VideoEngager

SmartVideo for Genesys

The broad adoption of consumer applications in social media like FaceTime, Skype, Viber, Whatsapp and Snapchat indicates that customers today are comfortable using video and, increasingly, they are demanding it for a broad range of interactions in business applications, including customer support, banking, retail and in healthcare.

Using video has benefits for both the business and the customer, providing a high-touch connection that builds customer trust and loyalty, and serving a very practical role in allowing a service person to demonstrate a solution, a doctor to visually assess a patient, or a customer to connect with a technical or financial subject matter expert quickly and cost-effectively.

For maximum effectiveness, video can be integrated into a businesses' contact center application.

SmartVideo is Part of the Genesys™ AppFoundry integrated with PureEngage and PureCloud

SmartVideo is tested and approved by the Genesys AppFoundry, Genesys' curated marketplace of integrations and applications. As a Premium Client Application, SmartVideo is fully integrated, designed to be easy to install (in less than five minutes) and is accessible through a single sign-on to the Genesys application.

SmartVideo

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SmartVideo, created by the mobile and web video services pioneers at VideoEngager, is both a web and mobile video-enabled application for Web, iOS and Android. It isfully integrated with Genesys PureEngage™ and is the premiere video chat product fully integrated with Genesys PureCloud™.

SmartVideo is a groundbreaking web and mobile solution that allows agents of all kinds to engage with customers using chat, voice, video and screen-sharing. It empowers agents to easily connect with a customer through live video chat on any platform and with no installation.

SmartVideo for Genesys PureCloud and PureEngage enables a customer-agent escalation from chat, email, voice, SMS or social media to a live, interactive video call. Both customers and agents are able to interact on any device powered by Wi-Fi or 3G/4G, using a desktop or mobile browser.

Built on Leading Technology

The system architecture of SmartVideo is based upon WebRTC, (real-time communication) technology, which is the gold standard for real-time communications, and is widely adopted by companies like Google, Apple, Microsoft, and Facebook. WebRTC provides high security with end-to-end encryption. SmartVideo is hosted on Amazon Web Services' state-of-the-art hosting platform.

Because it's integrated with PureCloud and PureEngage as a SaaS or on premises solution, SmartVideo can be customized for specific customer needs or requirements. Optionally there is a video call recording capability available as well.

Developed by Leaders in Real-Time Communication

SmartVideo was developed by the experts in real-time communication at VideoEngager. Founders Val Babajov and Nikolay Bankov are experts in real-time communication on mobile and desktop devices, having developed solutions for major enterprise clients like AT&T, Verizon Wireless, and VMware, and their video chat products are used in technical support, telehealth, omnichannel retail, banking and many other applications.

Learn more about SmartVideo at
https://appfoundry.genesys.com/#/filter/purecloud/listing/48826464-7b5c-43ad-9a54-7baf1b569555
or find out more at www.videoengager.com