

Customer Support App

Support your Customers and Customers

www.customersupportapp.ca



Let us help you help them!

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MRS Demo Link: <https://CSA.app/>

Customer App:

Android:

<https://play.google.com/store/apps/details?id=ca.a911world.CSACustomer>

Apple: <https://itunes.apple.com/us/app/CSA-Customer/id1427347889?mt=8>

Responder App:

Android:

<https://play.google.com/store/apps/details?id=com.therespondersys.responder>

Apple: <https://itunes.apple.com/us/app/the-responder-app/id1305506906?ls=1&mt=8>

COMPANY OVERVIEW

911 World Ltd. is based in Calgary, Alberta and we create amazing systems that help people, that protect people and that are intelligent and easy to use.

We have built all of our own code and can customize any of our developments.

Our Customer Support App System will be of great value to your customers and customers as HELP is just a touch away.

Support your Customers and Customers like you never dreamed possible saving money and solving problems.

CUSTOMER SUPPORT APP (CSA) OVERVIEW

The CSA is a complete Customer Support System focused on ensuring that your customers are supported whenever the need arises using the latest technologies. The CSA System can also generate revenue for your company by providing service to REMOTE customers at predetermined hourly rates.

The free Customer Support App is given to all of your customers (they download it). When they need HELP they simply push **Help Me** and you are instantly alerted and are now able to livestream their phones to provide the very best possible support.

Your staff can use the Responder App to respond to the customer that needs help.

The Monitoring and Response Station (MRS) tracks and see all and the MRS can be located anywhere in the world!

SYSTEM COMPONENTS

The system is comprised of three (3) components all working together and served up on the web with no IT overhead or IT expense for your team. You do not require a server or even a support person. The flexibility and power of this system may overwhelm you.

Each of the components here can be customized to meet your specific needs.

1. **Customer Support App (CSA)** is a free; Android/IOS app that is downloaded onto the smartphones of your customers.

2. **Responder App (RA)** is a free but access restricted app that is downloaded onto the smartphones of your staff (Responders).
3. **Monitoring and Response System (MRS)**. The MRS is easily accessed from any internet connected device but it is designed for your PC. MRS technicians simply need a PC, the internet and a phone to be effective. Training takes hours not days. This system is web based and can be accessed by multiple technicians.

CUSTOMER SUPPORT APP (CSA)

The CSA is downloaded by all of your customers. It is a free download for their smartphone that takes less than a minute to set up!

Customers can create a user profile on their own or use their FB account even and they can change the user profile as they wish.

The CSA has so many desirable features that ensure it is readily adopted by your customers. The user profile is completely customizable and can be as extensive or brief as the client dictates.

The Customer Support App is a fantastic companion/map/tool for your customers. It has:

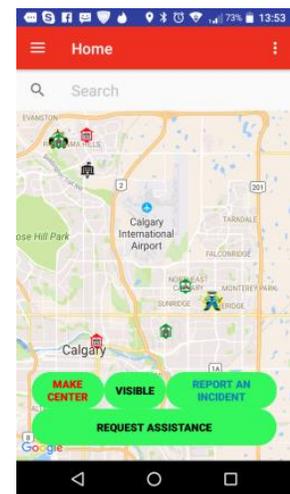
- An asset filled **App Map** highlighting:
 - Anything can be added to the MAP.
 - Featuring all Police, Fire and Medical Facilities.
 - All restaurants, pubs, hotels, events, festivals, parks, etc.
- **Track your day**. When Customers are touring they can track their day! Then at the end of the day close it and add pics, vids etc. then send it to anyone. It will show the time, distance and a map of where you went! Plan to beat that tomorrow! A great promotional feature!
- **Where did I park**, place a point where you parked your vehicle.
- Place a **meeting point** or waypoint on the app map so you can meet your friends.
 - Show your friends a new trail.
 - Show them where your car is.
 - The perfect view!
- **Report a Concern** to the Authorities;
 - Send the company a note about a problem complete with pics and videos.



- Each **building/feature** that is added to the App Map will be “clickable” and “searchable”. A plethora of data, pics, videos, web links etc. can be attached to each building/feature. And most importantly the buildings/features can be updated as often as needed.

Buildings such as:

- Campgrounds/Docks/Hotels
- Restaurants
- Festivals/Attractions/Concerts All will pay to be on the Map and to send out commercials/messages.
- Request **HELP** for yourself or for others, you could save a life maybe even your own.
 - In the event of an emergency the CSA can be **livestreamed by the MRS** so that help and support can be provided in real time.
- Responders can be seen on the App Map so Help is always close.
- Receives **Warnings** and **Messages** from the MRS to be safer and better prepared.
- Receive promotional messages and incentives from the resort partner local service providers such as Hotels and Restaurants etc.
- The CSA is NOT TRACKED until Help is needed or when the app crosses a geo-fence. Geo-fences can be established to protect the out of bounds areas!
- And there is and can be more!



RESPONDER APP (RA)

The second app included in the CSA System is the Responder App. The RA is installed on your staff's smartphones. The RA can be provided to all Responders and they can each have their own icon.

The RA shares many of the CSA features but the difference is that is **ACTIVELY TRACKED** and designed for the responders.

