

RichCall provides your customers with a one-touch live support option. Integrated into your website and mobile app, RichCall allows customers to establish a fully interactive, video-enabled session with an agent—this includes co-browsing, app sharing and other web-collaboration tools.

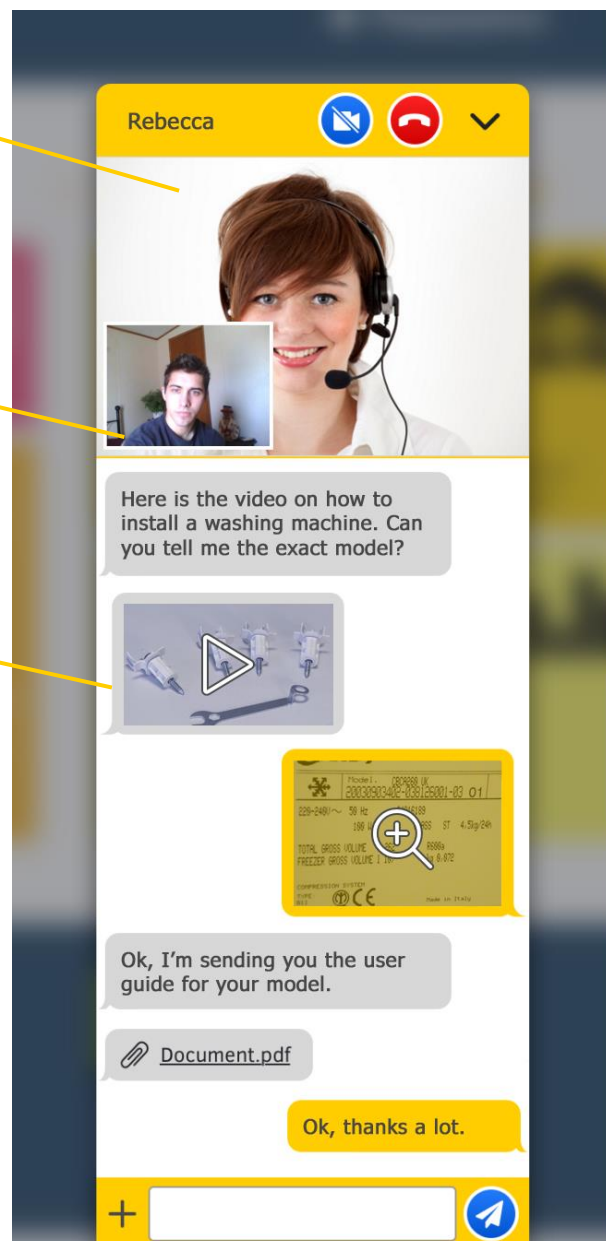
The WebRTC-powered client interface works without downloading any additional software. Just one click and the client collaborates with your agent:

Live agent video brings a personal touch to customer interactions. The video is optional and, when not needed, may be replaced with agent photo.

By default, the customer can see the agent, but not vice versa. Clients can enable their own video manually.

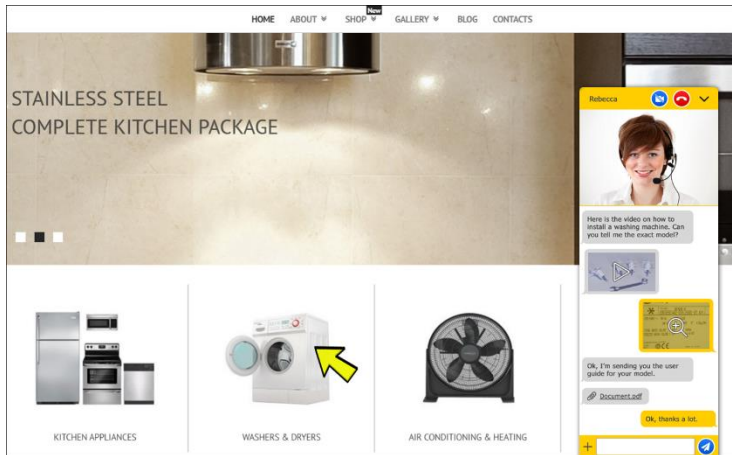
The web-collaboration area allows client to interact with your agent:

- surf the website together and get visual help via co-browsing,
- exchange text messages, docs and images,
- fill in complex forms together,
- share any application to show the context of the issue.



