

# Interactive manuals

# Offer interactive and easy-to-maintain digital manuals in your brand



### What are Interactive manuals?

Take your product manuals to the next level

## Upgrade customer experience with interactive online manuals

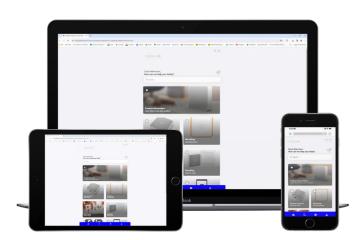
Most paper user manuals are not being read. This results in poor customer experiences, incorrect product use, and more returns and support cases.

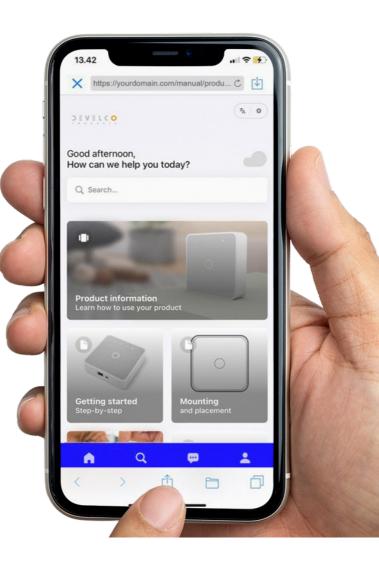
So why not create interactive and easy-to-use product manuals that your customers will actually use?

#### Introducing Interactive manuals by Develco Products

As part of a white label solution with Develco Products, you can choose to offer customized online, interactive manuals that ensure a better onboarding experience for your customers and easier maintenance for you.

These digital manuals are easily accessed by your customers via a link or QR code on their smartphone and can easily be customized to your brand design.





Standard printed PDF manual	Interactive manual
X	$\checkmark$
X	$\checkmark$
X	$\checkmark$
Х	$\checkmark$
X	$\checkmark$
X	$\checkmark$
	PDF manual X X X X

# Easier maintenance for you, a better experience for your customers

Using Interactive manuals offers a wide range of benefits for both you and your customers:

#### Key benefits for you:

- Update manual content instantly and make sure your customers have the newest information.
- Show and tell more about your products through videos and images.
- Lower support cases as product instructions can be presented in much more detail.
- Easily search, find, and replace specific content across your manuals at once.
- Go paperless and prevent having to scrap physical manuals.
- Save time and resources managing paper manuals.
- Get new customer insights by collecting 1st party data on customers' manual use, preferences, and demographics.

#### Collect valuable 1st party customer data and optimize your products

A key benefit when opting for Interactive manuals is your ability to track the use of your manuals and collect 1st party data about your customers and their preferences.

This way, you can gain new insights about your customers that you can use to improve your offerings and communications further.

#### Access user statistics in analytics dashboard

We provide you with a personal dashboard where you can access key statistics about your customers' use of your manuals, such as most visited content, number of sessions, sessions per country, and much more.

		Q Search	
		Dashboard	
A Search           Sessions           1,478         65         1,543           Sessions by color         For early and the color         Total and the color		New visitors 156	See
- -	Wh.	New customers 3	See
Construction of the second secon	Sessions per counter	Customer conversion rate	See
/m/trient 905	Germany	Sessions 227 12 • Sessions by visitors • Sessions by customer	5

### What are Interactive manuals?

Take your product manuals to the next level

#### Key benefits for your customers:

- No more looking around for a paper manual or PDF. Manuals are always at hand on your customers' smartphone.
- Easy navigation through interactive elements and an intuitive user interface
- More enjoyable and engaged experience with your manuals through videos and images.
- Let customers install your manuals on their device.
- Newest information added is instantly available to your customers.

