SMARTVIDEO

LIVE VIDEO INTERACTIONS MADE SIMPLE

Agent Guide

SMARTVIDEO FOR GENESYS

SmartVideo allows for customer – agent escalation from chat, email, voice, SMS, and social media to live, interactive video chat that enhances the customer experience. Customers and agents are able to interact using best in class audio and video technology on any device, on any internet connection, using a wide range of desktop or mobile browsing application (list of supported browsers).

SmartVideo is compatible with both Genesys Engage and Genesys Cloud

Genesys Cloud.   Engage.

SMARTVIDEO - KEY FEATURES

No plug-ins, just a link - Easily connect with a customer through live video chat on any platform and with no installation;

High quality audio and video calls - Using the latest audio and video codecs, SmartVideo delivers crystal clear video quality;

Screen Sharing - Application or screen sharing allows a customer to quickly visualize their problem to the agent or for the agent to present a more efficient solution to the customer visually;

Video call recording - Integrated with Genesys Cloud feature/functionality that leverages Google Cloud versatility;

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Works on most popular desktop and mobile browsers - Chrome, Firefox, Opera, MS Edge and MS IE, as well as iOS and Android browsers. Native mobile apps are available for internal company use by the agents;

Intuitive and easy to use - SmartVideo is easy to setup and use directly from Genesys Cloud or Genesys Engage. Escalation to a live video call between the customer-agent occurs with the click of a video call icon;

SMARTVIDEO – FIRST TIME USE

Log into Genesys PureCloud

To get started with SmartVideo for Genesys PureCloud, agents are supposed to login to their Genesys PureCloud accounts. To do so, please visit Genesys cloud products page, and select PureCloud Login, as shown in Figure 1 or go directly to https://login.mypurecloud.com/.
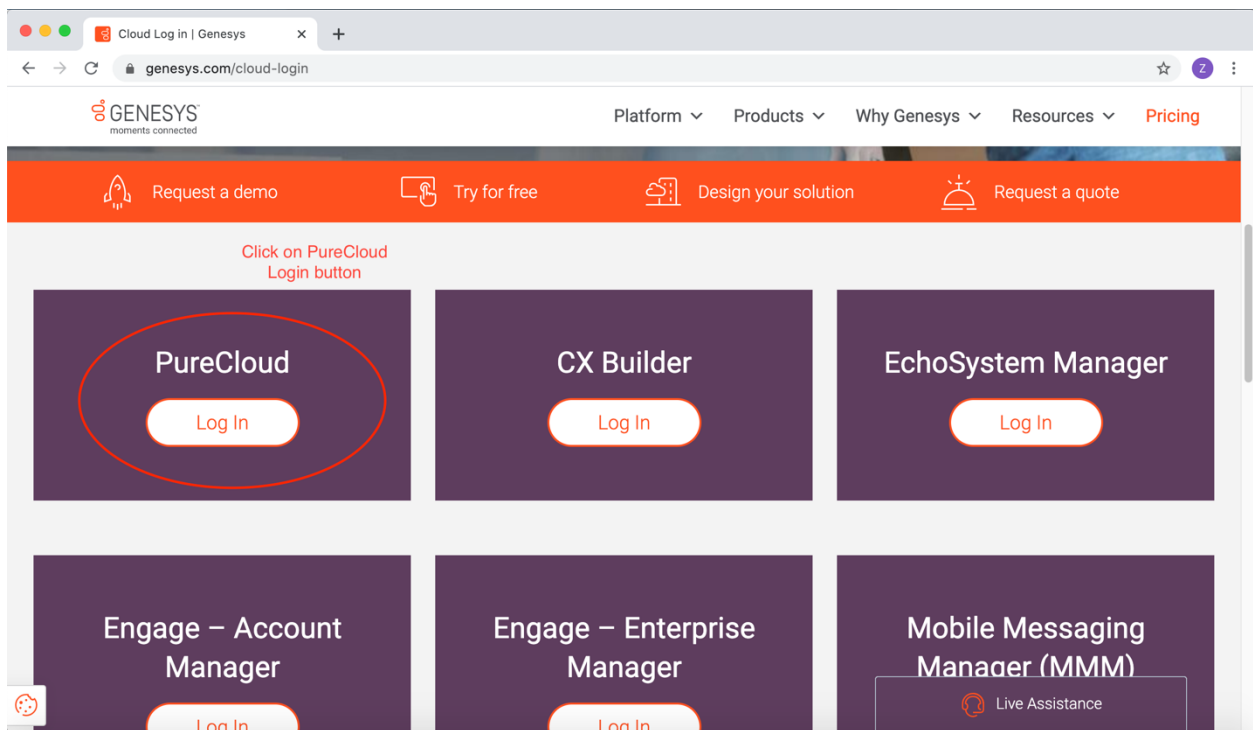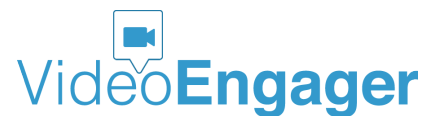

Figure 1: Genesys Cloud Product Page

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Once the PureCloud login page is shown in your preferred browser, please select a region your account is associated with. Next, please enter your credentials and click Log In button. If you are unsure about your region, credentials or organization, please contact your supervisor or IT support.
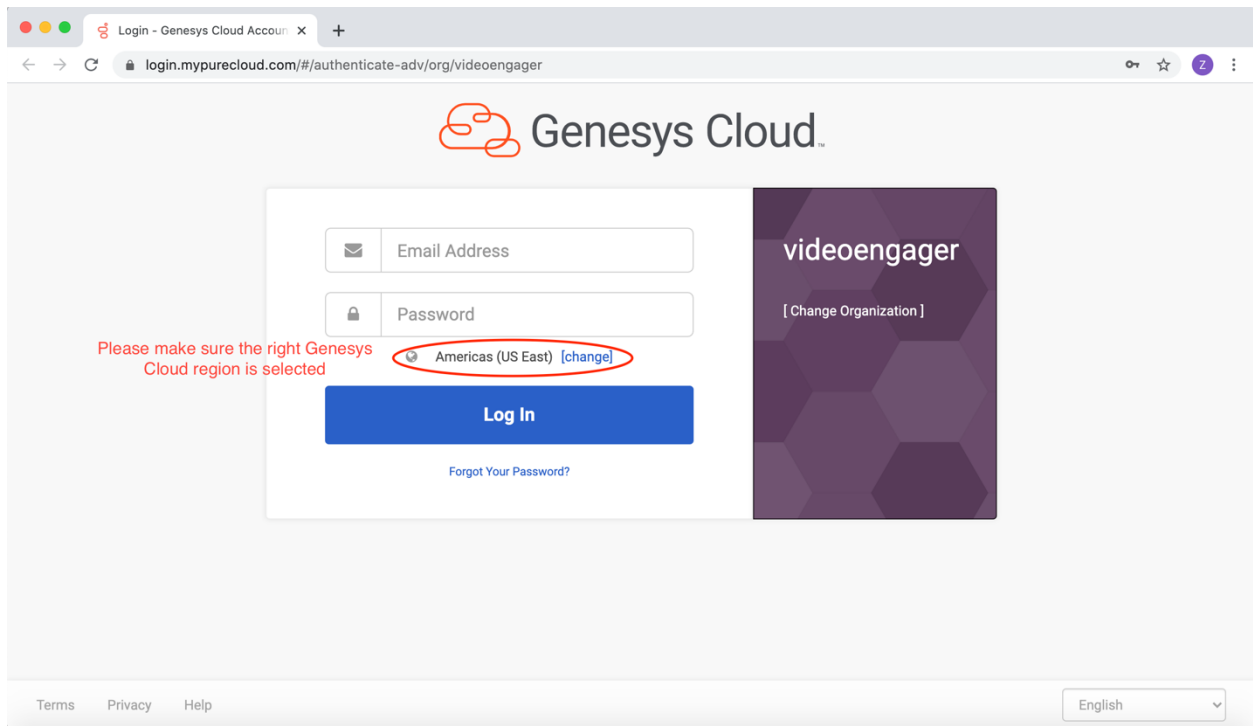

