



REACHSM REMOTE SUPPORT FOR SMART CONSUMER PRODUCTS

SCHEDULE A DEMO TODAY!

USPTO No. 10,848,567

On average, consumers report spending 2.5 hours with IoT products between self-help and customer support and speak with three different people to resolve an issue; 22 percent give up and return the product for a refund. The cost of returns to the US economy is \$260 billion.

Your customer support rep needs to have the right solution to help them. If not, product reviews suffer and product returns increase. Leading to decreased sales, lost profitability. Having a solution that supports your product is invaluable.

HOW REACHSM WORKS: ReachSM is a remote support solution that allows you to see and interact with real-time device data, even *without Wi-Fi or cellular connection* on the device. Our patented technology authorizes a connection via Bluetooth proxy running on a mobile phone.

All you need is for the user to be in proximity of the device or equipment. The ReachSM solution can better connect, diagnose, and troubleshoot nearly any IoT product.

CONNECTIVITY: ReachSM works in almost any environment and practically any wireless product, securely and with data privacy built-in from the ground up.

EASE OF USE TECHNOLOGY: Your customer simply opens your app and connects using the ReachSM integration. That's it. Your support rep now can fix the issue remotely in real-time without the customer's help.

REACHSM IS A REVOLUTIONARY SOFTWARE WITH GROUNDBREAKING TECHNOLOGY THAT'S CHANGING THE FACE OF CUSTOMER SUPPORT.

SIMPLE, QUICK SUPPORT: Call times are cut by 90%. No more long, frustrating calls wasting your time and money, Reach helps support reps take more calls in less time, helping more customers, decreasing call abandonment.



SCHEDULE YOUR DEMO TODAY. GIVE YOUR CUSTOMERS A SUPERIOR REACH EXPERIENCE.

CygnusReach.com

REACHSM CONNECTS TO THE DISCONNECTED

HOW IT WORKS

SMART PRODUCT



Product Malfunctions

1



CUSTOMER



CLIENT CONNECTS, SUPPORT CENTER TAKES OVER

YOUR SUPPORT CENTER

2

Customer opens your app and Enables ReachSM Support

3

Trouble shooting remotely begins by enabling ReachSM Support
Problem solved - Happy Customer



REACHSM CUTS CALL TIMES BY 90%



SCHEDULE YOUR DEMO TODAY. GIVE YOUR CUSTOMERS A SUPERIOR REACHSM EXPERIENCE.

CygnusReach.com