



VIDEO TRANSCRIPT

CONNECTED WORKER

The Connected Worker Solution has been designed and built using the Accenture Digital Distribution Solution platform. Leveraging the latest technologies, it includes features such as the “Over the Shoulder Coaching” that makes it possible for a field worker to receive remote live video and audio support while carrying out an assigned Work Order displayed in a multimedia rich format such as an image, a video or even Augmented Reality.

It is a secured, real time collaboration tool between field workers and remote experts that enables live quality checks.

The functionality, combined with the use of Smart glasses, greatly improves quality and efficiency as a hands-free field worker can receive remote guidance all the while performing a highly complex procedure.

The “Over The Shoulder coaching” feature includes:

- A chat
- A tool to edit and annotate remotely captured pictures
- The possibility to share a screen
- The possibility to save the pictures in ADDS for future reference

Once the call is finished, the call’s details as well as any attachment related to the call can be consulted in the Archives section of the Connected Worker Dashboard

The Connected Worker solution includes a real-time feedback functionality through the capture of images or videos that enable experts to monitor the task’s outcome.

When finished with the task assigned, the field worker sends a feedback from the Connected Worker Application. It is possible to provide a rating, include a description and attach an image or a video.

The feedback is then available for review by the Expert from the Connected Worker Dashboard, thus enabling remote quality checks.

The Connected Worker Solution is a closed loop solution that enhances service quality, improves ergonomics and operational efficiencies. The Connected Worker Solution is both industry and device agnostic.

Connected Worker: field force of the future.

Accenture Digital Distribution Solution Connects Everything Digital. Anywhere. Everywhere. For more information, visit our website [accenture.com/liquidstudioforsap](https://www.accenture.com/liquidstudioforsap)