Figure 2: Genesys PureCloud Login page

If login is successful, your browser will render a page like the one shown in Figure 3. At this point, you should click on Collaborate/Communicate button. This action will lead your browser to your PureCloud agent home page, as shown in Figure 4.

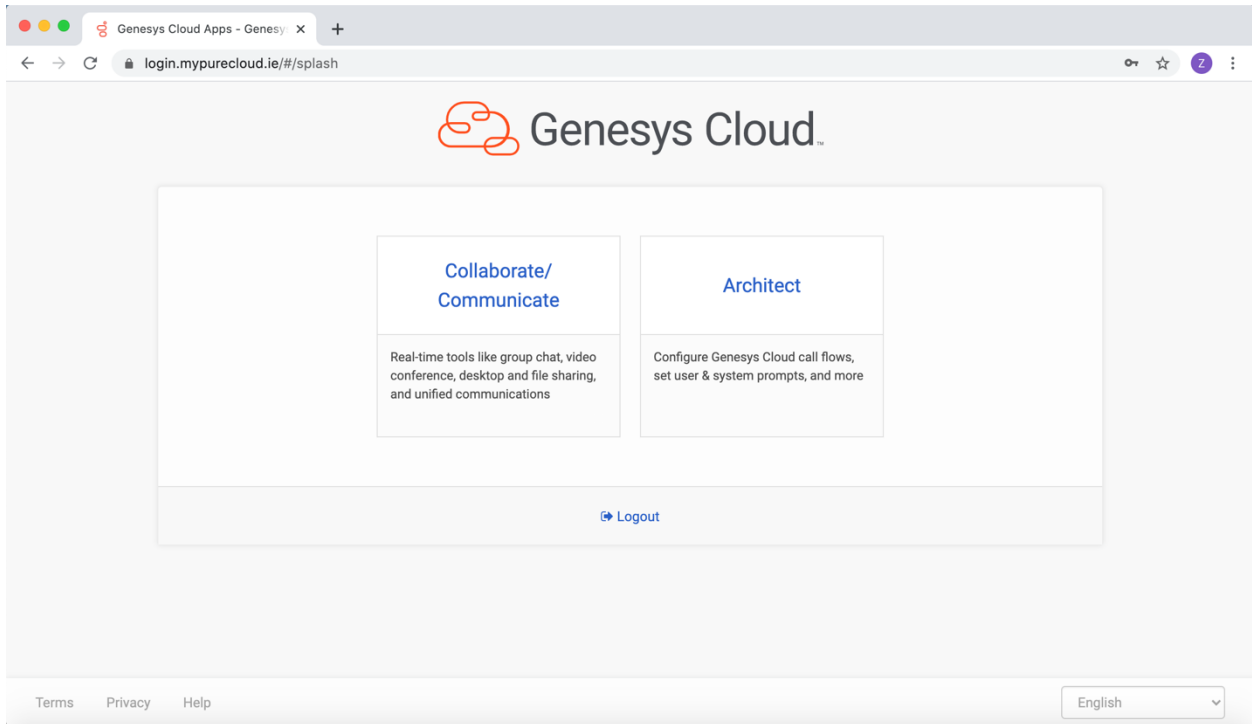Now agents are in available state and in position to take multiple actions.

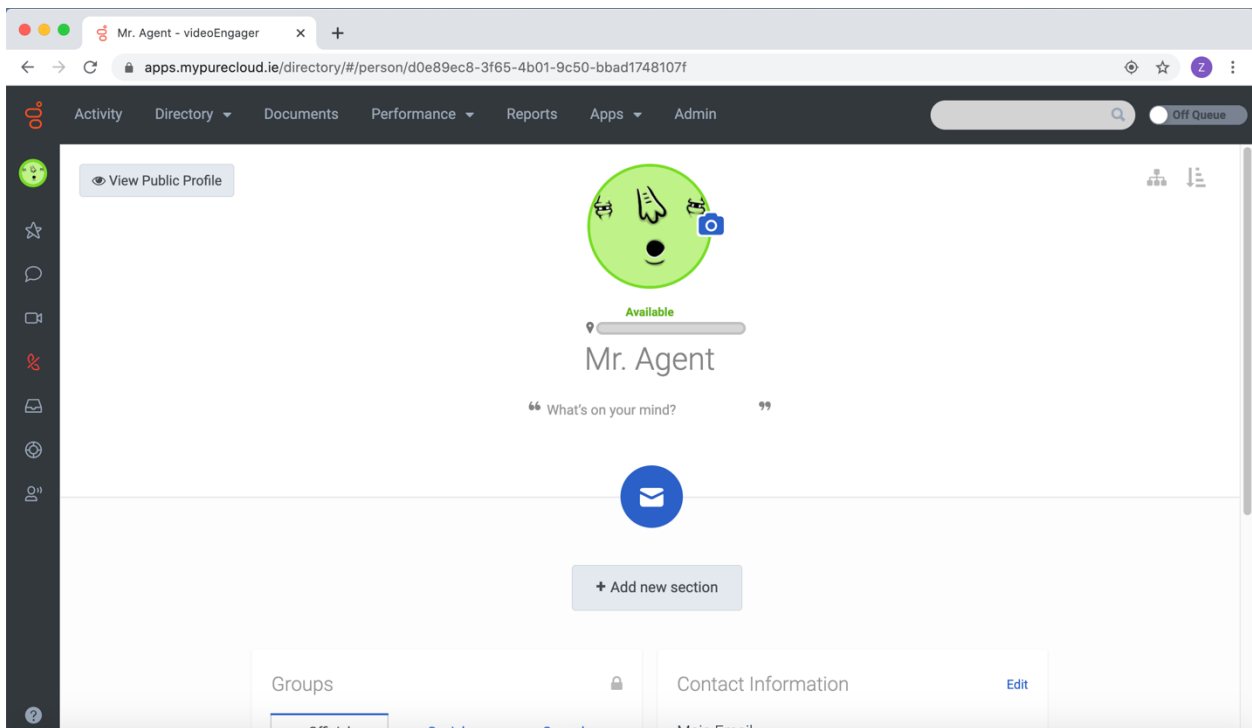*Figure 3: First screen after a successful PureCloud login*

