RichCall

Live Video Expert Software

Overview

RichCall helps you sell and support remotely providing your customers with a one-touch live support option featuring HD video and web-collaboration tools.

Video Sales

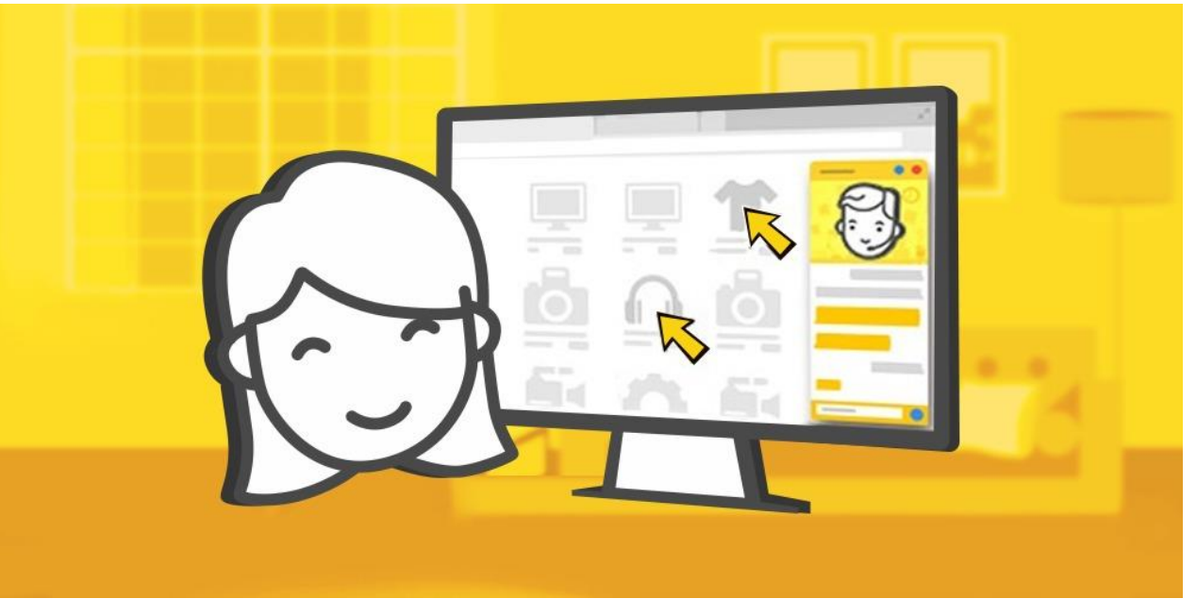
Visual Support

Video Kiosk

RichCall

Video Sales

Video chat on a website



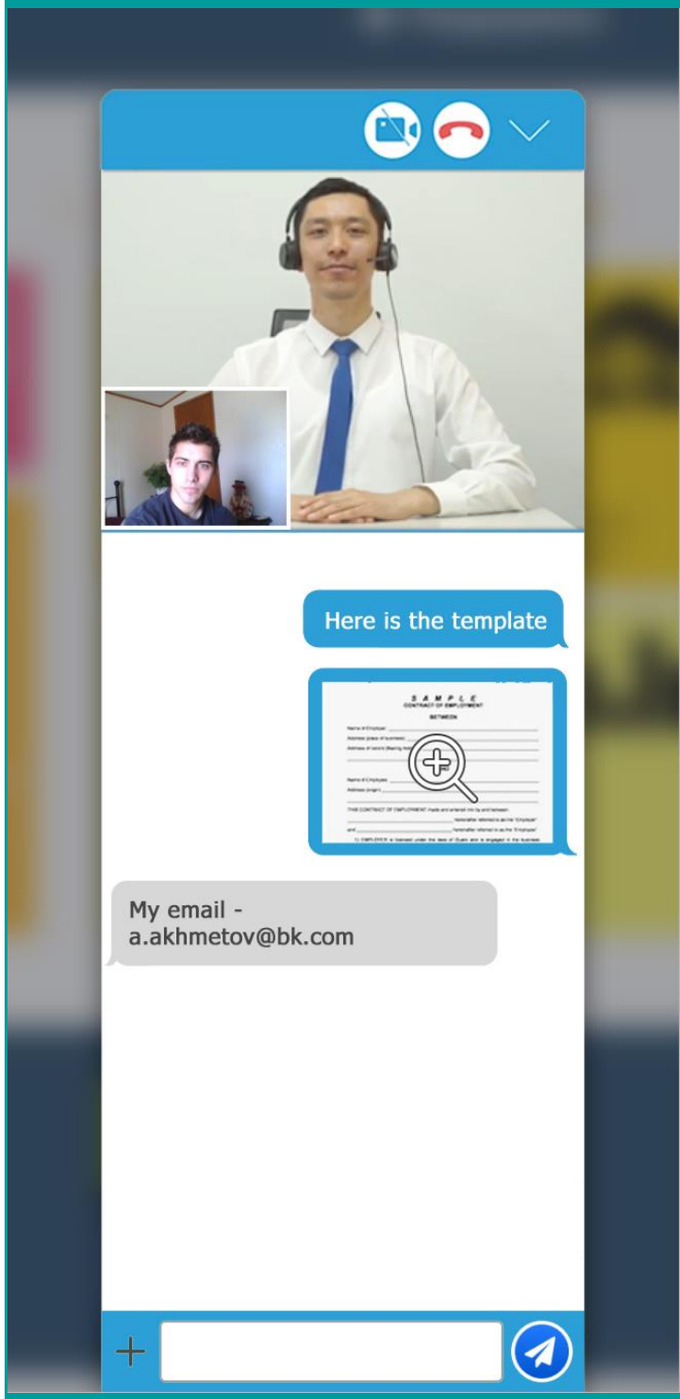
A "Live Expert" button on your website allows an online shopper to connect with your sales rep.

