EFA-SmartAssist®
EFA-SmartService meets Industry 5.0

Industrie 5.0 is intended to support people, not displace them, and to represent direct cooperation between people and intelligent machines. Smart solutions help us to work faster and better by using technologies such as the Internet of Things. Consequently, a personal, human touch is added to the pillars of Industry 4.0 and results as an adaptation to **SmartService 5.0.**

We are pursuing this with **EFA-SmartAssist®** whilst at the same time embracing the three megatrends of the European industry:

- **DIGITALISATION**
  EFA-SmartAssist® combines a digital service with human expertise and can be a standalone service or used in combination with EFA-SmartConnect®.
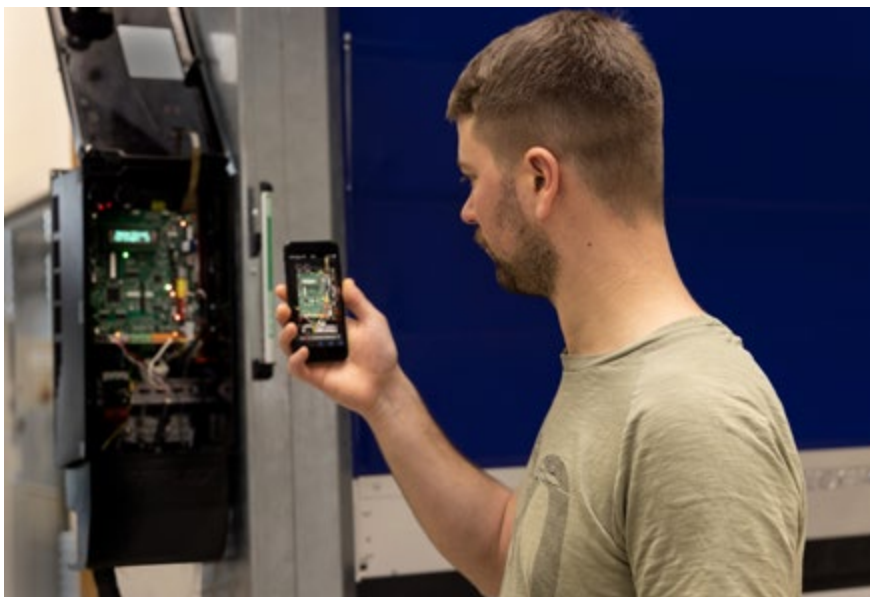
- **SUSTAINABILITY**
  With EFA-SmartAssist® we reduce the number of trips to customer site and their resulting emissions, which not only reduces your costs but also directlybenefits ourenvironment.

- **RESOURCE-EFFICIENT DEPLOYMENT OF SPECIALISTS**
  With EFA-SmartAssist®, many support requests can be solved without an onsite visit through 'Guided Fixing'. Service assignments can be initiated withoutprior additional travel.

How do you use EFA-SmartAssist®?
During telephone support, you will receive a link via SMS on your smartphone to use EFA-SmartAssist®, which establishes a direct data connection to the EFAFLEX specialists. This turns telephone support into video support with numerous additional functions – **without installing an app**

AREA OF APPLICATION

- Video assistance for customer service requests
- Digital malfunction analysis and troubleshooting
- Digital damage assessment via live video

BENEFITS

- No app required
  (works with common browsers on your smartphone)
- Reduces travel costs and emissions
- Provides fastest reaction times
- Increases
  First Call Resolution Rate
- Furthers digitalisation of processes
- GDPR compliant

FEATURES

- Video feature: Bidirectional video
- Photo feature: High-definition quality
- Shows: Markings in live video
- Drawing: Drawing feature for captured photos
- Live-Chat: Including synchronized translation in 24 languages
- Sharing: Adding of further experts to the call
- Audio feature: Transfer of the call to a mobile device

EFAFLEX
safe high-speed doors