Figure 4: Genesys PureCloud Agent Home Page

How to access SmartVideo App

To start your first SmartVideo communication, an agent shall click on Apps menu tab and then select SmartVideo from the drop-down menu, as shown in Figure 5. At this point SmartVideo loading will start.
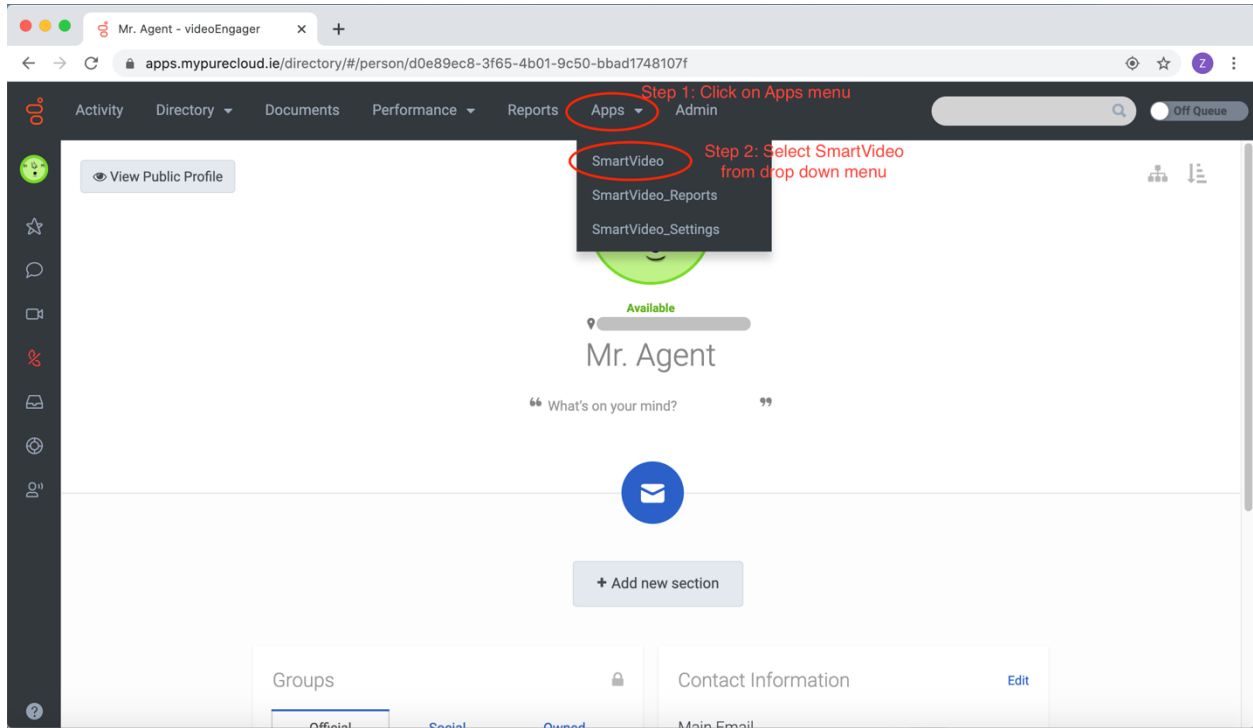

Figure 5: Start SmartVideo App

Upon success, agent will be presented with a screen like the one shown in Figure 6. If you get a different screen, please contact your supervisor or IT support.

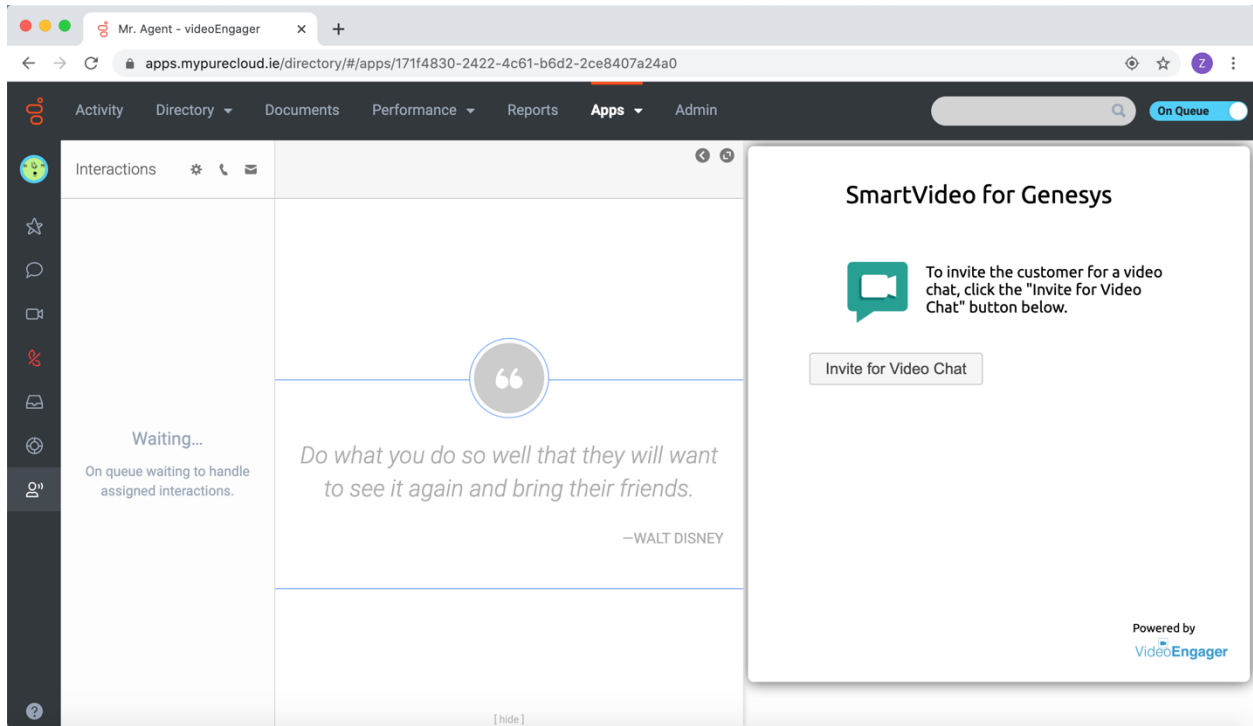At this point, agent is ready to support their customers.

