Introducing TMU Widget …

TMU Widget is a Plug-In or a tiny SDK that you can easily install in any webpage (with a few lines of code) to <u>instantly</u> set up a TeleMeetUp or TMU (logo) session for Virtual Interactions and Communication with visitors at your webpage.

Virtual Interactions and Communications such as

- Virtual Collaboration in doing tasks
- Virtual Exhibition & Demonstration of Products & Services
- Customer Support for Products & Services
- Remote Learning / Classrooms
- Webinar & Training
- etc.

You can display TMU (logo) or an Icon of your own design at your business' Homepage to offer a Menu of selections to the Visitors to suit your purpose such as

<u>Relative to general business requirement</u>

- FAQ for Customer Care
- To speak to Sales
- To speak to Technical Support
- Product & Service Showroom
- Webinar & Training

When the Visitors click on FAQ for Customer Care, they are presented with Answers to Frequently Asked Questions. If they do not find the answers that they seek or if they want to speak with a live Agent, they can return to the previous menu and select the department that they want to reach to speak with an Agent.

When a Visitor clicks to speak with a live Agent, they instantly get into a TMU session with the Agent who is able to competently deal with the Visitor's requirement in multi-media communication.

During the conversation/interaction with the Visitor / Prospective Client, the Agent can make use of the excellent functional features of TMU to effectively and efficiently explain and demonstrate the company's business, products and services or provide the technical support that the Visitor needs. These include

- Native language chat with automatic language translation in real time which enables a Visitor who is a foreign language speaker to speak and write in his/her preferred language in discussion with the Sales Agent

- Screen-sharing of documents and images on the Agent's or Visitor's during discussion

- Whiteboarding for drawing and sketching out ideas and illustrations to help explain ideas and designs with greater clarity

- SWISTWIT (See What I See Touch What I Touch) function for pin-pointing and finger-pointing on certain part of a document or some designs (SWISTWIT requires TMU Native App instead of Web App)

- The entire virtual interaction between the Visitor and the Agent is automatically captured and recorded in multi-media for use for various purposes in future.

Additionally, TMU Widget is available with optional features of having integration with popular software packages such as

Salesforce - very popularly used by sales people

Zendesk   - extensively used by technical support department of companies large and small

Slack   - very extensively used by the technology development community

The integration of TMU with these software packages allows Visitors to be set up as Clients in the Business's Salesforce CRM system or Zendesk ticketing system for technical support or Slack environment for efficient technical discussion and multi-thread relationships build-up. Discussion notes and follow up actions to take – all are done with great efficiency. With the use of TMU's functional features the Business can also have recordings of multi-media interactions curated for ease of retrieval relative to the discussion and annotation made for the TeleMeetUp sessions.

Follow-up calls can be set up easily in video conference over TMU very conveniently by just clicking on the contact name / email address of the Client.

TMU Widget is a great business tool

   for receiving visitors and building new clients !

Examples of Use Cases

Relative to TeleCare Service Provision to Rural Areas

In TeleMedicine & TeleHealth

TMU Widget is configured for this use case with the following Menu to suit the application and is installed in the homepage of an organization such as Amref Health Africa at https://amref.org/enterprises/ or https://amref.org/enterprises/leap/ mHeath Platform of Leap.

- Triage
- Mental HealthCare
- Education for Public Health
- Routine & Incidental Reporting
- Hygiene & Clean Water

The concept design of the TeleCare Service Provision is for medical care services to be provided to rural parts of a country by utilizing the medical facility available in hospitals in the urban part of the country through the application of MRESENCE technology as Cloud-based managed services.

Typically a CareGiver, who is an adult with minimum high school education, in a Community Center is required to operate a Tablet or a Smartphone and to use the Chrome browser in the Tablet or Smartphone to open the Homepage of Amref Health Africa where TMU Widget has already been installed and is prominently on display.

When the CareGiver clicks on the TMU Widget and is presented with a Menu as shown above and then clicks on "Triage", a TMU Session is instantly launched to connect the CareGiver with a Triage Nurse in the urban hospital.

The CareGiver then talks to the Triage Nurse and discusses the condition of the patient at hand. Virtual interactions among the Triage Nurse, the CareGiver and the Patient will help to determine what course of action to take for medical treatment of the Patient.

The CareGiver brings the back camera of the Tablet or Smartphone near to the Patient for the Triage Nurse to see and examine the condition of the Patient.

The Triage Nurse uses a Tablet or Smartphone running TMU Native App (Android or iOS) during the interaction so that the back camera of the Tablet or Smartphone can capture the Triage Nurse's hands, and the image of the hands is merged with the video of the Patient. The use of the Tablet/Smartphone running TMU Native App enables the SWISTWIT (See What I See Touch What I Touch) function to be used by the Triage Nurse to pinpoint or finger-point a particular body part or place or object as required during discussion/interaction for greater clarity in explanation.

