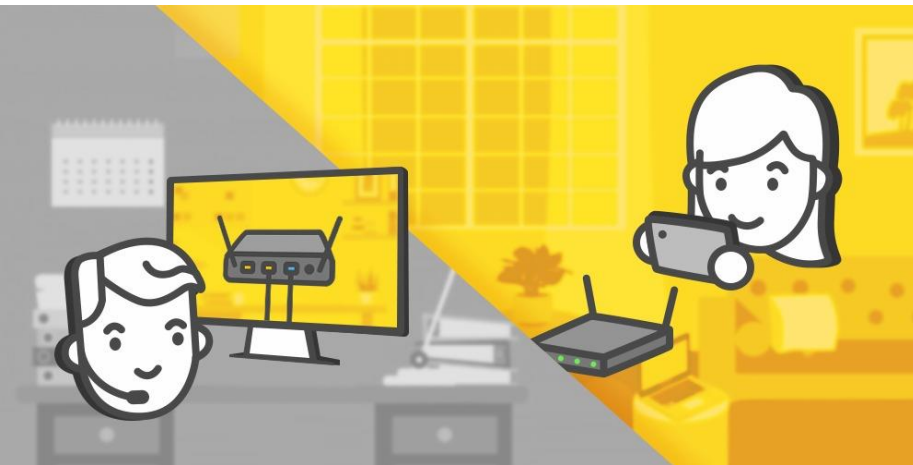


Video Support

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