Integrated Support

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Assistant

Virtual Agent — virtual agent

- Self-service support for Entertainment and Smart Home devices
- Simplifying setup of devices by handing off the onboarding to a second screen (New)
- Integrated with QuickSet for improved and semi automated troubleshooting and onboarding (New)
- Smart Feedback Loop to improve accuracy and response times (New)
- Available as a pure web-based app and TV app for easy integration

My Nevo Companion App — nevo®

- Turnkey companion app for onboarding, setup and control of devices.
- Ability to onboard devices by scanning QR code on device (New)
- Delivered as a skinnable companion app or an SDK. (New)
- Covering UEI's portfolio of devices across remotes, QuickSet Widget, etc.
- Integrated with Virtual Agent for self-service support (New)
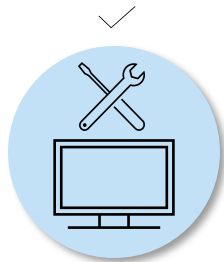- Commercially launched with two products launched in 2022 alone! (New)

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virtual agent

An integrated Self-Service Support solution for Smart Home and Entertainment companies.
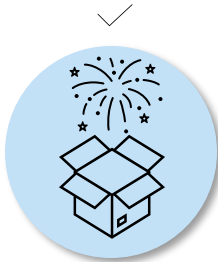
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Powered by

nevo.ai

Self-service support for

Setup   Feature Discovery   Troubleshooting

When combined with QuickSet it is enhanced with the knowledge of existing devices at the home including real-time access to secure remote troubleshooting features.
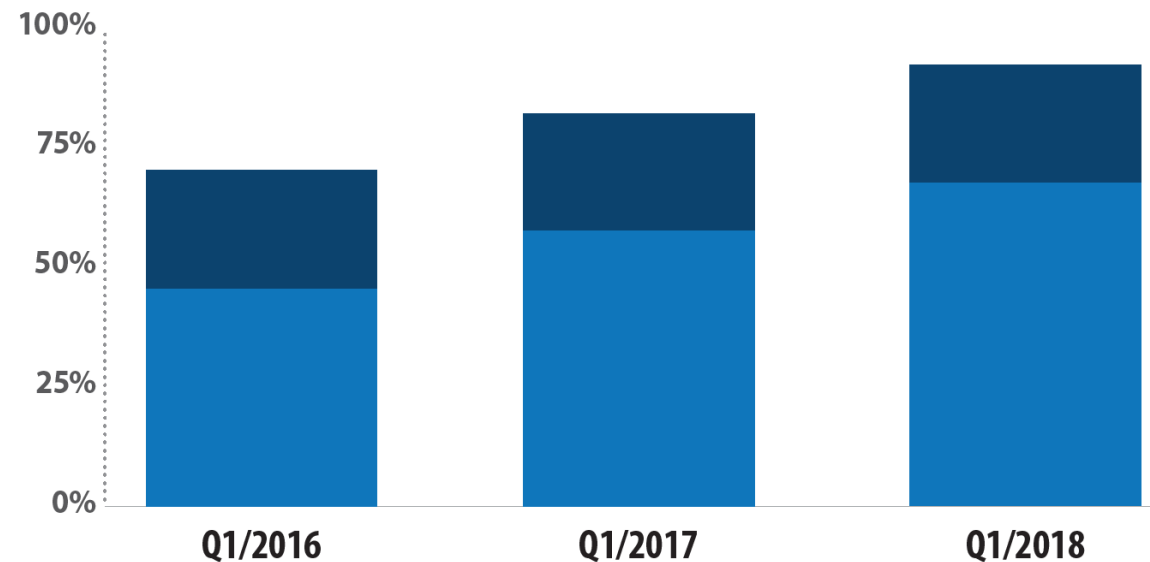
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Self Install

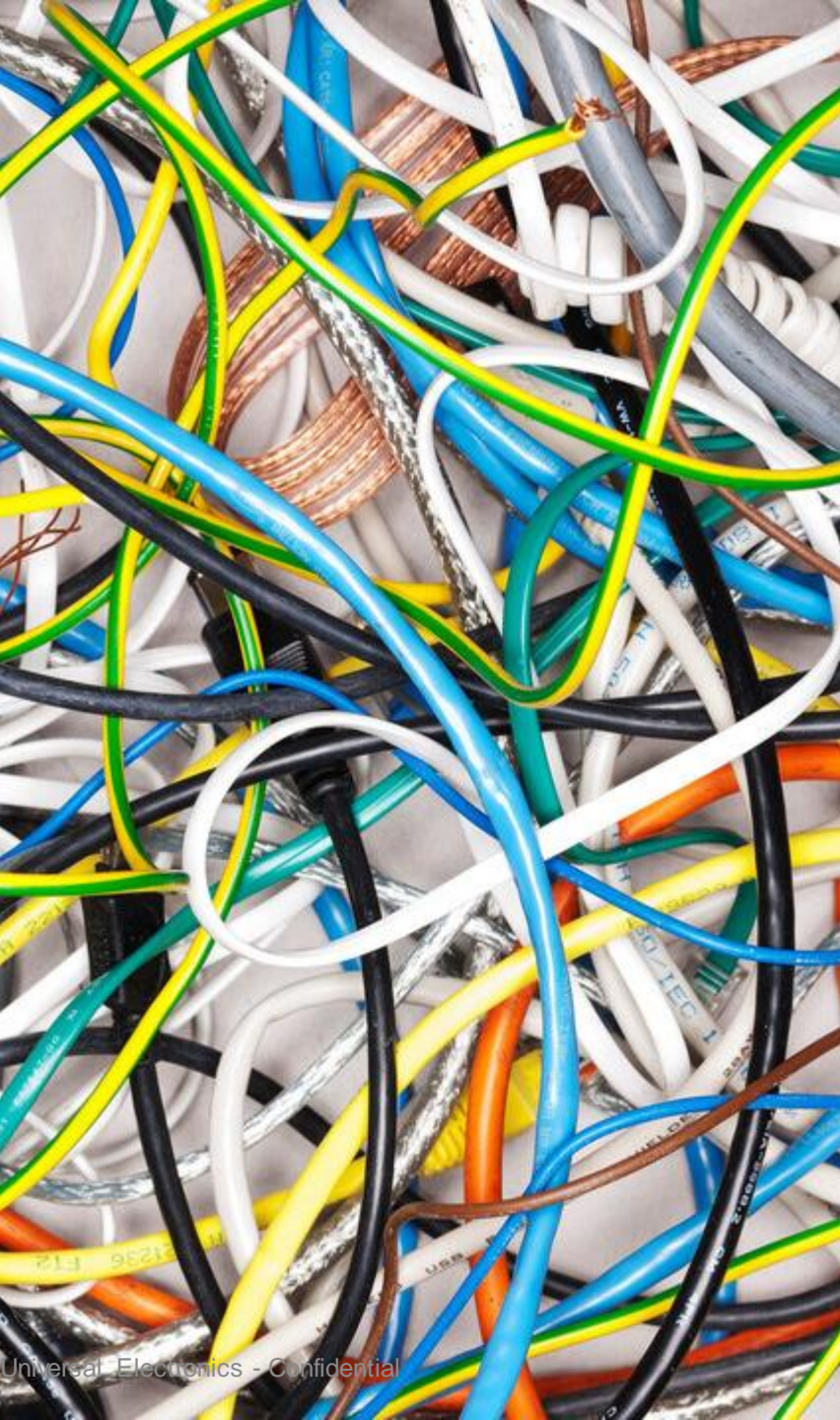**Nine out of ten** smart home device owners have either installed and set up a device **themselves** or had a **friend** or **family member** help.

