



## SIGHTCALL VIDEO SUPPORT AGENT FOR FIELD SERVICE

### Get Support When & Where You Need It

Companies often issue mobile devices such as tablets and smart phones to each employee, especially field service agents. This has led to a more connected workforce where files and other data can be easily transferred within seconds.

Now, with the SightCall Video Support Agent™, field service agents can initiate video calls with other experts back at headquarters when additional support or assistance is needed in the field.

Remote personnel can share their mobile camera to provide a complete view of the situation in the field. Experts at corporate can pause live feeds, highlight issues, point out key items and even directly open supporting documentation on the field agents device.



#### SME CONSULTATION

It is often useful to seek out the advice of a subject matter expert when troubleshooting problems in the field. Live video provides an easy method to connect the field to in-house experts.

#### ACCESS REMOTE INFO

In-house subject matter experts can push URLs to field agents which open documentation and then direct the agent through the information to help them find a solution.

#### CAMERA SHARING

Field personnel can use their mobile cameras to give in-house experts a view of the situation and discuss solutions while interacting through pointing and drawing on the live video stream.

#### REDUCE COST

Connecting the field in real-time to in-house experts and critical information helps resolve issues faster saving both time and money.

## CAMERA SHARING



Field service agents can use a mobile device to share their camera with remote company resources.

- Troubleshoot problems faster by providing the visual information remote personnel need.
- SightCall automatically adapts calls to bandwidth constraints reducing resolution from HD to SD and even to voice-only when necessary.

## CO-BROWSING & URL PUSH



Field agents can share their screen and collaborate on solutions with personnel back at headquarters.

- In-house support can see the context of questions from the field improving comprehension.
- The screen share acts as a canvas on which remote support and the field agent can interact.
- In-house experts can push URLs which open valuable information on the field agent's device.

## INTEGRATED EXPERIENCE



The SightCall experience can be easily integrated into internal field support applications and act as a seamless collaboration tool.

- Include multiple in-house support matter experts on a call to come to solutions faster.
- Record sessions for further analysis as well as future training purposes.

## REMOTE POINTER & DRAWING



Agents can highlight important information by pointing or drawing on the video window.

- In house subject matter experts can take control of the video screen and point out important information.
- Pointing and drawing helps facilitate dialog and reduces misunderstandings.
- Agents can pause the video, annotate and capture still images of the live video stream.

## ABOUT SIGHTCALL

SightCall enables rich/immersive conversations that drive greater engagement, improve understanding, and enable enterprise agility. SightCall's Platform as a Service (PaaS) offers developers the APIs and SDKs they need to integrate rich contextual conversations into any mobile or web application.