

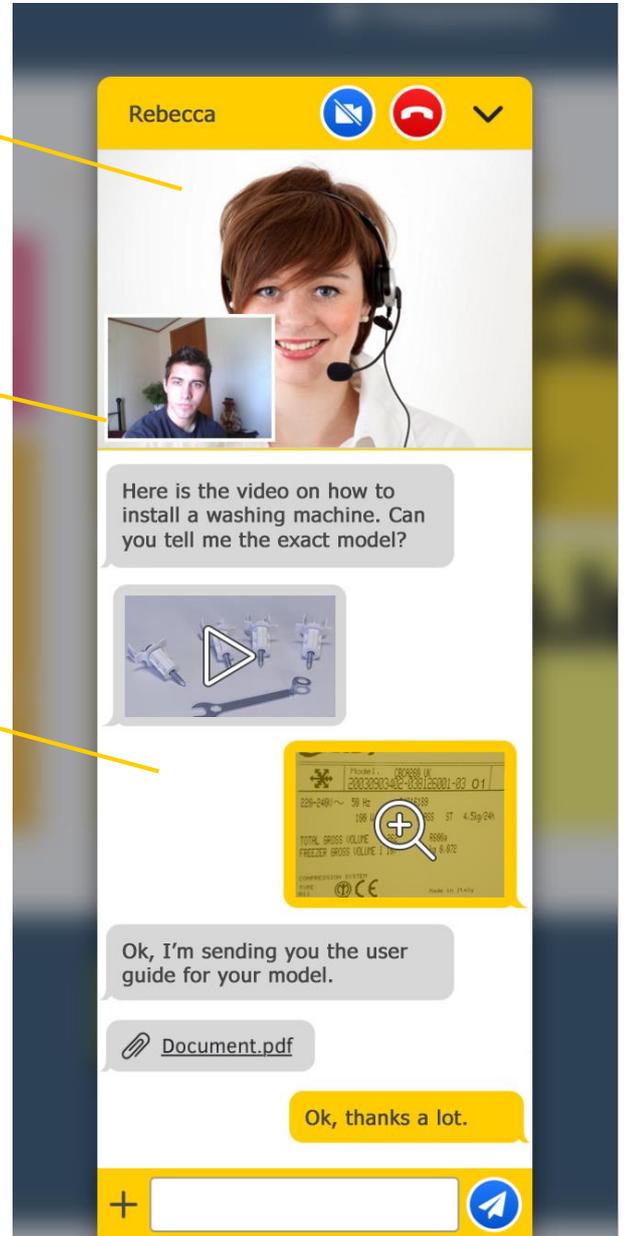
RichCall provides your customers with a one-touch live support option. Integrated on your website and mobile app, RichCall allows customers to establish a fully interactive, video-enabled session with an agent—this includes co-browsing, app sharing and other web-collaboration tools.

Live agent video brings a personal touch to customer interactions. If video is not needed, it may be replaced with either the agent photo or the avatar.

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

The web-collaboration area with content sharing tools:

- Use the co-browsing feature to help customers navigate your website, and work seamlessly with your web applications.
- Application sharing will help your tech support team to better understand the context of the customer's issue.
- Easily exchange text messages, images and documents when interacting with



Best in class contact center integration

RichCall does not simply connect website visitors with video chat channel agents. Instead, it leverages your existing contact center operations, workflows and apps to:

- route and queue video chat requests,
- handle video chat interactions,
- measure customer satisfaction and agent performance.

Only by integrating this closely with contact center software can true compliance with an omni-channel strategy be achieved.

Available for on-premise deployments and from Amazon© cloud



Features at-a-glance

Seamless integration into current contact center operations:

- contextual data support
- agent desktop integration
- visual IVR and unified queuing
- integration with reporting and quality management apps

Exceptional customer experience:

- video conferencing support
- one-touch engagement with no downloads
- upgrade of phone call session to web-collaboration session

Powerful web-collaboration tools:

- text chat and file sharing
- co-browsing, with support for secure pages
- interactive app sharing with pointer
- snipping tool with annotations

Security and high availability:

- SSL support
- interaction recording (audio, video and web-collaboration)
- global availability with load-balancing and geo-clustering