Overall Smart Home Device Installation Methods
U.S. Owners of Smart Home Devices

■ **Friends or family members** ■ **Myself**

Bar chart showing installation methods for Q1/2016, Q1/2017, and Q1/2018, with y-axis from 0% to 100% in 25% increments.
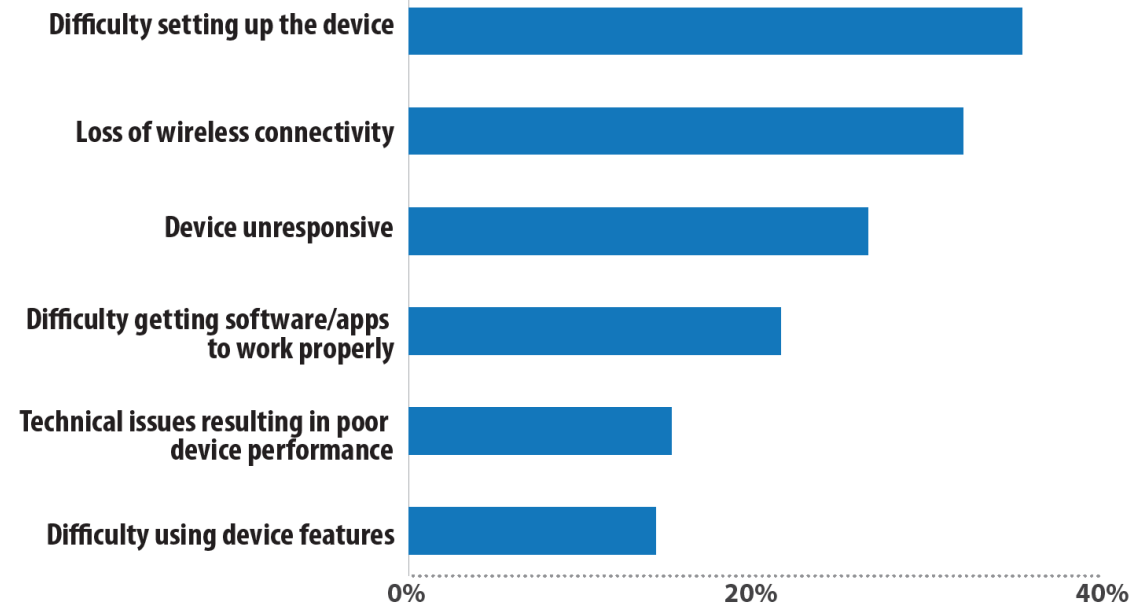
Common Technical Problems

Users experience difficulty when buying and setting up smart home devices due to the complexity of the products, user interface, and the lack of customer support

Smart Home Devices: Common Technical Problems

U.S. Broadband Households that Experienced Technical Problems with Smart Home Device

© Parks Associates

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Self Install is a painful process

The percentage of smart home device owners who experienced at least one problem during device setup grew in the last years

While 43% used available information found in product manuals or on the internet to resolve the issue with their smart home device, **28% reached out to either a manufacturer or independent support provider.**

Convenience plays a major role in the actions consumers are likely to take when **seeking support**, creating a **large opportunity** for service providers to fill this customer need.

Nearly **40% of smart home device owners** who set up their devices themselves report they would prefer to have **professional help the next time they set up a device.**

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"Complexity contributes to Churn"

29% of consumers who indicate their devices were difficult to set up ended up switching to a different brand. Brand abandonment shoots up to 49% when consumers reported setup was "very difficult."

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DEVICE ONBOARDING ON ANY SECOND SCREEN

QuickSet Convergence

Use Virtual Agent to easily onboard Smart Home and Entertainment devices - by scanning a QR code, the Virtual Agent takes over, allowing for quick and effortless integration to provide a seamless user experience.

- Drastically reduce integration time and effort
- Reduce friction for end users
- Improve overall user experience

SAVE TIME & HASSLE

Compatibility Checker

The compatibility checker helps users ensure device compatibility. If unsure, it prompts the user to send a picture to the human support team for analysis. If incompatible, the team provides advice & guidance on how to fix.
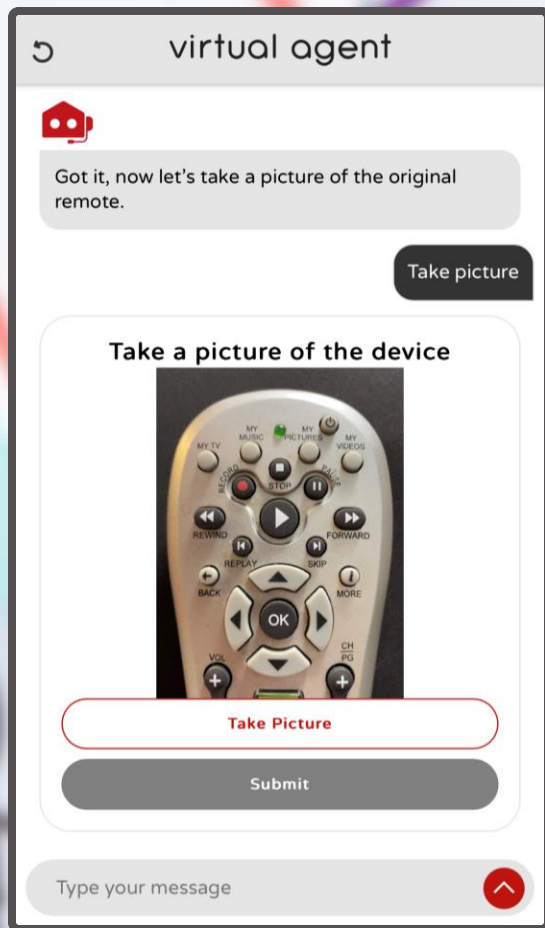
This compatibility checker feature will save users time and hassle by identifying any potential incompatibilities before they make their purchase.

Now also available inside the MyNevo Companion App **NEW**
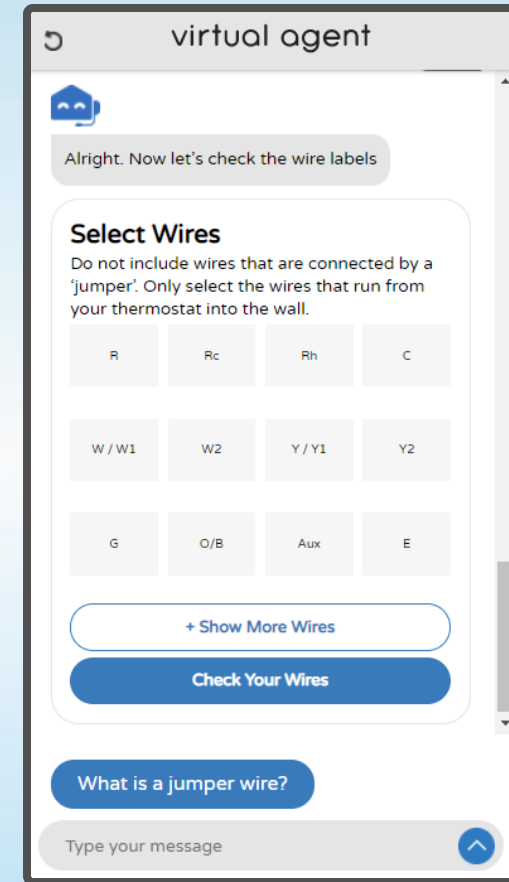
IMPROVE ACCURACY AND RESPONSE TIMES

Smart Feedback Loop

Utilizing the camera

During a troubleshooting session, users can expedite the process of reaching a resolution by taking a pictures of their situation and upload it to the Virtual Agent.

