A woman with long brown hair, wearing a dark blue top and a colorful necklace, is sitting at a desk and smiling while looking at a laptop. The background is a blurred office setting with a window.

Wipro's Virtual Visits solution on Dynamics 365 platform

Enabling remote customer engagement with quality and safety

During a crisis like the ongoing coronavirus pandemic, organizations need to stay relevant and support customers, while prioritizing their safety.

Wipro's 'Virtual Visits' solution will enable field service engineers to virtually troubleshoot the problem from their home and advise the best solution to customers and make a visit, when absolutely necessary, complying with government guidelines.

Sales teams can also use this tool to virtually assess the work involved, showcase their products or services effectively and provide quotes without visiting their client's location.

Key takeaways



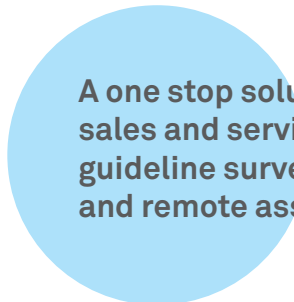
Enabling health and safety surveys for hotspot areas for technicians and customers



Granting access to knowledge bases that can be shared with customers for quick resolution

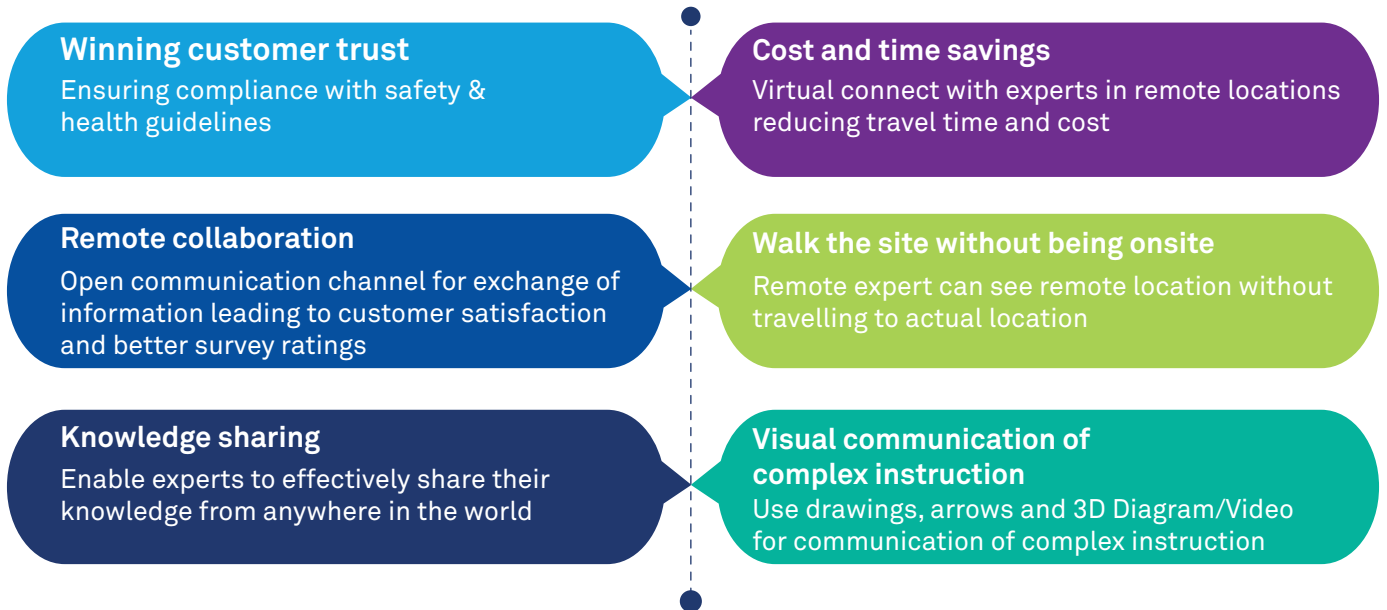


Remotely assisting customers with the help of senior technician/account manager for quality delivery using mixed reality experience

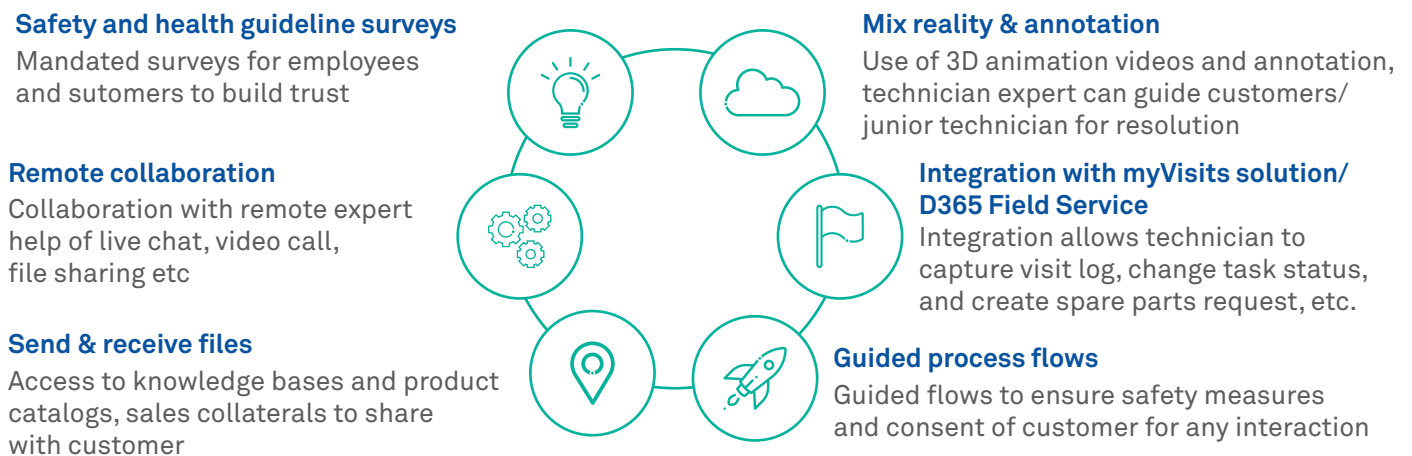
A light blue circular graphic containing text.

A one stop solution to enable remote sales and service by integrating guideline surveys, collaboration tools and remote assist support

Key benefits



Features



Enables remote customer engagement to support business as usual for salespersons, field engineers and end customers

For more information, kindly reach out to prasoon.shrivastava@wipro.com

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strong commitment to sustainability and good corporate citizenship, we have a dedicated workforce of over 175,000, serving clients across six continents. Together, we discover ideas and connect the dots to build a better and a bold new future.

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