The RA is designed to help your responders assist and support your customers quickly and efficiently, reducing risks and improving the Customer experience.

The RA is a free download but access to the RA is restricted and controlled by the MRS. The MRS creates the username/password and profile for RA then distributes it to the correct personnel.

The RA has the following features:

1. When **HELP** is pushed it appears on the App Map.
2. It has the same **App Map** as the CSA with all of the same capabilities...
3. It can also provide Reports to the MRS and can receive Messages and Warnings from the MRS.
4. The RA can request Help and can be livestreamed.
5. The RA can be seen on the MRS map.
6. The app map can see other RA's.

MONITORING & RESPONSE SYSTEM (MRS).

The MRS is a web based, monitoring, communication and response system that can receive data from both the CSA and RA and that can actively monitor the RA's locations.

It is continuously connected to both the CSA and the RA. The MRS is centered on a live map.

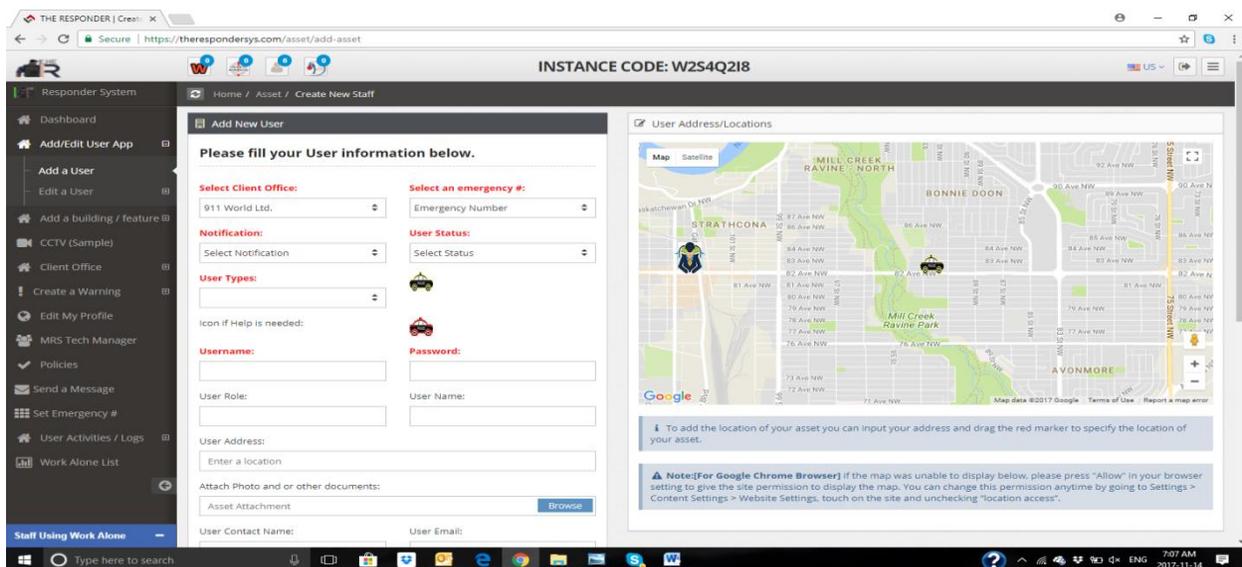
The primary role of the MRS is to enhance and support the Customer experience.

The MRS can be deployed in many concurrent locations such as your Dispatch Center, a Manager's office, Operations/Maintenance etc.

The MRS is a powerful and customizable response and support system. It has the following capabilities and features including the following:

1. The MRS can be established anywhere that has the internet and a PC. Multiple locations and people can access the system.
2. Multiple technicians can work and manage the system at the same time.
3. The MRS is map. The Map features:
 - a. All **buildings and features** that have been placed on the map.
 - b. Displays all active **RA's**
 - c. Any reported **Concerns** or **HELPS** appear on the in the exact location and reveals WHO WHEN WHERE and WHAT!
4. The MRS can **add or update** any building and or any feature in 30 seconds or less. It is easy to keep your map current minute by minute.

5. The MRS can **livestream** both of the apps and this livestream can be shared with others MRS Technicians or even local responders and medical facilities.
6. It creates new and manages the existing RA's.
7. It can send **targeted messages, mass messages and warnings** to everyone or to a specific subset.
8. The MRS can be featured in a portal in your website for amazing marketing capabilities.
9. The MRS can feature other entities and businesses and can earn advertising revenue. These revenues can be significant.
10. The MRS allows your Service department to **CHARGE** customers thousands of kilometers away for the services provided.
11. We can add additional capabilities as needed.



The Resort Response System Screen

SYSTEM FEATURES/CAPABILITIES.

The Customer Support App can support your customers and guests wherever they are. Your customers will experience an amazing level of support for minor and complex problem that you can solve easily.

This generates new revenue and simply put supports your customers to the highest possible level.

The MRS is a powerful system and even more capabilities can be added.

SYSTEM COSTS

After discussing your # of customers and operational season we will provide a simple annual cost.

Training is extra.

SUMMARY

The system is an amazing response, tracking, and communication tool designed to enhance your customers experience and to keep you in touch with your customers.

Simple and effective it provides amazing value. Please contact us to discuss further and thank you for taking the time to read this.

Sincerely,

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