Automatically Generate Support Tickets

Generate support tickets automatically using information supplied by users, such as transcripts, enhanced meta data, and images captured during virtual agent interactions.
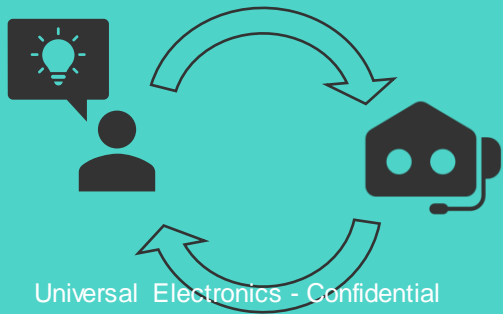
SAVE TIME AND ENJOY BETTER CUSTOMER SERVICE.

Troubleshooting

This feature enables users to quickly and easily troubleshoot technical problems at home. Powered by QuickSet, the Virtual Agent detects devices and their status which helps solves issues quicker.

If it can't be solved, the session can easily be handed off to a human agent, with all necessary context provided for an efficient follow up process.
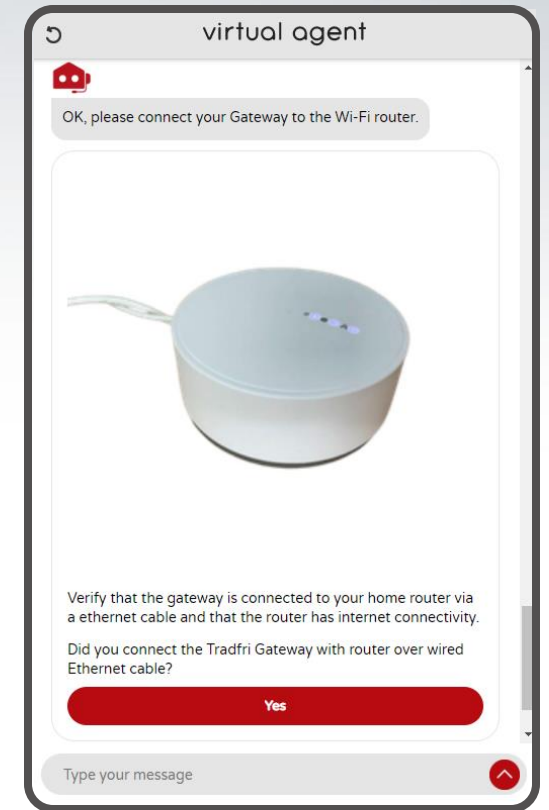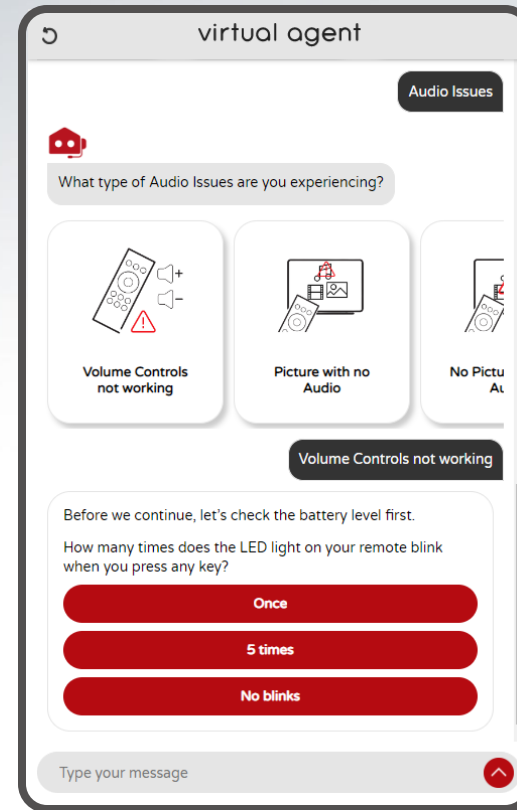
## SEAMLESSLY TRANSFER BETWEEN MULTIPLE DEVICES

Cross Screen Continuity

- Start a conversation on one device and seamlessly transfer it to another device

- Virtual Agent remembers the conversation state and context

- Can be used to send more information to a Smart Phone, for example to download a Product Manual

