

# InnoPath ActiveCare Mobile Check





You cannot fix a phone unless you know what it is. Mobile Check lets you know exactly what you are dealing with. No more depending on subscribers who tell you they have an Operator Branded 3 Megapixel phone, no more mistakes, no more frustration, no more wasted time. Most subscribers don't know what handset they have, much less what version of firmware they are running, so why bother asking? Mobile Check lets you go straight to the source.

## Mobile Check

- Accelerates problem identification
- Distinguishes between symptoms and causes
- Gives CSRs an accurate starting point for trouble-shooting
- Improves first time resolution
- Improves customer satisfaction
- Results in shorter calls

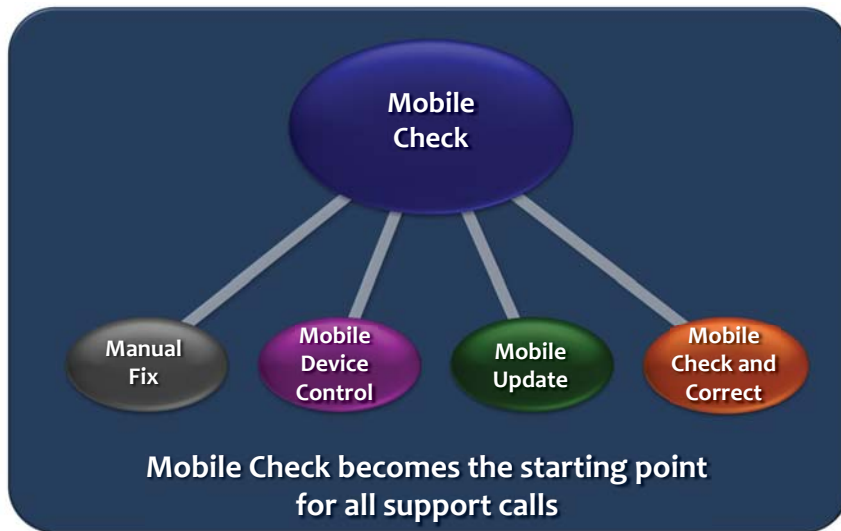
Mobile Check gives your customer service representatives the ability to see into the phone, without having to depend on often mistaken subscriber reports. Just knowing the exact make, model and firmware version alone gives the CSR a powerful advantage and with IVR integration this information, and more, can be available for your care agent on a fully populated screen by the time the subscriber gets through the queue and is ready to be served.



<b>Battery Level:</b>	 94%
<b>Device Time:</b>	2009-01-06 21:17:16
<b>Free RAM:</b>	53692
<b>Free ROM:</b>	76822
<b>Device ID:</b>	354384014467823
<b>Dialing Number:</b>	14083687919
<b>Firmware Version:</b>	V6
<b>Make:</b>	HTC
<b>Model:</b>	Kaiser
<b>Supported Applications:</b>	ActiveSync, DM Bootstrap 1.2, Device Diagnostics, Device Pulse, Device Security, Email

# Mobile Check

## continued



*Mobile Check removes the human abstraction layer from the support equation, giving your CSRs more accurate information that helps them do their jobs not only faster, but better.*

A key component of the InnoPath ActiveCare Solution, Mobile Check utilizes standard mobile device management protocols to communicate between the ActiveCare Server and the subscriber's phone. It reports the specific configurations and combinations of hardware, platform, operating systems, software, applications, etc unique to each customer. With Mobile Check, CSRs can remotely detect specific device data in order to provide relevant help to subscribers.

Subscriber Says	Mobile Check Shows	CSR Does
Data services don't work, please cancel	Marginal 3G Signal strength	Explains poor reception, recommends changing location or using booster.
Handset defective, battery drains too fast	WiFi and Bluetooth are on	Explains WiFi and Bluetooth impact battery life - Mobile Device Control used to turn off WiFi and/or Bluetooth
No email on phone	Device supports email	Explains that the device supports email and configures it over-the-air using Mobile Check and Correct
Camera broken	Updated firmware is available	Explains that updated firmware is available and upgrades phone over-the-air using Mobile Update