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Figure 6: SmartVideo First Time Load Screen

SMARTVIDEO – INTERACTIONS TO ESTABLISH A CALL

SmartVideo Outbound Scenario

During this scenario, agent can initiate a video/voice call with a customer or escalate already existing interaction with customer to a video/voice call. To do so, agent needs to execute the following steps:

- ♦ Step 1: Generate video call invite URL
- ♦ Step 2: Send video call invite URL to your customer
- ♦ Step 3: Wait your customer to click the video call invite URL
- ♦ Step 4: Have a fruitful meeting with your customer

Step 1: Generate video call invite URL – the agent simply needs to click on "Invite for Video Chat" button, as shown in Figure 7.
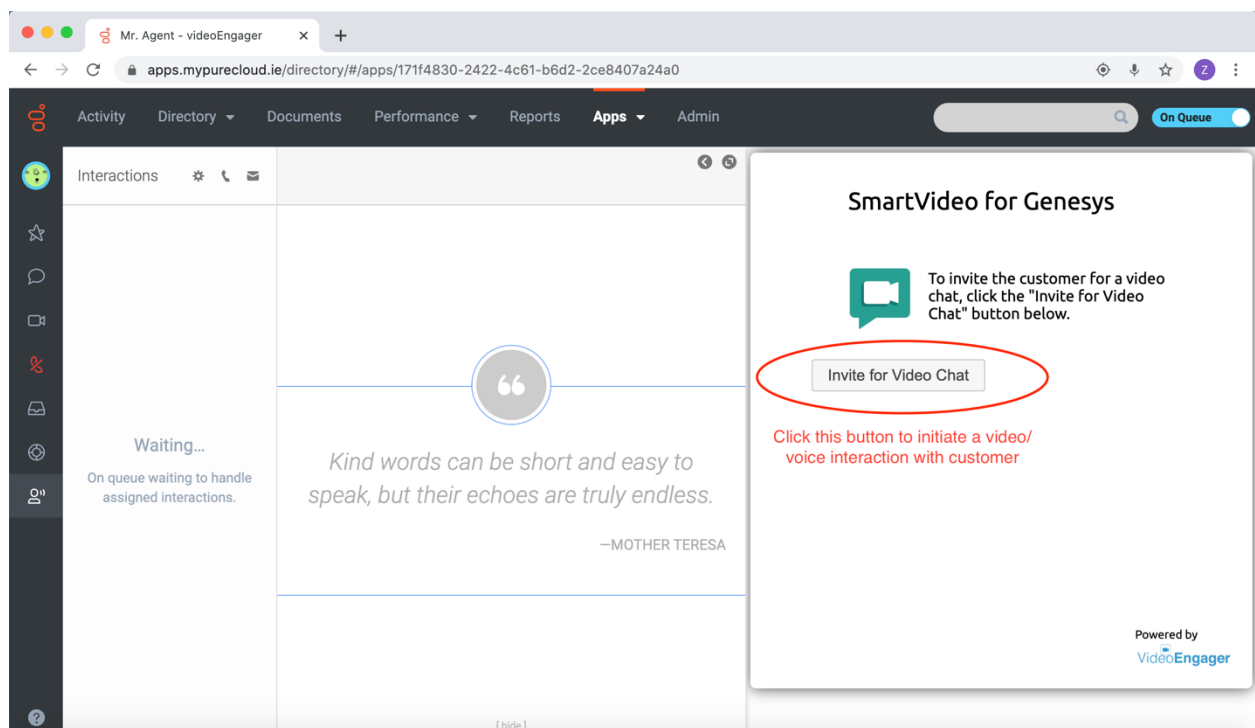

Figure 7: Initiate outbound video call

This action will present to the agent a screen like the one shown in Figure 8 (disregard the text and objects in red).

Step 2: Send video call invite URL to your customer - At this point, the agent is put off the queue and is supposed to copy the video call URL and share it with the customer in order to initiate a video call. URL sharing can be done over any preferred by and available for agent and customer communication channel, incl. email, text message, WhatsApp, etc.

We also advice agents, once the video call URL is shared with the customer, **to click on the "Start Live Video Session" button.**

If your organization has the SmartVideo PIN functionality enabled, agents can share video call URLs by advising customers to visit https://vidme.in or their own customized site and enter the PIN code that will show up in a message under the Copy Link button. Note that depending on the set of SmartVideo functionalities, enabled for your organization, agents might NOT be able to see the PIN number. As an agent, if you find the PIN functionality required for your workflow, please contact your supervisor or IT support team.

If agent prefers to cancel the video call, being already in a process of establishing, then the agent can do so by clicking on the "Cancel Live Video Session" button. Note, that this action may lead to missed call interaction in your SmartVideo reports, if while cancelling, the customer has already opened the video call URL.

*Figure 8: Outbound call ready for customer*

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Step 3: Wait your customer to click the video call invite URL – once the video call URL is distributed to customer, agents are supposed to go to a short waiting mode. The total time of the waiting mode varies and is a factor of:

- the time it takes the video call URL to be received by your customer
- the time is takes customer to click the received video call URL
- the time it takes SmartVideo to establish connection between agent and customer

If during Step 2, agent has clicked on "Start Live Video Session" button, now while waiting customer to accept the video chat invite, it is likely a good time to make sure the right hardware (camera, microphone, speaker) is setup, as depicted in Figure 9.