- ✓ The interactions are encrypted and recorded for further evaluation.
- ✓ WebRTC technologies make it available in almost any browser, including mobile ones.
- ✓ RichCall integrates with any contact center software (Cisco, Avaya, Genesys etc).
- ✓ Available for on-premise and cloud deployments.

Click-to-call, click-to-video and co-browsing for your customers



Click-to-call with co-browsing and web-collaboration for customer support.

Start a co-browsing session on the fly during a regular phone call.

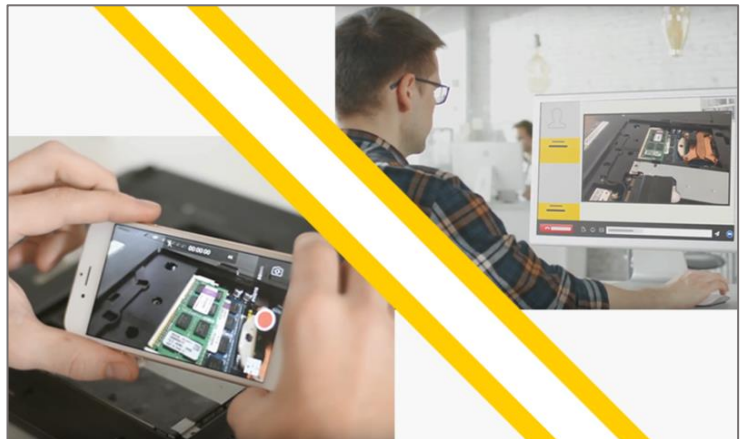
Video calls and web-collaboration with online shoppers.

Mobile camera sharing for sales and support

Video sales – an agent shows a product through the shared mobile camera.

Customer support – a customer shares his mobile camera to show a malfunctioning device.

Field force support – a field engineer connects through video with a remote expert.