- Can also be used to expand the types of user input available on a second screen device
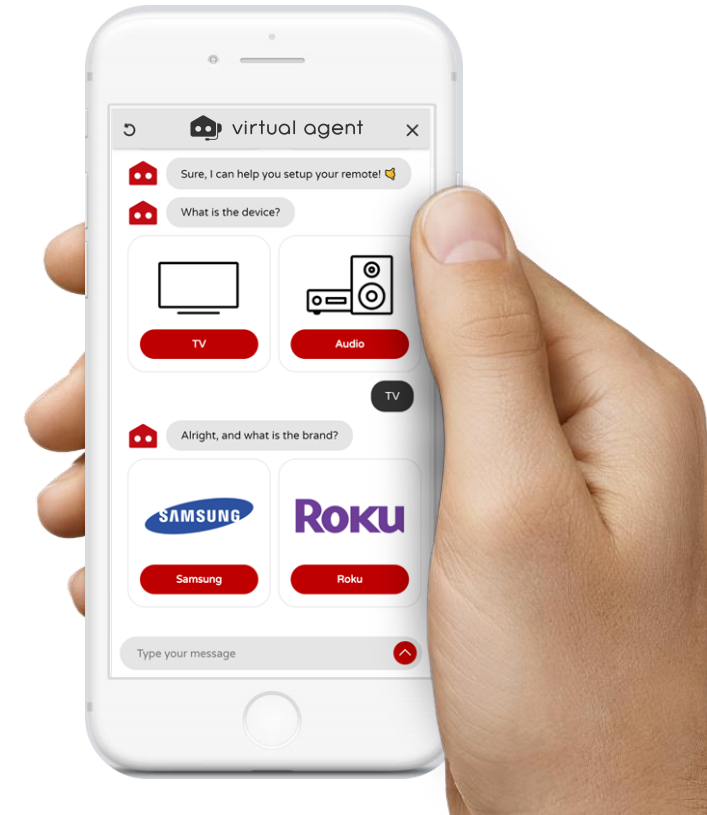
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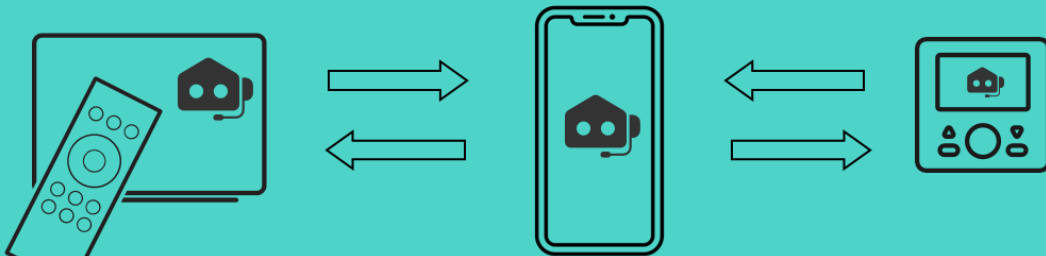
Cross Screen Continuity Example
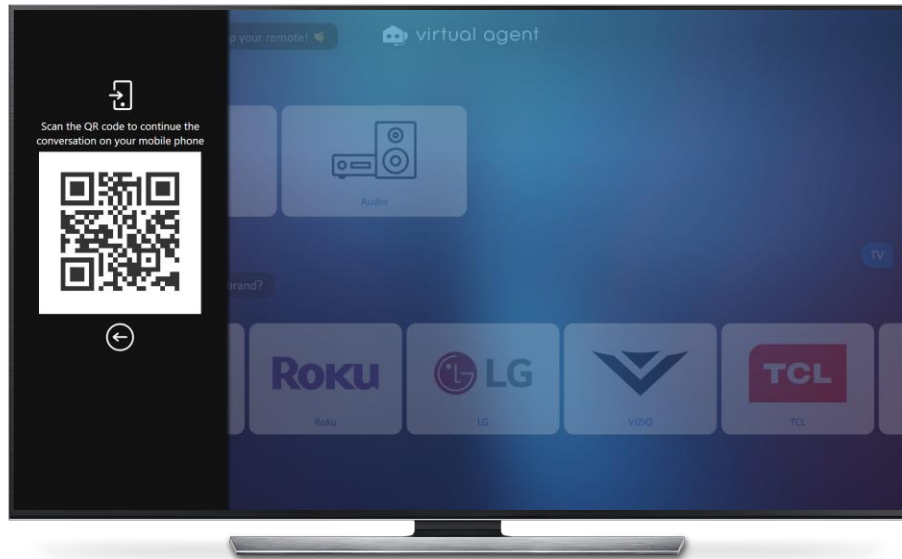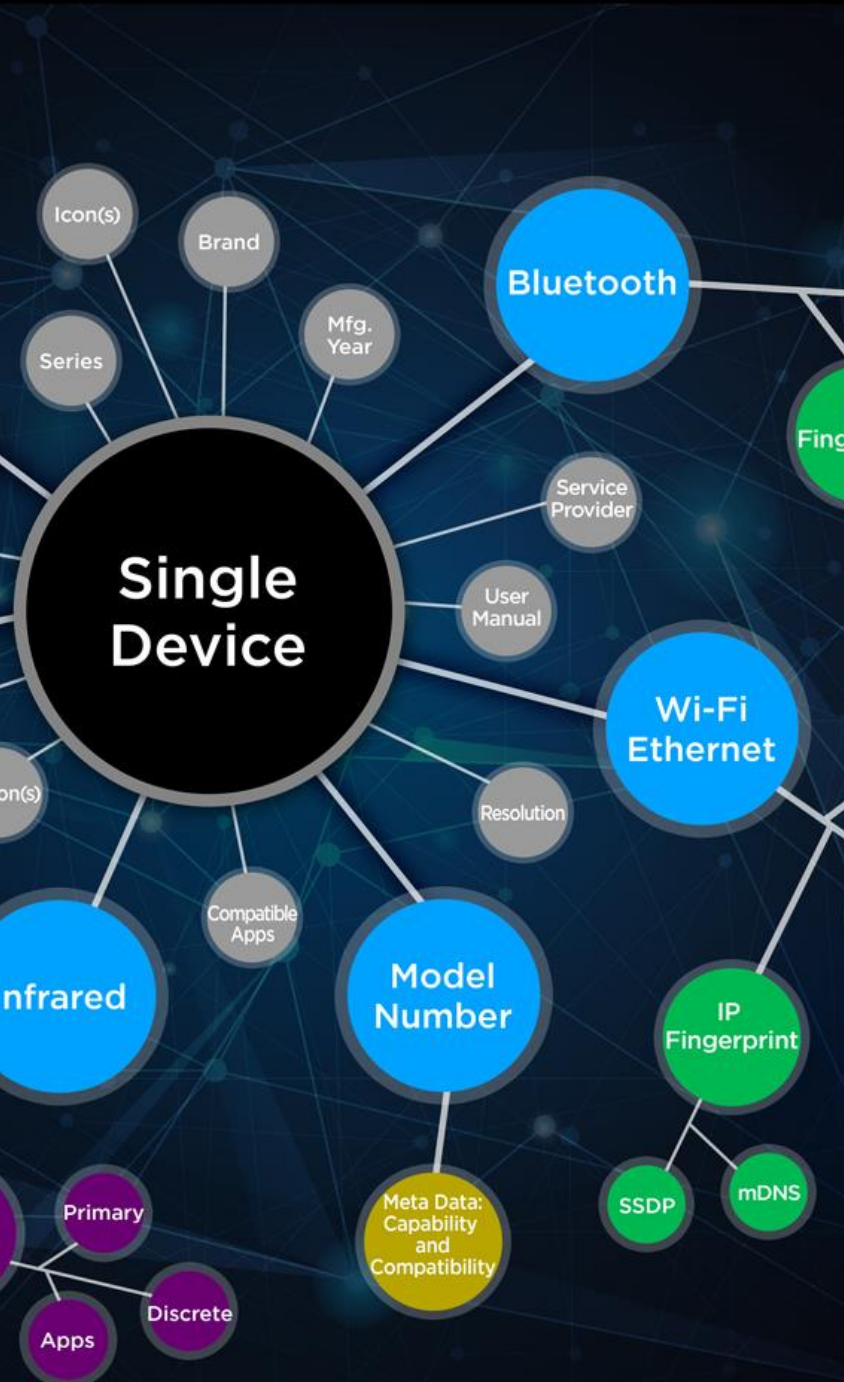

Start on TV..
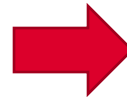
..Scan QR Code..

..Continue on Phone

Contextual Awareness

Virtual Agent can understand context from different sources even before a conversation with the user has started. It uses this context to understand the situation in the home and significantly reduce the amount of steps needed to solve any potential issues.

Context Examples

- Devices available in the home

- Device Configurations

- Services available in the home

- Geo-IP Location

- Location on a website

- Internet Service Provider

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QUICKSET CLOUD

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Virtual Agent Insights

Built-in tool to surface valuable user insights and collect user feedback.

- ✓ Conversational Analytics

- ✓ User Behavior Analytics

- ✓ Analytics Dashboard

- ✓ Track User Engagement

- ✓ Track Success Rates

- ✓ Collect User Feedback

- ✓ Collect User Ratings

- ✓ Capture User Contact Details for follow up

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Integration Options

Virtual Agent is a pure web app and can be easily integrated on the device itself, on support websites and in mobile apps.