Note: depending on your organization settings, camera might be turned on or off.
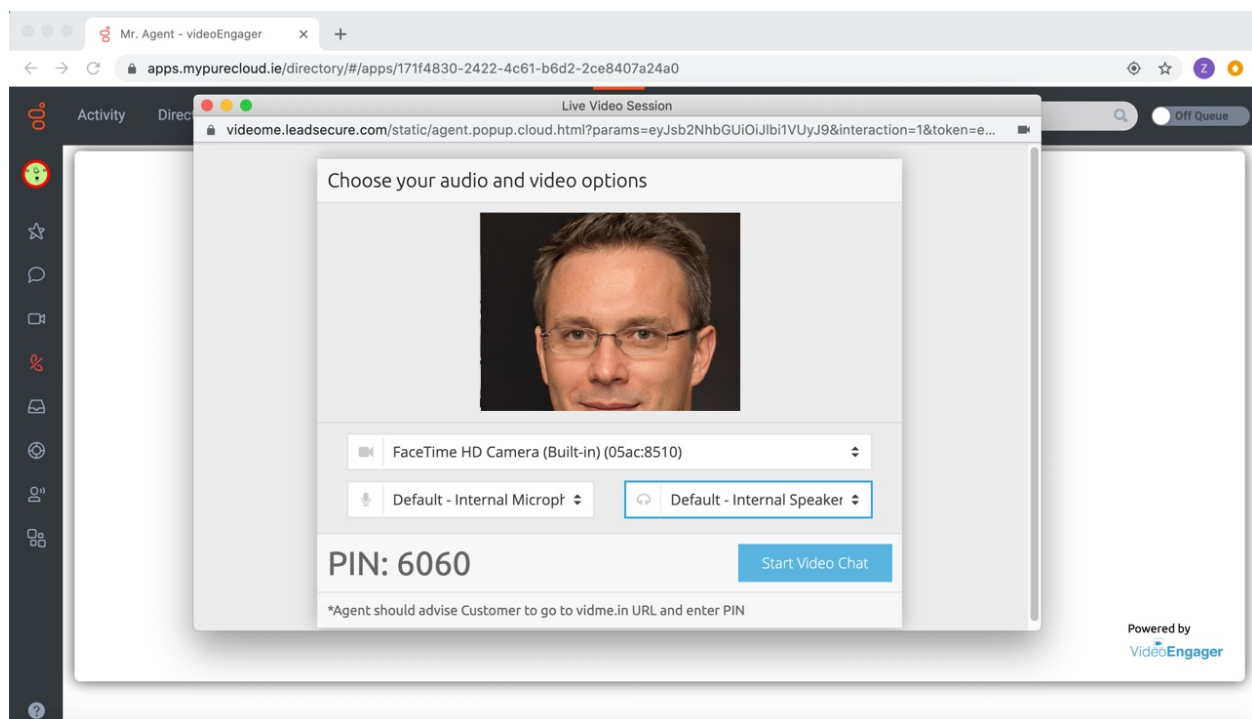
Figure 9: Setup menu while waiting customer to connect

If hardware settings are OK, **at this point SmartVideo does not expect any agent interaction**. Agents should be patient and wait the customer to join. Agents should NOT click on "Start Video Chat" button.

If during Step 2, agent has NOT clicked on "Start Live Video Session" button, there will be an extra step, when the agent shall click "PickUp Video Chat" button, once the customer manages to connect with the agent in order to start the video call. This step is shown in Figure 10.
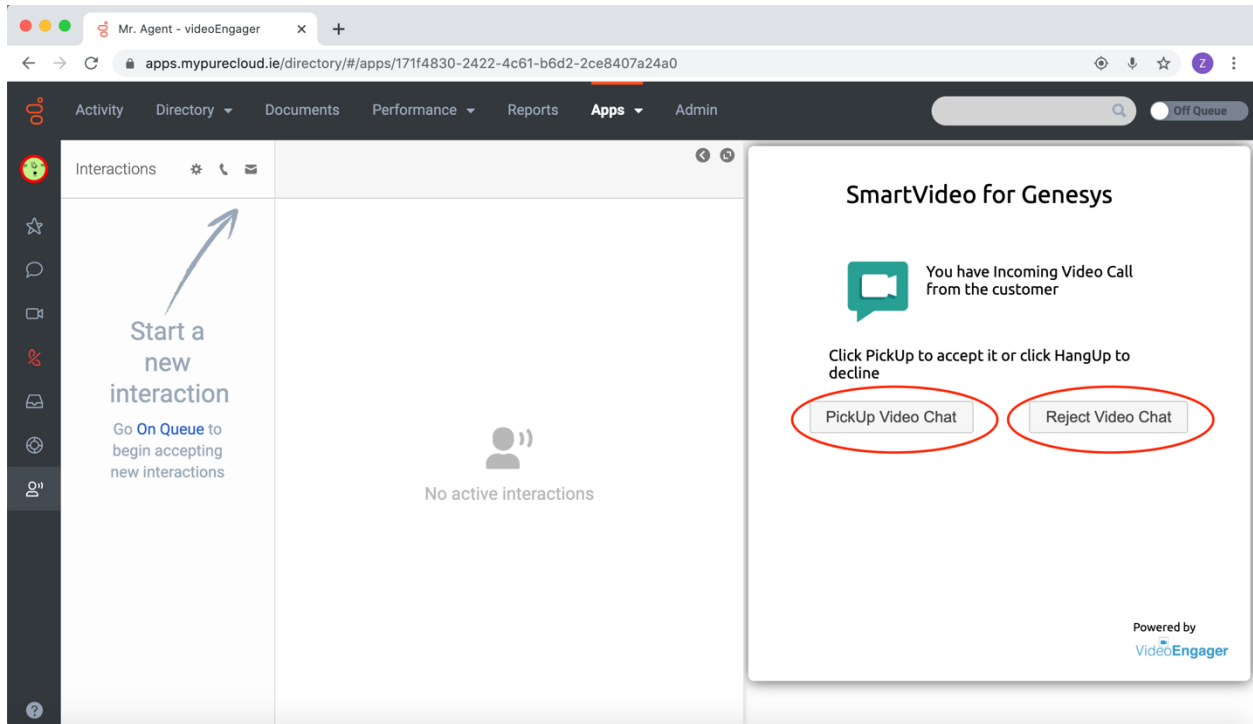
Figure 10: Agent interface appearance when customer has accepted the video call invitation

If for some reason (e.g. incoming higher priority interaction) agent is not able to serve the customer, the agent can cancel the call by clicking on "Reject Video Chat" button.

Step 4: Have a fruitful meeting with your customer – this is your showtime, enjoy it.