During the TMU Session, upon determining what care the patient needs, the Triage Nurse will reach out to the appropriate doctor or specialist to further examine the Patient and to deal with the Patient's condition.

During the conversation/interaction among the CareGiver, Triage Nurse, Doctor/Specialist and Patient, they can make use of the excellent functional features of TMU to effectively and efficiently explain and demonstrate ideas and actions to take so as to determine the Patient's condition and to prescribe treatment. (Note that the Doctors/Specialists should also be equipped with a Tablet or Smartphone running TMU Native App if they want to be able to use the SWISTWIT function.)

These include

- Native language chat with automatic language translation in real time which enables a Doctor/Specialist who is a foreign language speaker to speak and write in his/her preferred language in discussion with the CareGiver

- Screen-sharing of documents and images on any of the participants' screen during discussion

- Whiteboarding for drawing and sketching out ideas and illustrations to help explain ideas and designs with greater clarity

- SWISTWIT (See What I See Touch What I Touch) function for pin-pointing and finger-pointing on certain part of a document or some design or some body parts of the patient

- The entire virtual interaction among the participants is automatically captured and recorded in multi-media for use for various purposes in posterity.

For references please view videos at

www.mresence.com

www.telemeetup.com

<u>Relative to use case of an occasion of gathering of friends and relatives to commemorate the passing of a loved one</u>

Project "MREMORIES"

The promotion for the use of MREMORIES is to be made at the homepage of a Funeral Home and another appropriate website which may be selected for use by the bereaved family for easy access by the intended virtual attendees of the commemoration service, and the bereaved family may make use of a webpage of www.mremories.com that is dedicated for the purpose of receiving virtual attendees to a scheduled event.

<u>Typically,</u>

MREMORIES (a special version of TMU Widget) is installed on the selected webpage.

When visitor to the webpage click on the "MREMORIES" icon, they are presented with a Menu that shows

FAQ

A listing of the Funeral Home's events

(each event listed shows name of the deceased and time schedule

e.g. John Cruz Sr. 3 pm – 5 pm ET (UTC-5))

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When a visitor clicks on "John Cruz Sr." he/she is required to enter a valid Password and be instantly connected to virtual interaction / video conference room/space where members of the bereaved family are already in attendance in MRESENCE as in approximation to PRESENCE in Mixed Reality although the members may be geographically apart.

Visitors can participate in or join the MREMORIES session in progress from anywhere on the Internet, using a Chrome browser running in their Computer or Smartphone or Tablet with text chat, voice dialogue, gestures, audio and/or visual display all in multi-media in real time.

Members of the bereaved family will use either a Smartphone or a Tablet running a Chrome browser and/or use a Smartphone/iPhone or Tablet/iPAD preloaded with and running TMU Native App.

Members of the bereaved family at the site where the deceased is laid to rest in a coffin can use the back camera of their Smartphones / Tablets or iPhones / iPAD to capture the scenes at the gathering be seen by all participants.

The additional and very useful functional features of TMU available for use by all participants in MREMORIES include

- Screen sharing - any of the participants can use this function to share their photos, articles, etc., that recall memorable events and experience shared with the deceased or members of the bereaved family

- White-boarding - for making sketches and handwriting messages

- SWISTWIT (See What I See Touch What I Touch) – a unique function that is particularly useful for putting a fine point on an image or a document for greater clarity in explanation and showing

    (Note that the TMU Native Android or iOS App running in Smartphone/iPhone or Tablet/iPAD is required for using the SWISTWIT (See What ISee Touch What I Touch) function of TMU.)

- Native Language chat with automatic language translation in real time for Speech2Text, Text2Text, Text2Speech - a feature for great convenience for use by virtual attendees at MREMORIES who speak / write in languages foreign to members of the bereaved family

- Streaming of the entire MREMORIES session to select social media, Youtube, Facebook, Linked-In, Instagram, etc., as may be required

- Automatic recoding of the entire MREMORIES session in multi-media for archive and posterity

Other examples of use cases

Relative to Schools for Remote Learning

- Grade 5 Mathematics Classroom
- Grade 3 Literature Classroom
- Kindergarten Play School
- Cookery Class
- etc.

Relative to Recreation Activities

- Yoga Class
- Knitting Class
- Aerobics Class
- Culinary Class

Relative to Insurance Business

- To speak with an Agent for Insurance Claim
- To buy insurance coverage
- To discuss terms of insurance and to complete the purchase of insurance coverage

Relative to Church Events

- Sunday Worships
- Friday Worships
- Prayer Meetings
- Bible Reading

When the Visitors click on the TMU icon or the business' customized icon and then make selections presented to them, they are instantly connected to a live Agent or to join a class or an event or a webinar in progress or about to begin as the case may be.

There is no practical limit to the number of people that can click on a selection presented by the menu or to the number of participants joining a TMU session from anywhere on the Internet in any geography.

The Great Advantage you get with TMU Widget:

The ease of use in setting up a virtual interaction communication with anyone using any of the browsers Chrome, Edge and Safari.