support 

Customer 

Support Technician 

- Depending on Customer Knowledge
- Expensive

R & D 

- Using Data from Support to improve Products
- Generate Documentation
- Adapt to Customers Needs

Documentation 

- Mostly used as Resource for Installation Guides
- Referred to by Support
- Better Documentation = less Support (depending on economical impact of issue)

### Driving Forces:

- Reduce Downtime
- Covid (Off-Site Visits)
- Ensure Proper Operation
- Chance to Build Up Knowledge
- Data Security
- Trade Secrets
- In need of Solid Solution
  - ↳ Change not particularly Welcome if current Model is successful

Internal Communication Tools

Support specific Tools