

## SMARTER TROUBLESHOOTING FOR YOUR CUSTOMERS' SMART DEVICES

### WHAT IS ZOOMIN IOT?

In the age of the Internet of Things, connected devices continuously and proactively push real-time status information. Take advantage of this valuable data to allow your IoT products to self-diagnose while triggering automated troubleshooting walkthroughs right from your customer's mobile device. Zoomin IoT is a powerful platform for the mobile delivery of support workflows which enables customer success. Solve support cases at the source, keeping customers happy while saving resources. Optimize the customer experience with real-time, automated support exactly suited to your customers' needs. Increase adoption of your mobile app by making it the primary channel for solving customers' problems as they occur.

### FEATURE HIGHLIGHTS

Personalized delivery of content based on real-time device status

Designed for troubleshooting, installation and configuration tasks

User-friendly wizard guides customers through every step of troubleshooting and configuration

Actionable documentation: workflow triggers submission of real-time device information and commands to device

Two types of personalized solutions enabled within mobile app:

- Interactive workflow
- Contextual link to matching solution topic

Collects analytics regarding:

- Common errors encountered by users
- Effectiveness of workflow procedures

Visual workflow designer allows technical writers to author complex troubleshooting workflows and easily publish them as intelligent content

API for mobile app allows mobile apps to:

- Submit real-time device information upon error and receive highly personalized documentation
- Process workflow topics into single page applications easily embeddable within mobile apps
- Send commands back to the device as part of troubleshooting or configuration procedures



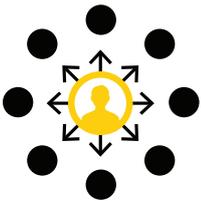
## Provide precise, targeted and personalized support

Zoomin IoT allows you to provide automated and instant help to customers via their mobile devices. As soon as a device error occurs, customers receive a push notification. The notification opens an interactive troubleshooting workflow based on actual device and error information.



## Make the move from static procedures to actionable documentation

Zoomin IoT accepts real-time device status from your IoT device and delivers relevant support workflows to your product's mobile app. These workflows can include complete automation of troubleshooting actions. Move from a world of static support procedures to interactive workflows that actually trigger the actions necessary to fix the problem. Achieve the power of truly actionable documentation.



## Seamlessly create troubleshooting content

With Zoomin IoT's visual workflow designer, your support engineers and technical writers can easily author complex troubleshooting workflows and publish them as structured content. The newly-created content fits seamlessly into your content workflow.



## Learn from your customers

Zoomin IoT allows you to collect rich analytics about common errors encountered by users. Discover how effective your current troubleshooting procedures are. Refine your product, streamline and optimize your troubleshooting workflows, and find out how your customers are actually using your device.



## Focus IoT app development and documentation

Zoomin IoT does the heavy lifting for both app developers and content writers. Content writers can easily create actionable documentation for use by your app developers. Zoomin IoT does all the rest: analyzing device information, choosing the next-best workflow and converting workflows into rich single-page applications for embedding within mobile apps.