



# Smarter Support Starts Here

A. O. SMITH NOW USES VISUAL REMOTE ASSISTANT (VRA)  
TO DELIVER FASTER, MORE EFFECTIVE CUSTOMER SERVICE!

## WHAT IS VRA?

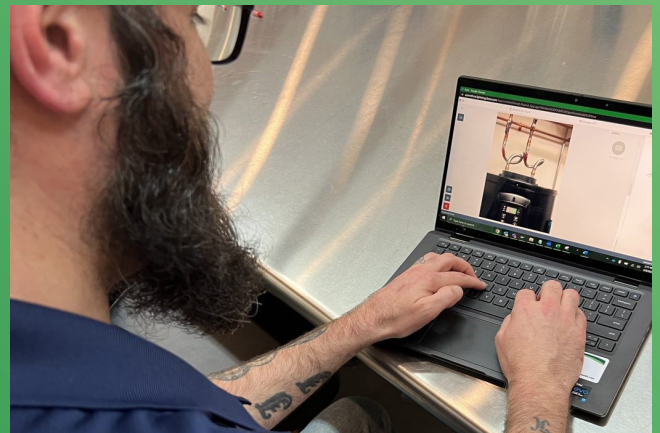
VRA is a real-time video support tool that lets our agents see exactly what the customer sees using their smartphone camera — no app required. From troubleshooting to return authorization validation, VRA closes the gap between tech support and the field.

With the use of Visual Remote Assistant, A. O. Smith customer service helps you virtually troubleshoot field issues directly from your mobile device in real time. This results in faster call resolutions and better outcomes for our customers.

***No download. No setup. Instant virtual support.***

## HOW IT WORKS

1. An A. O. Smith customer service agent sends a secure Visual Remote Assistant (VRA) link via text message.
2. The customer taps the link and grants temporary access to their phone's camera.
3. The agent can now instantly see a live view from the customer's camera to assess the situation in real time.
4. The agent can zoom, take snapshots, and mark up the video feed — guiding the customer step-by-step toward a resolution.



**VRA is available during tech support hours. For 24/7 troubleshooting and support, scan the QR code on your water heater's rating plate.**