SmartVideo Inbound Scenario

During this scenario, customers can initiate a video/voice call with agents by clicking on "ClickToVideo" button being available at organization's webpages. When a customer places a call, an active agent might have SmartVideo either in background or in foreground mode. Figure 11 depicts the scenario when SmartVideo app is in foreground, active, mode.
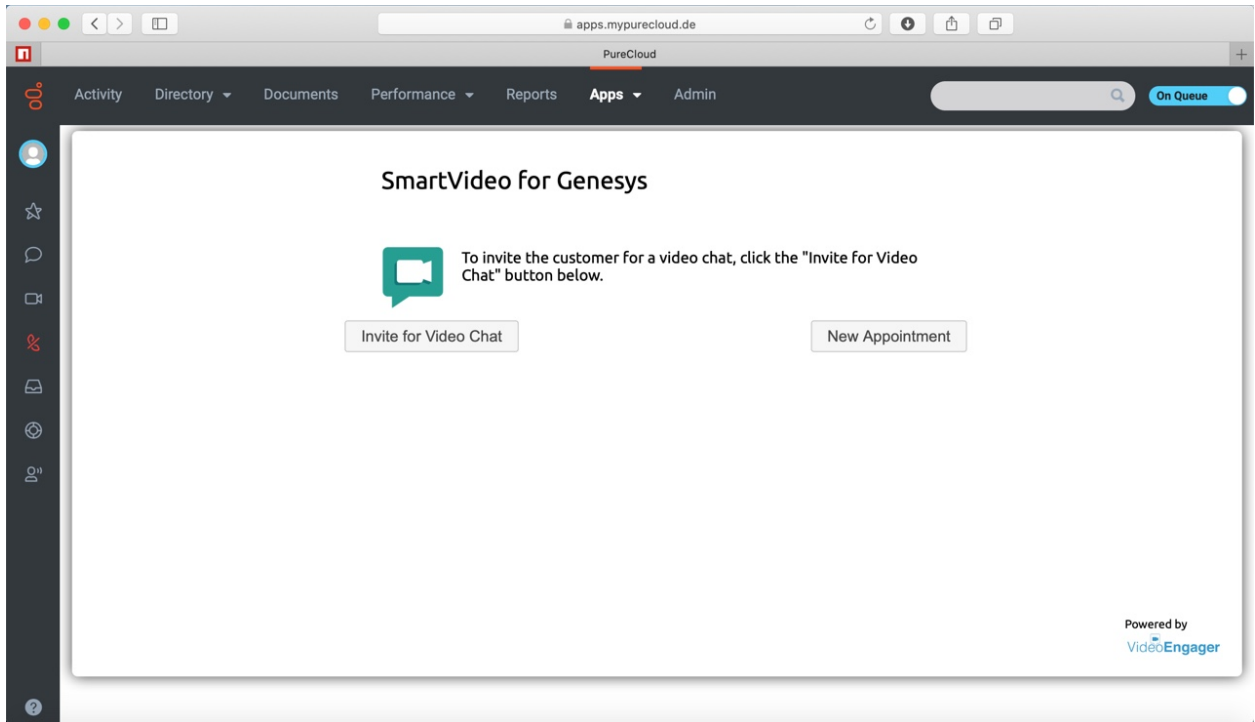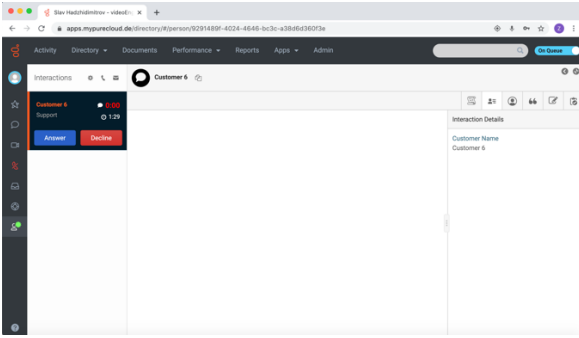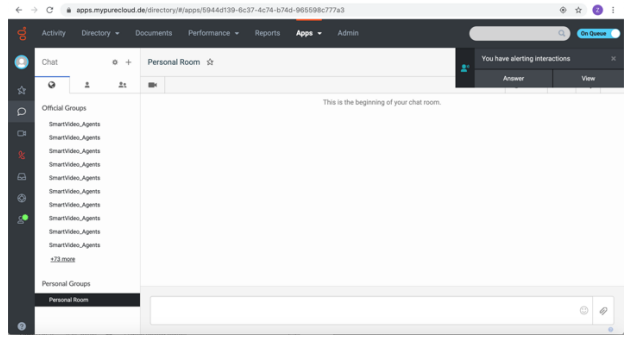
Figure 11: SmartVideo in foreground

Independently, whether SmartVideo is in foreground or background mode, an agent will need to perform three (3) steps to conduct a video call with customer. These steps are as follow:

♦   Step 1: Answer incoming call from Genesys PureCloud agent interface

♦   Step 2: Bring SmartVideo in foreground

♦   Step 2: PickUp incoming call from SmartVideo agent interface

Step 1: Answer incoming call from Genesys PureCloud agent interface – the incoming call interaction will show up and offer two options – to answer or to decline the call, as shown in Figure 12, when the SmartVideo app is in background, and as shown in Figure 13, when the SmartVideo app is in foreground mode. In any of these cases, to accept customer inbound call, agents simply should click the "Answer" button.

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Example 1   *Example 2*

Figure 12: Incoming call popups, when SmartVideo app is in background
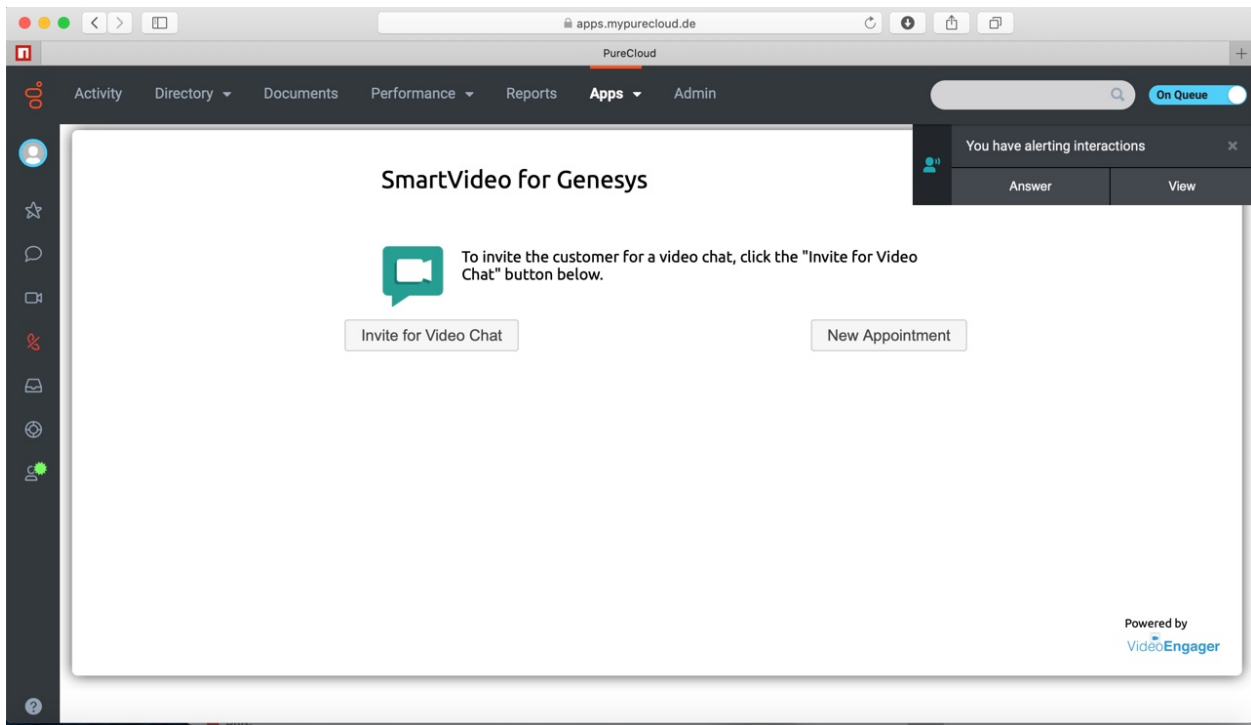

