

vuforia® chalk™

EXPERT SUPPORT AT SCALE WITH AR REMOTE ASSISTANCE

Vuforia Chalk's advanced features and functionality can help your organization quickly scale problem-solving guidance, support and expertise to your factory operations & service teams using augmented reality.



ADVANCED COMPUTER VISION

Vuforia Chalk packages Vuforia's powerful computer vision and real-time audio/video into a single application. Its 3D environment mapping allows annotations to "stick" to objects in the physical world. Chalk's anchored digital annotations increase accuracy and precision, enabling improved communication between users.

HOST USERS AND CONNECT CODES

Chalk Host permissions allows a user to "host" a Chalk session, which means the other participant does not need to have a license or user account. A Chalk Host generates a 9-digit code that they send to the session "guest" to join a session. The guest does not have to register with Chalk or use one of the company's user licenses, but they must have the app downloaded. This feature is great for use-cases where the "guest" may not be a company employee that needs a permanent account. They could be a 3rd party contractor or your end customer in a service model.

CHALK FOR DESKTOP

Chalk offers a web-based version of the application for remote experts or call center representatives who may work from a desktop computer or laptop. The Chalk for Desktop application is only available to the remote expert in a Chalk session. The local worker who that shares their view must be on a mobile device that supports the underlying AR technology that Chalk uses for the annotations.

LOW BANDWIDTH MODE

Chalk relies on a strong mobile connection either through a cellular network or wifi. If the location or environment in which you use Chalk does not have a good network connection, users can activate the "low bandwidth mode." Low bandwidth mode allows video to be streamed at a high resolution/low frame rate so calls can still be effective in poorly connected areas.

SESSION SUMMARY

Using the Session Summary feature, Chalk automatically stores and displays the "points of interest" at the end of a session as screen shots from the call. "Points of interest" are auto-captured based on annotations made by the session participants. These attachments can be exported and saved for future use to: document work orders and evidence of service work, improve QC processes by verifying thoroughness and issue resolution, share knowledge of known issues and steps to remediation, and much more.

ENTERPRISE MANAGEMENT

Chalk Admin Center enables the account management of enterprise Chalk Users. Super admins and business admins of a company account can manage user permissions and view data/analytics of the enterprise use. Additionally, the Chalk Admin Center offers enterprise-grade security and single-sign on capabilities for organizations.