Video and collaboration for kiosks

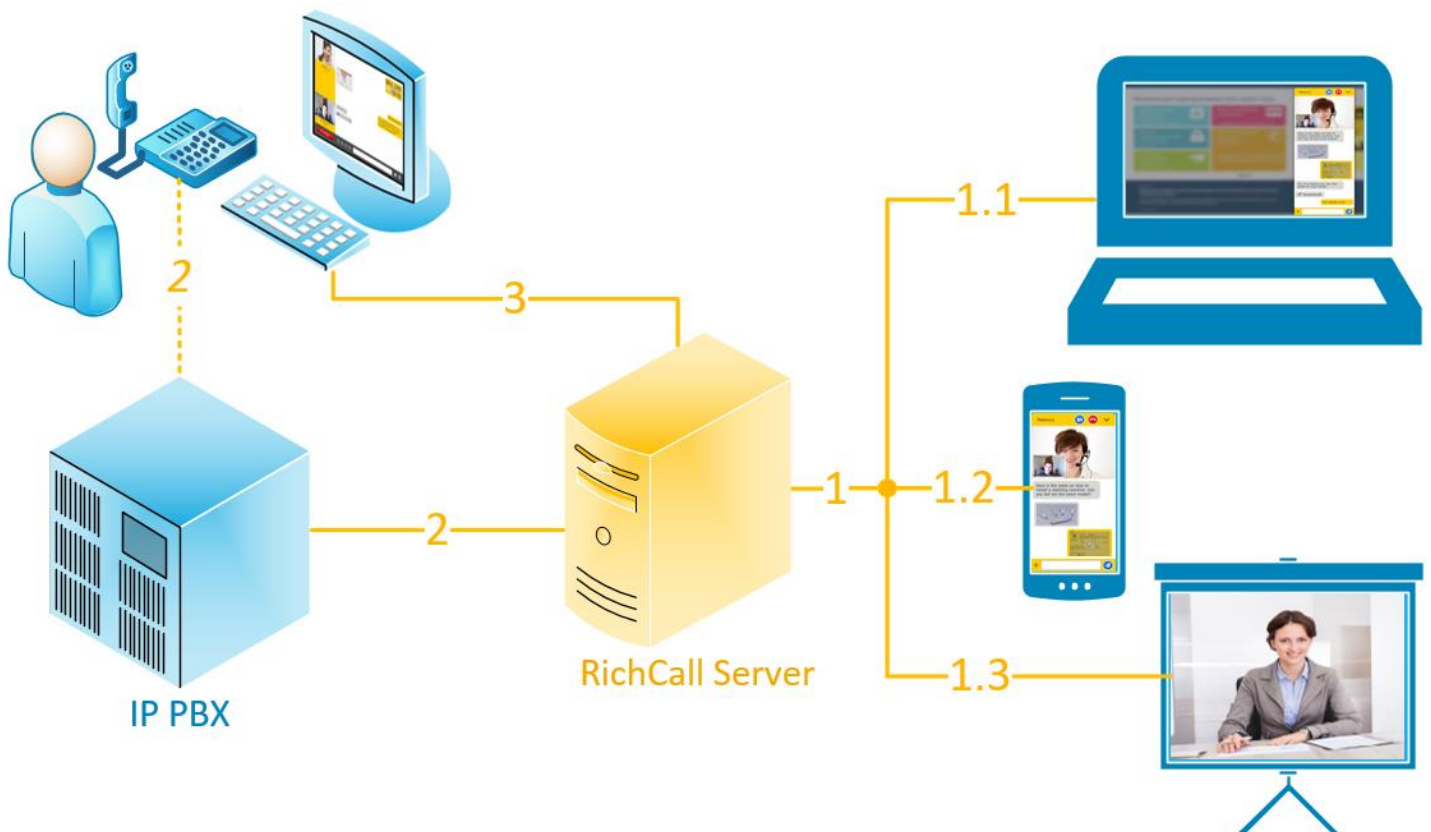


Remote expert help with HD video, scanner and printer.

Live video-assistance option for your existing self-service and support kiosks.

Deployment options

- ✓ on-premise **OR** cloud
- ✓ integration with enterprise IP PBX and contact center **OR** stand-alone instance with embedded PBX
- ✓ desktop agent app **OR** web-app integrated into unified agent desktop



Feature-set

Options to start a RichCall session:

- a button on a website (desktop and mobile browsers are supported)
- phone call escalation (code-based)
- SMS with the unique link

Client UI modes

- widget embedded into a website
- enlarged UI on a separate page
- web UI for mobile devices
- UI for video kiosks
- UI embedded into self-service kiosk

Collaboration features:

- 2-way voice
- 1- or 2-way video
- application sharing
- co-browsing
- cursor spotlight
- masking sensitive data
- document push
- image push with annotation
- sharing mobile camera with the agent
- agent can switch between cameras

Application Server and Media Engine

- WebRTC standards-based
- HTTP-to-SIP signaling conversion
- Audio and video transcoding
- STUN/TURN support

References

Featured technology partner

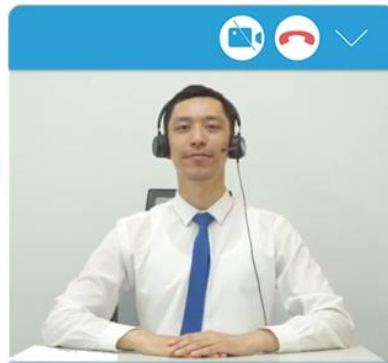


RichCall is developed by Aurus, a registered Cisco Solution Partner since 2013.

RichCall is available on Cisco Marketplace.

Read more at <https://richcall.io/live-video-assistance-co-browsing-cisco-uccx-ucce/>

Featured client



Since 2018 the “House Construction Savings Bank of Kazakhstan» uses RichCall to offer visual support service to its clients.

Read more at <https://richcall.io/2019/07/03/hcsb/>

Featured business partner



German BPO contact center deployed RichCall to allow field engineers use live video for software tech support.

Read more at <https://richcall.io/2018/12/12/german-contact-center-uses-richcall-improve-support-at-home-agents/>