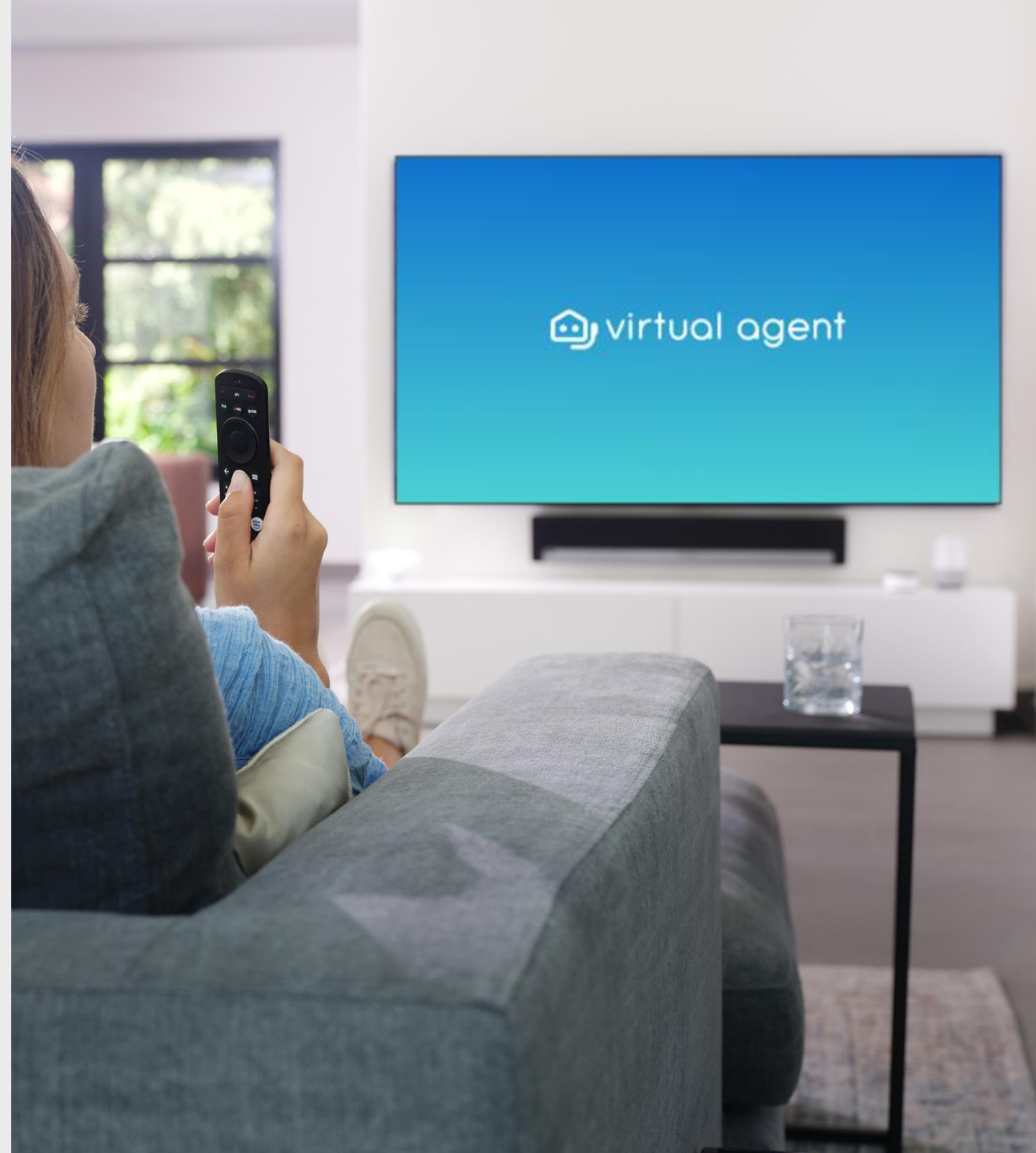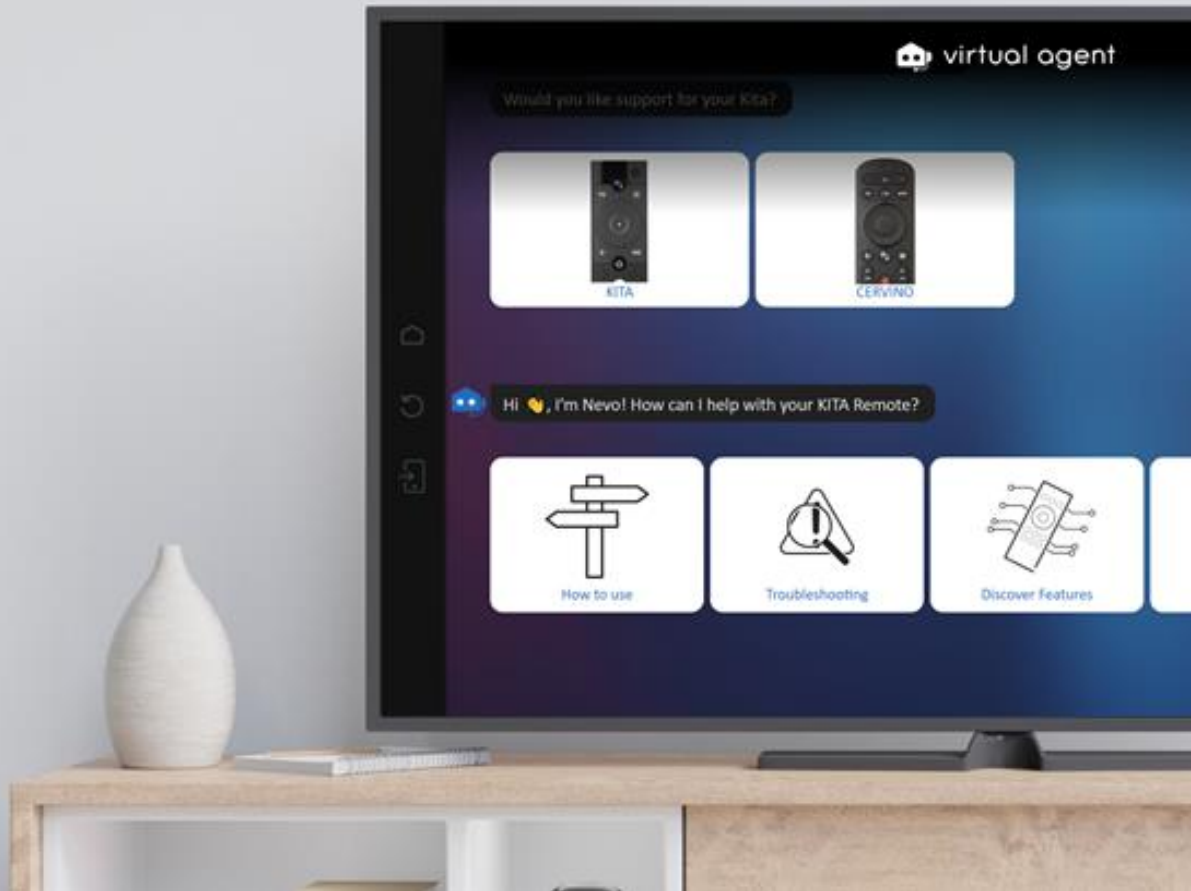**On-Device**
(TV, STB, Thermostat etc)

Support Websites

Mobile Apps

Integration on support websites takes a **couple of minutes**

VIRTUAL AGENT ON DEVICE

For the Big Screen

- Conversational Interface optimized for the Big Screen

- Available as an Android TV App (APK)

- Available as a pure web-based app for easy integration on TVs or Set Top Boxes

- Offering Cross Screen Continuity
  - Transfer a conversation to a Smart Phone
  - Send documents like Product Manuals to a Smart Phone