Live stream shopping

An expert shares the mobile back camera with a client to show a product live.

Case: HCSB Bank videobanking

2000+ videocalls daily



Visual support

Live visual support for customers

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

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.

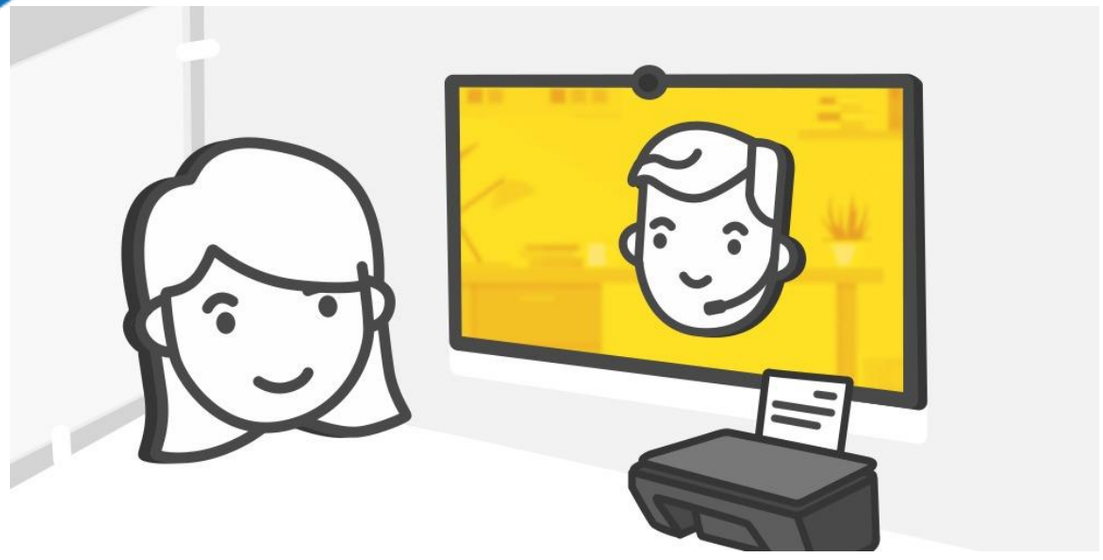
Case:

11880.com real-time visual support

A German professional contact center “11880 Solutions AG” uses RichCall to support its at-home agents.

With RichCall a remote engineer sees the problem with his own eyes and solves it faster.

Video kiosk



In-store video kiosks

Live HD video calling with scanner and printer to exchange docs.

Live expert for self-service kiosks

Video assistance option for your existing self-service kiosks.

Case:

Belarussian Railways virtual information desks

Since 2018 Belarusian Railway provides information services to its passengers via self-service kiosks deployed on railway stations.

Deployment, licensing, feature set

Deployment	Licensing
• On-premise • Cloud	• Subscription • Permanent

Try at https://richcall.io

Pure web-based user interface with zero downloads required

Integration with any SIP contact center software

Interaction encryption and recording

Customization tools

Multiple languages supported

Customer satisfaction metrics

RichCall