

Groopview Inc. Launches SWIS: AI-Powered Remote Assistance Revolutionizes Customer Care and Field Operations

Philadelphia, Pennsylvania Apr 1, 2025 ([IssueWire.com](https://www.issuewire.com)) - Groopview Inc. Launches SWIS: AI-Powered Remote Assistance Revolutionizes Customer Care and Field Operations

Groopview Inc., a pioneer in intelligent live remote communication, announces the official release of SWIS (See What I See) for Customer Care and Field Operations, transforming remote assistance with dual-camera technology and AI-powered insights.

SWIS enhances customer service, field support, and remote diagnostics through key features including:

- Multi-Way Video Calls for real-time collaboration
- Dual-Camera Streaming for a true "See What I See" experience
- AI-Powered Call Summaries with sentiment analysis
- Snapshot & Annotation Tools for improved troubleshooting
- Call Recording & Analysis for quality control and training
- Client Portal & Analytics with real-time dashboards

Delmond Newton, CEO of Groopview Inc., states, "SWIS was designed to eliminate inefficiencies in customer support and field operations by enabling live remote assistance. With AI-powered capabilities and dual-camera functionality, SWIS enhances customer interactions, optimizes workforce productivity and reduces costs."

Tech Network Inc., an early adopter of SWIS, reported significant improvements:

- 67.3% reduction in repeat jobs
- 100% vehicle inspection compliance achieved in 6 days (previously 20+ days)
- 40% reduction in operational expenses
- 390 fewer 100-mile trips annually, saving ~1,700 gallons of fuel

Aaron Thornburgh, Chief Financial Officer at Tech Network Inc., comments, "SWIS transformed how we manage our field teams. Real-time coaching, job-site verification, and reduced travel have improved efficiency, reduced costs, and enhanced job quality. We're excited to expand SWIS to other regions."

SWIS is now available with flexible subscription plans and enterprise-level volume discounts. For more information or to schedule a demo, visit www.groopview.com.

About Groopview Inc:

Groopview Inc. (GVI) is a leader in live remote communication technology, redefining collaboration and customer support across industries. With solutions like Dualy for IRL streaming and SWIS for field support, Groopview is driving the future of interactive business solutions.

About Tech Network Inc:

Tech Network Inc (TNI) is committed to defining the customer experience, one interaction at a time.

With continued focused on safety and skill development, we offer a wide range of telecom residential and commercial turn-key solutions, designed to exceed our client's needs. Our learning journey team ensures timely completion and comprehension of all required technical and advanced training, inclusive of new products and services.

Media Contact

Groopview Inc.

*****@groopview.com

Mobile

Source : Groopview Inc.

[See on IssueWire](#)