- Contextual Awareness powered by QuickSet

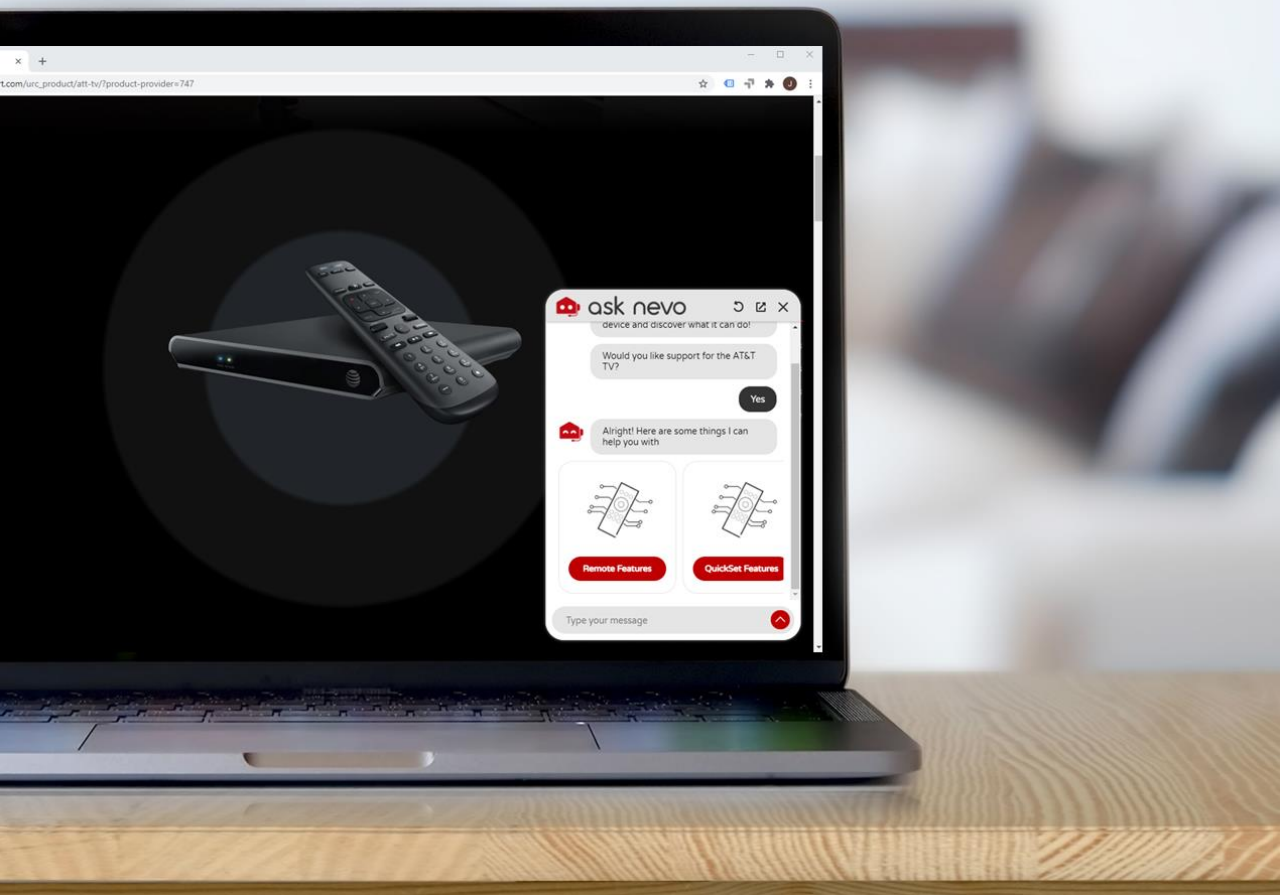- Ability to customize the branding and personality of the Virtual Agent

virtual agent

VIRTUAL AGENT ON THE SECOND SCREEN

For Mobile

- Conversational Interface optimized for Mobile & Touch
- Easy & Quick Integration for:
  - Mobile Apps
  - Mobile Support Websites
- Available as a pure web-based app for easy integration
- Contextual Awareness powered by QuickSet
- Ability to customize the branding and personality of the Virtual Agent

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## VIRTUAL AGENT ON THE SECOND SCREEN

For Desktop

- Easy & Quick Integration on Support Websites
- Conversational Interface optimized for Desktop Websites
- Available as a pure web-based app for easy integration
- Contextual Awareness powered by QuickSet
- Ability to customize the branding and personality of the Virtual Agent

Dynamic Skinning

Customize the look and feel of the user interface.

Customers can choose from a wide range of color palettes and design elements such as font styles and sizes, image backgrounds, and logo placement. This feature allows to personalize their virtual agent's appearance and make it look unique, giving an even better customer experience.
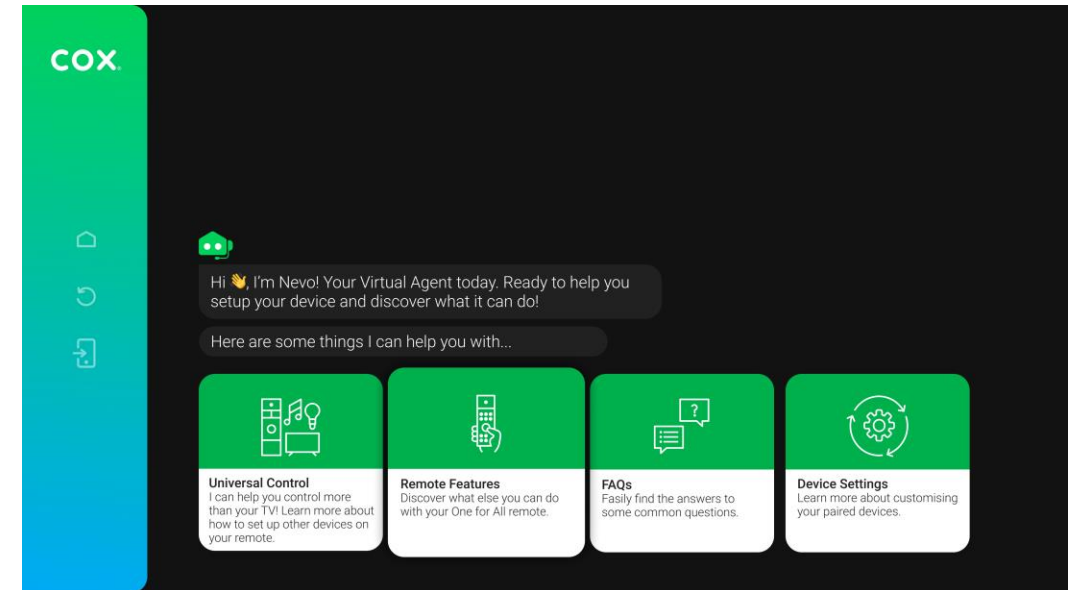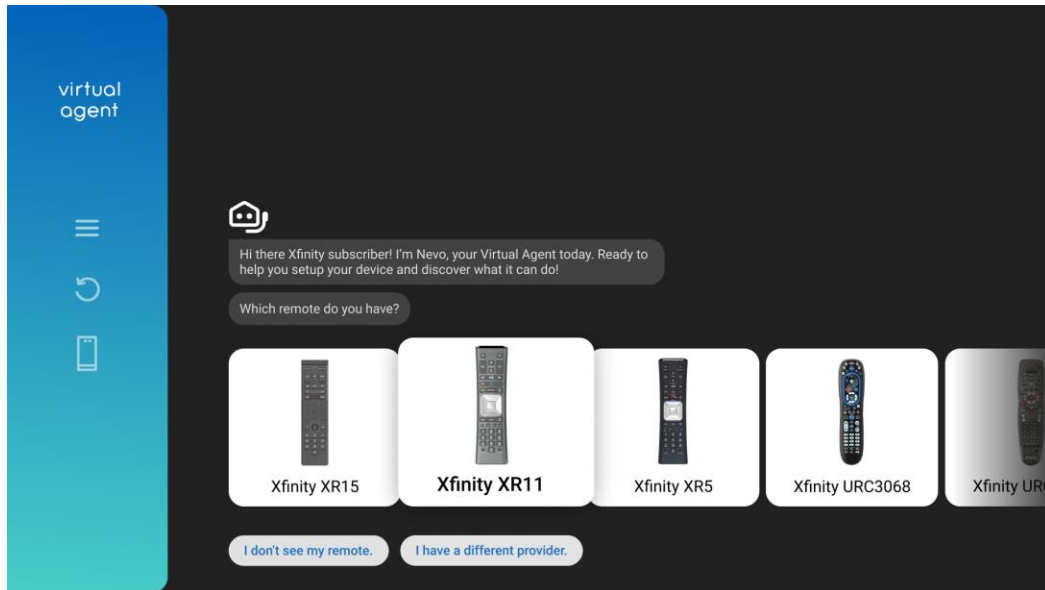
Mobile Companion App

