



SIGHTCALL VIDEO SUPPORT AGENT FOR CUSTOMER SUPPORT

Provide Customer the Support They Deserve

In this fast paced world, a customer's expectation of service has evolved. Customers demand immediate response, personalized service and fast solutions.

The SightCall Video Support Agent™ provides customer support representatives in contact centers, large and small, the ability to engage their customers in a way that increases satisfaction and improves the overall customer experience.

With one touch of a button, customers can connect with a support agent in real time and receive the type of immediate service they desire, expect, and deserve.



INCREASE PRODUCTIVITY

Agents can quickly grasp the customer's issue by seeing the customer's screen and discussing the context. This enables agents to efficiently walk the customer through to a resolution.

IMPROVE LOYALTY

Loyalty is built through the development of a personal connection with the customer. The face-to-face interaction that occurs during a video support call builds that connection.

CLOSE CALLS FASTER

When diagnosing a physical product it is often useful to see it. The ability to see and interact around live video enables agents to guide users to solutions and close calls faster.

IMPROVE SATISFACTION

Give your customers a subject matter expert at their fingertips with one touch of a button, resolve their issues faster, and make them feel special.

ONE TOUCH SUPPORT



Add a button anywhere on your website to connect a visitor to a support agent.

- Start sessions with the customer seeing the agent and optionally let the customer share their camera.
- See the context of the current customer's screen.

ESCALATE FROM CHAT TO VIDEO



Let agents determine when escalating from chat to video makes most sense.

- Easily integrate SightCall with existing chat solutions.
- Use existing skills based routing to ensure the right agent handles a video session.

CO-BROWSING



Customers and agents can share their screens and interact like never before in real time to resolve issues.

- Agents can highlight important information by pointing or drawing on the video window.
- In some cases, customers can use the rear camera on their mobile device to visually show the support agent the problem.

SESSION RECORDING



Customer support calls can be recorded by the agent so that the company can review the quality and use them for training.

- SightCall encrypts all video sessions to ensure privacy.
- No recorded video sessions are ever stored on the SightCall servers.

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.