

Digital service on demand. With the WAGNER service app you receive fast and reliable support - directly from a qualified member of our service team.



Your advantages

Fast response time

By means of live audio and video transmission, the service employee can support you effectively in the shortest possible time, without having to be on-site.

Comprehensive support on demand

Thanks to the fast service deployment, we can jointly ensure your system availability and productivity.

Transparent documentation

The documentation function ensures the traceability of the services provided and thus enables a continuous improvement process.

Smooth communication

Text and voice messages exchanged between you and the HelpDesk service employee can be translated into several languages.

It's that simple:

1. You can download the WAGNER service app free of charge in the Apple or Google app store.
2. If you need support with your system, contact the responsible HelpDesk by phone and enter the session ID that is displayed in the app.
3. With the session ID, the HelpDesk employee gets access to the video transmission and can thus support you directly.



For any questions, please contact the responsible HelpDesk:

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