Figure 13: Incoming call popup, when SmartVideo app is in foreground

Step 2: Bring SmartVideo in foreground

Note: If for some reason agent is not able to see video stream, the agent should make sure SmartVideo widget is in foreground. To move SmartVideo to foreground simply click Video Icon on the left hand of your Genesys PureCloud interface, as shown in Figure 14.

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Sometimes, this step would lead to a screen as shown in Figure 15. In this case SmartVideo is still in background and an extra step is required to finally bring SmartVideo in foreground. This step is to click on the minimize button in the upper right corner of the screen, as shown in Figure 15.
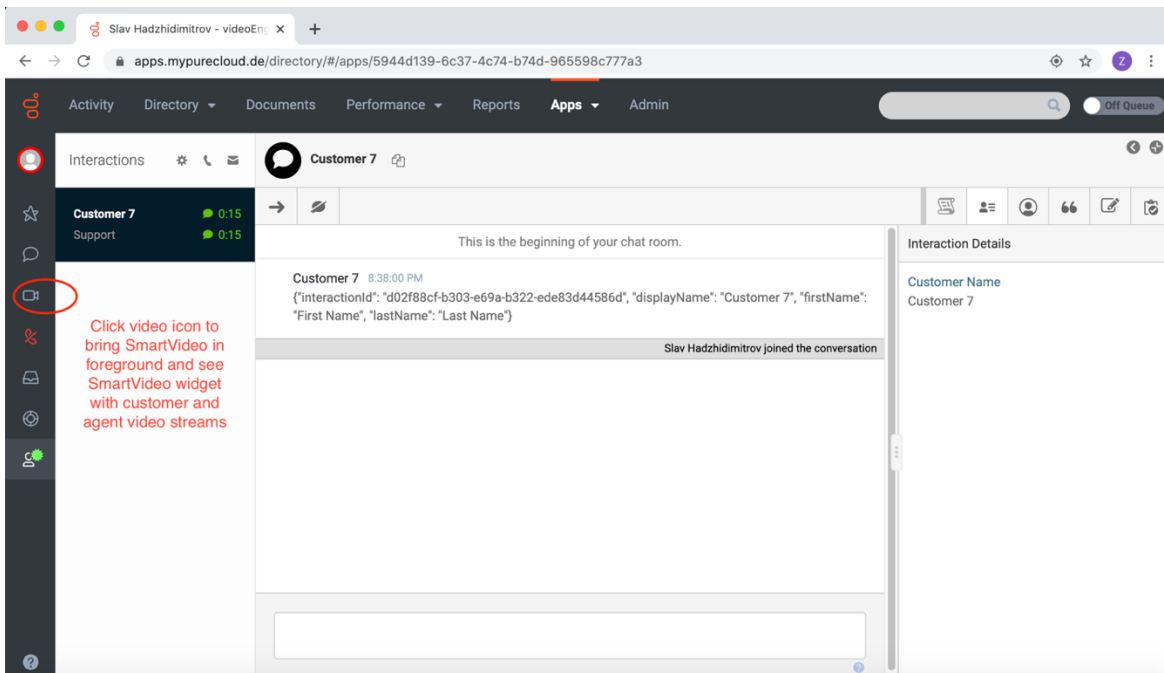

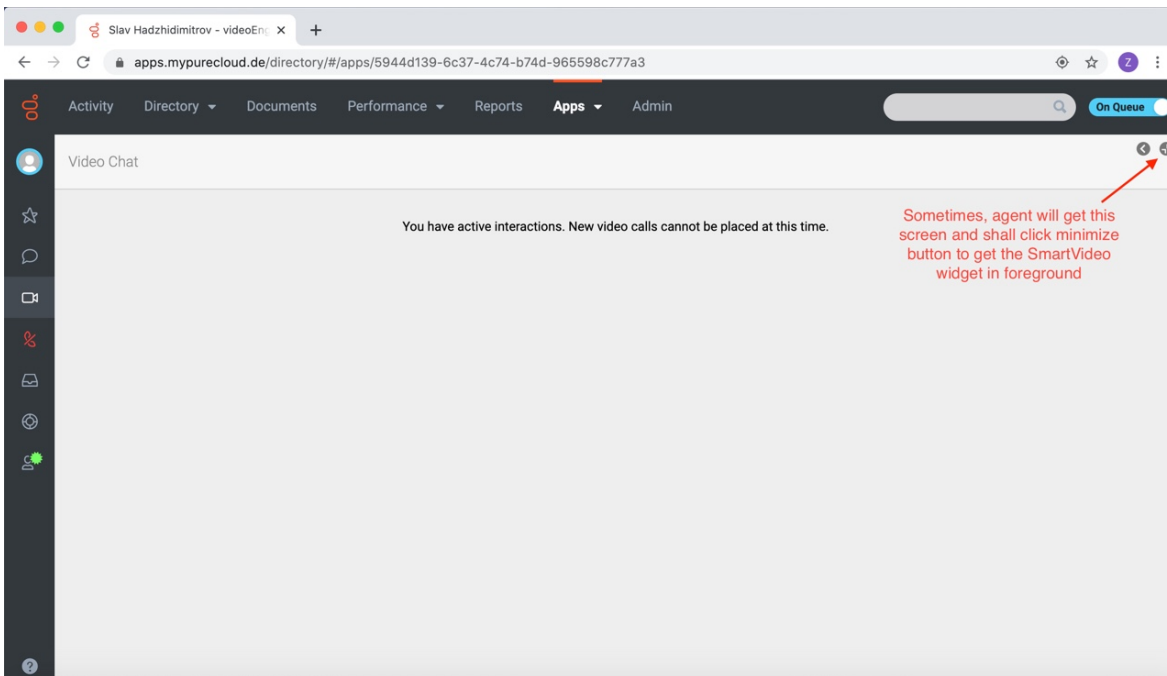
Figure 14: Bring SmartVideo Widget in foreground 1

