CygnusReach.com

REMOTE SUPPORT PLATFORM FOR SMART PRODUCTS & DEVICES

Support Agent's Desktop

SCHEDULE A DEMO TODAY!

REACH CUSTOMERS EXPERIENCE

90% CALL TIMES

75% TECH VISITS

75% PRODUCT RETURNS

"We are seeing an 75% increase in efficiency on phone calls within our call center, lowering a 45 minute phone conversation down to 11 minutes. Our product support team increased their profitability by 350% because of Reach."

- NICK VON MUENSTER
PRESIDENT

Camera Access

Screen Visuals

Device Control

REMOTELY CONNECTING SMART PRODUCTS WITH SUPPORT AGENTS.

cygnus reach

USPTO No. 10,848,567

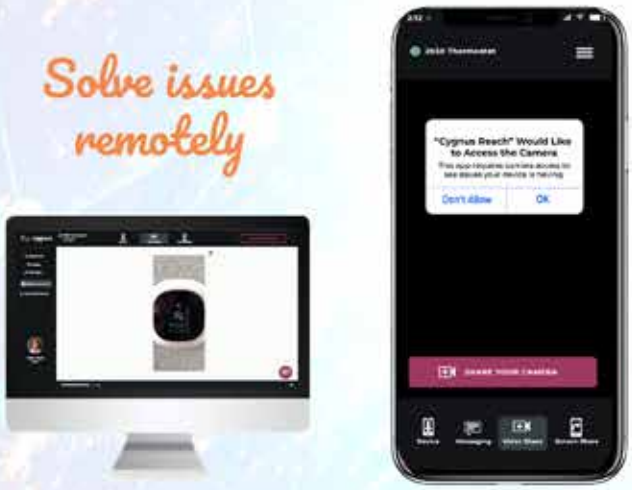
HOW REACH WORKS

The Reach Platform offers more control and insight than ever before by allowing remote support agents to troubleshoot and repair IoT devices and software.

An end user requests support using their mobile app to connect to a support agent. Reach support session is initiated. Utilizing the Reach web interface, the agent is able to:

SEE As If You Are There

Solve issues remotely



Enable Camera Access
to stream video and capture photos.

SHARE Mobile Screen

See what issues they see

Screen Share
mobile apps to troubleshoot in real-time.

REPAIR Quickly Diagnose and Restore IoT Devices

even if they can't connect to the internet.

Device to Mobile Connection

Mobile to Desktop Connection

Full Device Control

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Direct access and control of your customers' devices

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

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