Smart Home Hubs

Smart Thermostats

Smart Remotes

And other **Quick****Set** **Widget** enabled products…

A turn-key mobile companion app for device onboarding, remote control and built-in self-service support solutions. Also available as a Software Development Kit including developer documentation

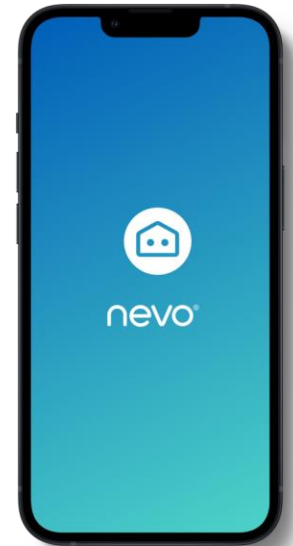Powered by QuickSet and Virtual Agent

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my nevo

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Product Overview

My Nevo Companion App

Leverages nevo.ai to guide users through:

1) Onboarding a QuickSet enabled device
2) Discovery of Smart Home and Entertainment devices
3) Control of Smart Home and Entertainment devices

Throughout these 3 components the Virtual Agent is easily accessible, to help the user with any troubleshooting or questions.
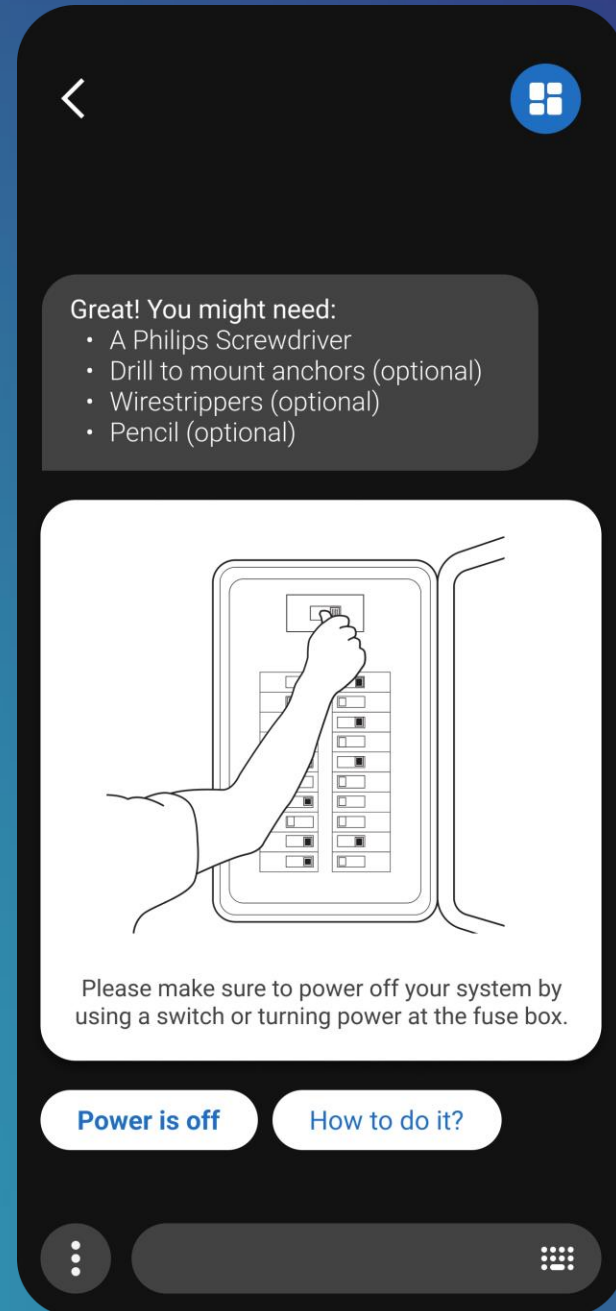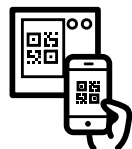
MYNEVO

Onboarding

Manage the full process of onboarding QuickSet enabled devices and their accessories.

- Guiding users through the initial setup or installation steps

- Connecting the devices to the Wi-Fi network

- Configuring them with BLE.

- Keep track of all onboarded devices.

- Ability to onboard devices with a QR code to automate discovery and authentication.

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Discovery & Setup

Take control of your Smart Home

QuickSet enabled devices can discover devices within your home network.

The My Nevo companion app renders those discovered devices, allowing users to quickly interact with their devices.

My Nevo also handles and helps with devices that require additional onboarding user interactions like Scanning a QR code, entering a setup code, signing in with OAuth or just simply pressing a button on a device.
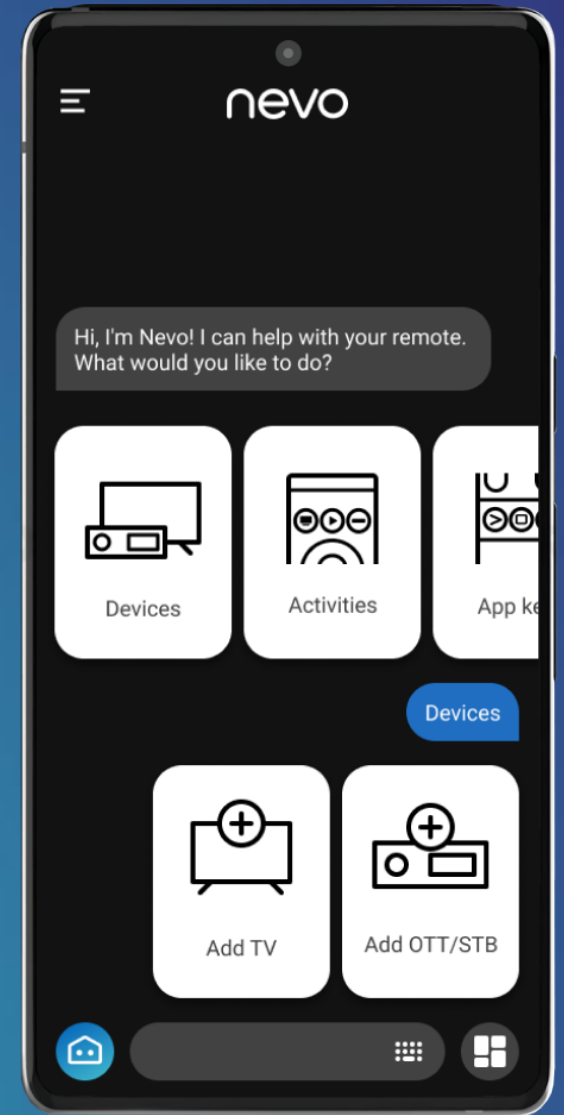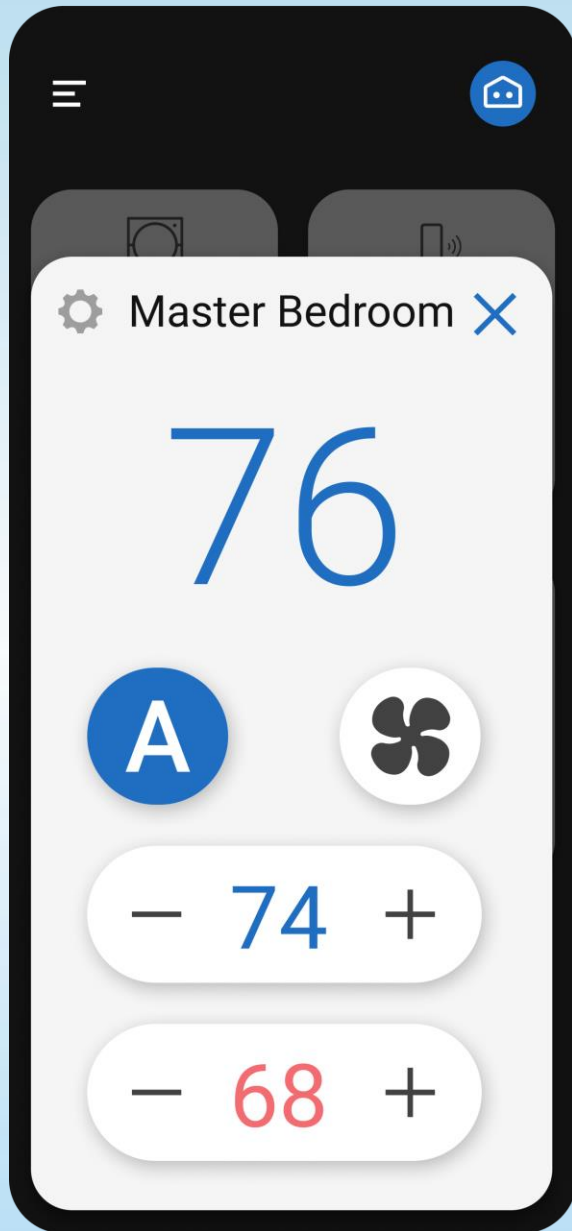
NEW

