



cellebrite | DIAGNOSTICS

Sophisticated Diagnostic Tools for Retail Point-of-Sale

Cellebrite's Diagnostic solution is an easy to use, comprehensive system, which enables the fast identification and resolution of mobile device faults at the Point-of-Sale (POS). This substantially reduces the need to send NFF (No Fault Found) phones to labs and repair shops, thereby minimizing costs, saving time and improving customer service by automatically fixing many common problems on the spot.

Cellebrite's Diagnostics solution also has the ability to update phone operating systems.

At a Glance

- ▶ **Diagnostic processes** – automatic diagnosis at the POS of device faults, leading the service agent through simple and effective fault isolation and resolution processes
- ▶ **Problems fixed on the spot** – automatic fixing of common problems
- ▶ **Dramatic cost reduction** – eliminates the need for phone servicing and the number of NFF phones sent to repair centers
- ▶ **Speeds up the service process**
- ▶ **Customer satisfaction** – Solving problems at the POS improves customer satisfaction
- ▶ **Updates operating systems via software**
- ▶ **Hard reset capabilities** – return to manufacturer defaults

Cellebrite's Distinctive UI Wizard

With the user-friendly generic UI Wizard, service agents are guided through a simple fault isolation and resolution process for many of the known sources of mobile problems, including:

Hardware

CPU performance, RAM performance, network coverage, loudspeaker, earpiece, screen, keypad, motion/tilt/light sensors, camera, touch display, battery health etc.

Software

Phone password recovery, email and phone settings, crash-log analysis, memory, storage, device info.

Benefits

- ▶ Dramatic saving of operational costs
- ▶ Dramatically reduced NFF phones to repair
- ▶ Fast resolution of problems
- ▶ Empowers the POS to better support the customer
- ▶ Substantial reduction of superfluous repairs coming back into the repair cycle
- ▶ Diagnosis and repair time of the device at the POS is reduced to an absolute minimum

Phone and User Behavior

Retailers can use Cellebrite Diagnostics as a powerful sales tool, by offering customers in-depth advice on how to better match a device according to their usage behavior and needs.

Given the ability to diagnose and analyze usage data, trends and preferences from any mobile device, Diagnostics opens opportunities for upgrading customers to new devices and/or service packages.



About Cellebrite

Founded in 1999, Cellebrite is a global company known for its technological breakthroughs in the cellular industry. The pioneers in mobile phone-to-phone content transfer, today Cellebrite provides a complete range of solutions for the mobile retail industry such as phone to phone content transfer, backup & restore, diagnostics and application and content delivery at the Point-of-Sale. Cellebrite works exclusively with more than 150 wireless carriers worldwide including Verizon Wireless, AT&T, Sprint/Nextel, T-Mobile, O2, Radio Shack, Orange, Vodafone and many more. Cellebrite is a wholly-owned subsidiary of the Sun Corporation, a listed Japanese company (6736/JQ)

www.cellebrite.com
sales@cellebrite.com

HEADQUARTERS

Cellebrite Ltd.
94 Em Hamoshavot St.
Petah Tikva 49130
Israel
Tel: +972 3 926 0900
Fax: +972 3 924 7104

USA

Cellebrite USA Corp.
266 Harristown Rd., Ste. 105
Glen Rock, NJ 07452
USA
Tel: +1 201 848 8552
Fax: +1 201 848 9982

GERMANY

Cellebrite GmbH
Vattmannstrasse 1
33100 Paderborn
Germany
Tel: +49 52 51 54 64 90
Fax: +49 52 51 54 64 9 49

cellebrite
mobile data secured