			Dec 06, 2023 - Dec 20, 2023	= Filter	
eport	0 Registration score You rank below the industry benc 6.5	chmark of	Latest engaged customers See all		
report	Customer conversion score	0.0			
	Ease of registration score	0.0	No customers to show		
	Avg. time to registration score	0.0	No customers to show		
	Avg. sessions to registration score	0.0			
report	Avg. actions to registration score	0.0			
	Success tips				

Create media-rich manuals in your own easy-to-use workspace

#### Customize and update your product manuals in real-time

With Interactive manuals as part of your white label solution from Develco Products, you get access to your own workspace where you can create, edit, and distribute your manuals.

The program is easy to use and requires no coding skills. Simply edit text, visual elements, and layout directly in the backend of the manuals, and when published, your edits will be updated instantly in your customers' manual.





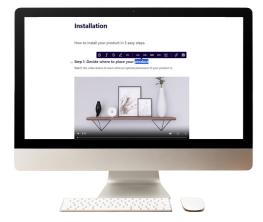
#### Design possibilities Delight your customers with interactive, multimedia guidance in your brand

#### Create a more enjoyable onboarding experience through video and more

With the interactive manuals, you get more possibilities for designing and customizing your manuals than with traditional paper or PDF manuals. This way, you can create a media rich onboarding experience for your customers rather than offering plain sheets of words and drawings.

The interactive manuals offer you a wide range of design possibilities:

- Guide your customers easily through your manual with a familiar block design
- Upload instruction videos that explain how to install your product ٠
- Create easy-to-follow step-by-step instructions in text, images, and video •
- Embed your videos directly into your manuals •
- Inspire customers with content showing your products in use ٠
- · Easily link to related manual content or your website, social media, or newsletter, directly from your manual









### Want to experience how an interactive manual works?

Scan the QR below to discover a demo version of how an online can look. Remember you can customize the manuals to fit your brand's look.



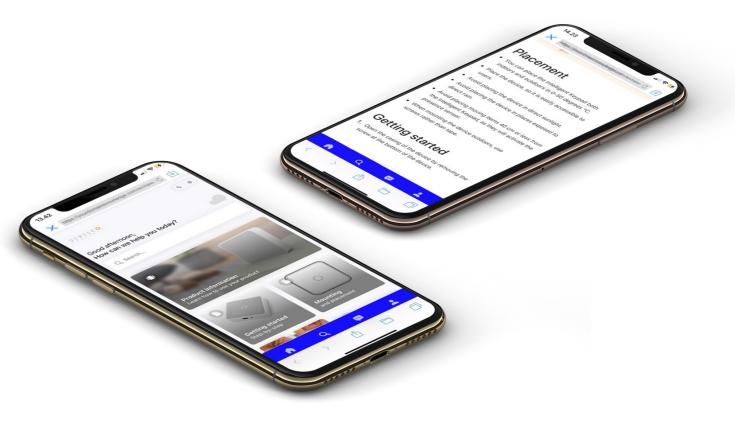
With Interactive manuals you can make it easy for your customers to always be able to find your manuals in one central place, such as your website, or via a QR code with their product.

Get inspired for how you can easily guide your customers to your manuals with this example from Develco Products' frient brand: https://frient.com/manuals/

# Want to take your product manuals to the next level?

Contact us to learn more about how you can elevate your customer onboarding experience with Interactive manuals.

info@develcoproducts.com



#### Try it out for yourself Disover how it works through a demo manual



#### About Develco Products

Develco Products is a B2B company providing a market-ready, white label IoT platform to solution providers within the fields of security, care, and energy management. Develco Products offers a range of wireless gateways, sensors and alarms, smart plugs, smart relays, and meter interfaces.

#### Tomorrow's technology today

We are experts in wireless communication and have developed products based on a wide range of wireless technologies since 2007. We take pride in advancing the technology of Internet of Things and work with leading organizations and institutions in bringing you tomorrow's wireless technology today.



# CONTACT US

Develco Products A/S Tangen 27, 8200 Aarhus N, Denmark Phone: (+45) 87 400 370 Develco Products USA Inc. 299 California Avenue, Suite 200 Palo Alto, CA 94306, United States Phone: (+1) 650 543 8171

info@develcoproducts.com www.develcoproducts.com