

## Video Support

With RichCall your clients can use their mobile camera to show the malfunctioning device to a remote expert. By seeing issues in real time your agents can solve them remotely thus prevent unnecessary onsite visits and reduce product returns.

### Live visual support for customers



To show the issue details the client connects with a customer service rep and shares his mobile camera.

The expert can see the problem and guide the customer towards a resolution by putting visual marks on the received image.

### Video support for field service

When facing technically complex issue a field engineer makes a video call to a remote expert and shows the equipment.

The expert marks the equipment details on the image to show an engineer the cause of the problem and help him resolve it.



✓ TELECOMMUNICATION – help your clients and field force to connect and configure a device

✓ INSURANCE – replace onsite adjuster visits with live video sessions

✓ ELECTRONICS AND HOME APPLIANCES – offer your customers a live visual support option

✓ MANUFACTURING AND EQUIPMENT – empower your field service with video support tool

## Options to start a visual session with a remote rep

### PHONE CALL ESCALATION

- while talking over a regular phone call an expert decides that a video session will help to resolve the issue faster;
- the expert generates a unique link and sends it via SMS or any messenger;
- the client switches to a speakerphone mode, opens the link and launches a video session on the fly.

### VIDEO CALL TO A REMOTE TEAM

- a field engineer, knowing about visual support option, wants to establish a video session with a remote expert,
- an engineer clicks a link, selects the area of expertise (optionally) and makes a call to a remote team,
- a videocall is routed to one of the available experts with the skills required by a field engineer.

## Feature set

### Server:

- cloud-based or on-premise installation
- WebRTC, STUN/TURN technologies for the best interoperability
- interaction recording (audio, video and data shared by the parties)

### Video-enabled interactive session:

- dual HD video
- marking images captured from the video stream and sending them back to the client
- sharing images and docs
- the “pointer” feature on top of client video stream (in the next releases)
- audio and video connection quality indicator (MOS)

### Client web app:

- several Customer Satisfaction Metrics supported
- multiple languages supported: Russian, English, Spanish, Arabic, German
- all modern browsers are supported, including mobile ones