



SIGHTCALL VIDEO SUPPORT AGENT FOR SALESFORCE SERVICE CLOUD®

A NEW ERA IN CUSTOMER SERVICE

Customer service is reaching a tipping point. With the emergence of the social web, customers' expectations have evolved. Customers demand instantaneous response time, personalized advice and fast issue resolution. In the meantime, contact centers are transforming from cost centers to sales channels driving new revenue.

Real-time video enables new forms of customer engagement by taking contact centers a step further in the customer service journey. Video enabling your customer experience can not only be cost effective but can also set you apart in driving and maintaining customer loyalty. SightCall Video Support Agent™ for Salesforce Service Cloud® makes this transition a breeze.

BENEFITS OF UNMATCHED CUSTOMER EXPERIENCES



Personalized Service

People buy from people. Face-to-face interactions bring your customers closer to your business and drive up customer loyalty.



Visual Assistance

Enable your customers to show what is wrong. Expedite claims and problem resolution by bringing your experts closer to the problem.



Sales Conversion

Your visitors need guidance on the path to purchase. Address their concerns with video assistance to increase conversion rates and average order value.



Expert Consultation

Some fields such as healthcare or legal are complex to navigate. Give your customers a subject-matter expert at their fingertips whenever they need one.



Community Engagement

Organize group video chats to conduct workshops or showcase innovations. Build community brand advocates through a rich media experience.



Improved Field Service

Let your field agents call a colleague with hands-on expertise. Your workforce instantaneously shares knowledge through real-time video.

HOW IT WORKS

SightCall Video Support Agent™ for Salesforce Service Cloud® is a purpose built application delivering an integrated real-time video experience to Service Cloud users. Using the SightCall cloud service natively in their Agent Console, Salesforce users can engage in video conversations with customers visiting public facing web sites or using SightCall Video-powered mobile applications.

As an extension of Live Agent skills-based routing, SightCall Video Support Agent for Salesforce Service Cloud enables the agent to easily identify which device the customer is connected to and their ability to engage in a video session. SightCall Video Support Agent™ is available in the Salesforce AppExchange.



For Agents

Integrated to the Live Agent console
No changes required to routing rules



FOR CUSTOMERS

Video assistance accessible from web or mobile. No download required

IMPLEMENTATION OPTIONS

Personal Shopping Assistance

Enables online retailers to add a video call button to any website or mobile app allowing agents to engage shoppers in real time, help them select items, and guide through to a successful purchase.

Customer Support

Enables technical support representatives to escalate from chat to video, co-browse and interact with the customer.

Field Support

Field service agents can initiate video calls with in-house subject matter experts when additional support or assistance is needed in the field.

SYSTEM REQUIREMENTS

Operating System	Minimum Hardware
Windows XP SP3 and later	Intel Core 2 Duo or AMD Athlon X2 1GB RAM
MAC OS 10.6 and later	Intel Core 2 Duo 1GB RAM
Android 4.0.3 and later	Any ARM-based phone or tablet

SightCall Video Support Agent works with Chrome 30 (or later) on Windows, Mac OS, Android and Linux without a requiring a download.

Other browsers such as IE, Safari, and Firefox are supported by downloading a lightweight cloud-managed client.

CONTACT SIGHTCALL

www.sightcall.com/salesforce
bizdev@sightcall.com
payam.keyhantaj@sightcall.com

Corporate Headquarters:
330 Townsend Street, Suite 119
San Francisco, CA 94107