MYNEVO

Entertainment Setup

NEW

- Setup Entertainment Devices over BLE

- Device setup powered by QuickSet

- Customize App Keys

- Customize Activity Keys

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Control

Take control of your Smart Home

Users can experience fast and meaningful interaction with their devices as soon as they are discovered.

Possible interactions include:

- Controlling individual devices like thermostats
- Changing modes to "Away" or "Comfort",
- Activating One Touch View Activities
- Launching apps related to content sources,

Furthermore, the experience can be enhanced through conversational interfaces, a mobile app interface, and smart home dashboard widgets on any screen.
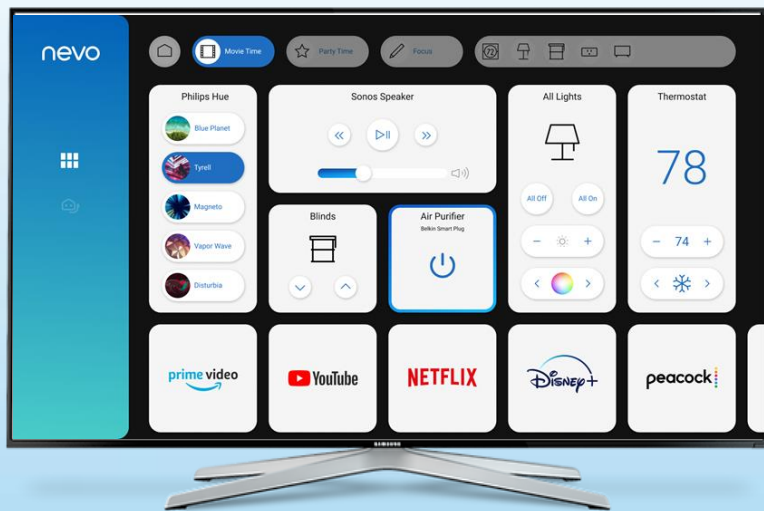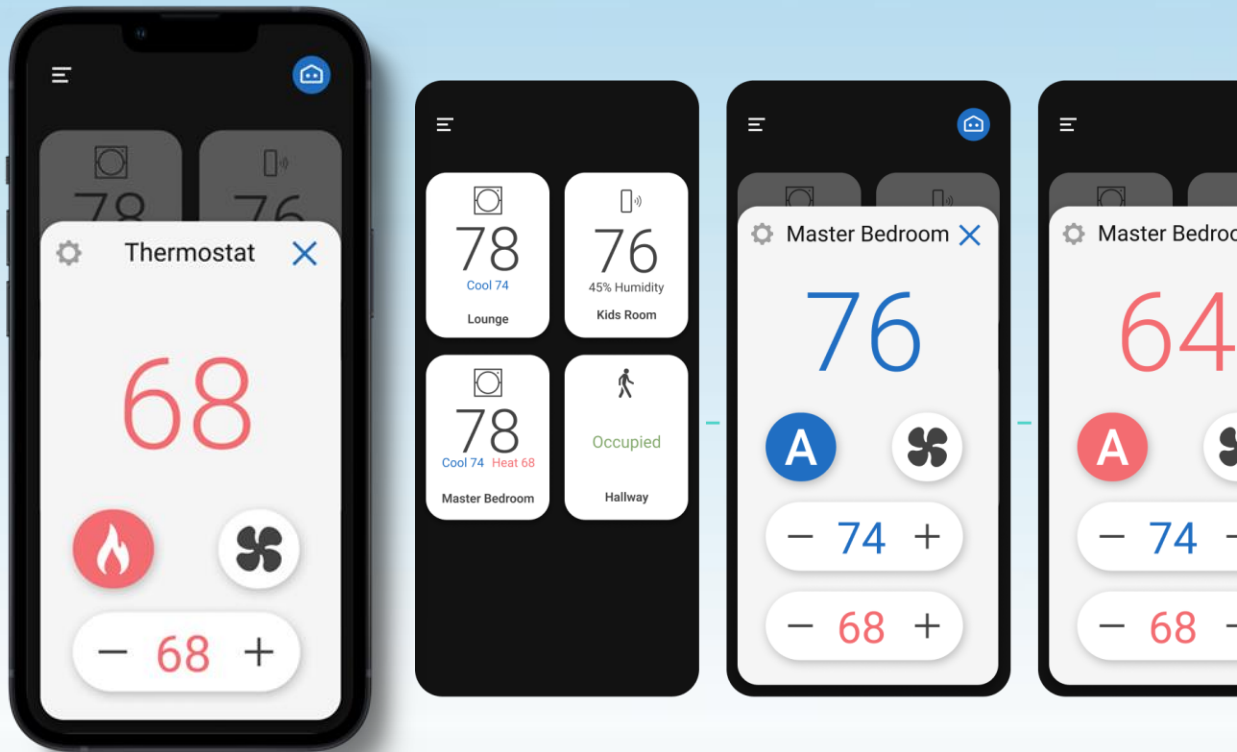
Control Widgets & Dashboard

Smart home control made easy

MyNevo offers the ability to control smart home products via a customizable, web-based dashboard with widgets for any device with a screen, as well as mobile apps or websites.

Widgets could include climate control, security, energy monitoring, automation features, and real-time insights into product performance.

The dashboard would also allow users to access their smart home products remotely.

Thank you!

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