Figure 15: Bring SmartVideo Widget in foreground 2

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Step 3: PickUp incoming call from SmartVideo agent interface – finally, to answer customer's call, agent shall click the "PickUp Video" button, as shown in Figure 16.
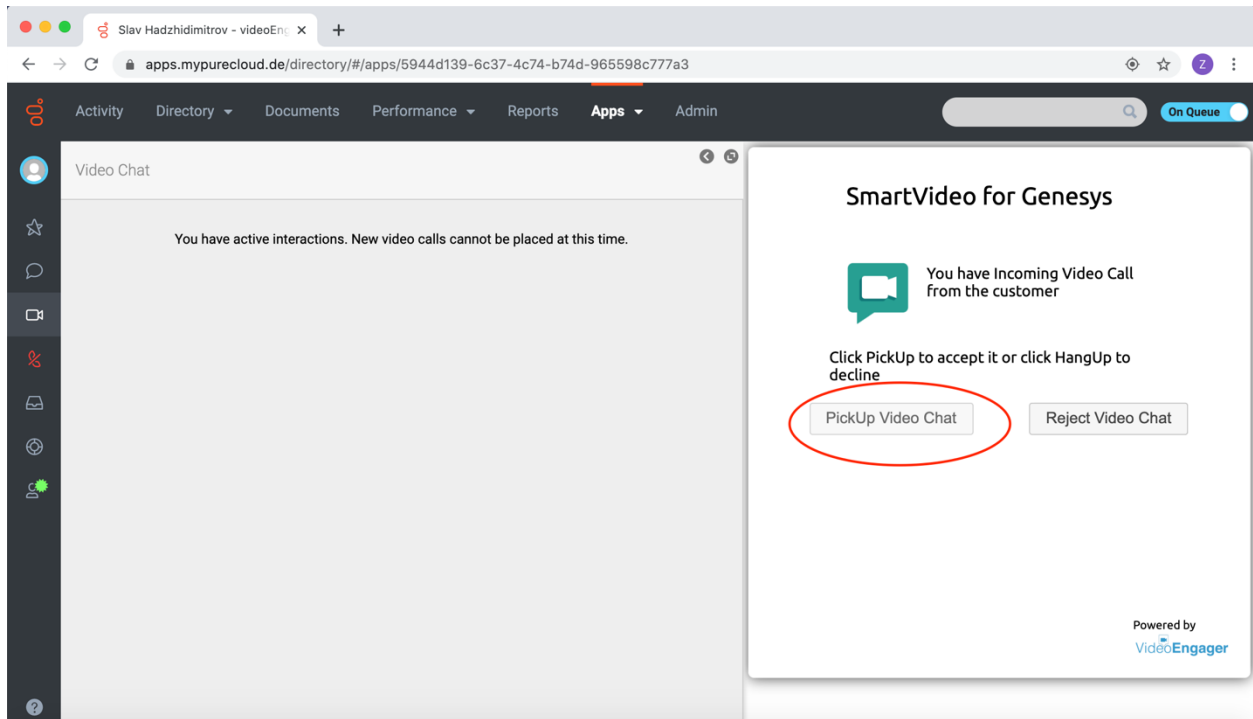

Figure 16: PickUp/Reject Video Call

Note: Sometimes when answering an incoming call, a pop-up message might show up, as shown in Figure 17. This type of messages are usually asking for permissions to access agent's microphone and camera. Please make sure permission is granted, by clicking on the Allow button, if you want to conduct successful video/voice call.
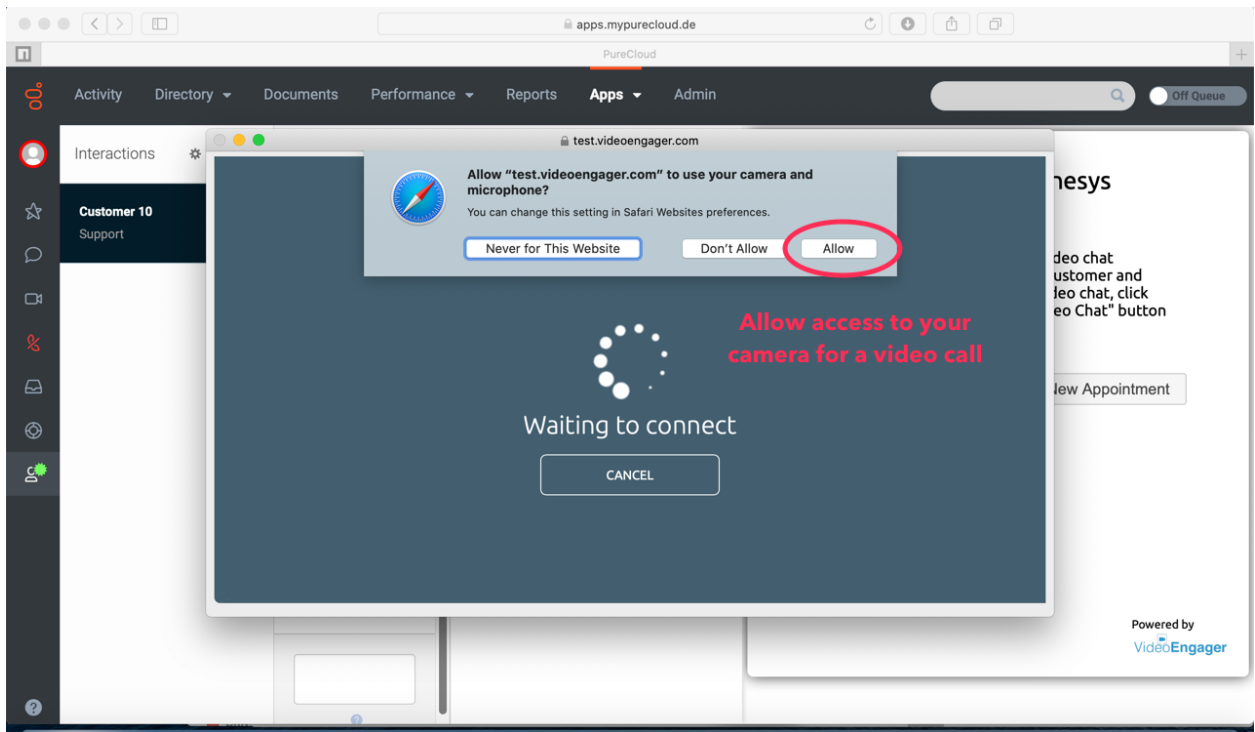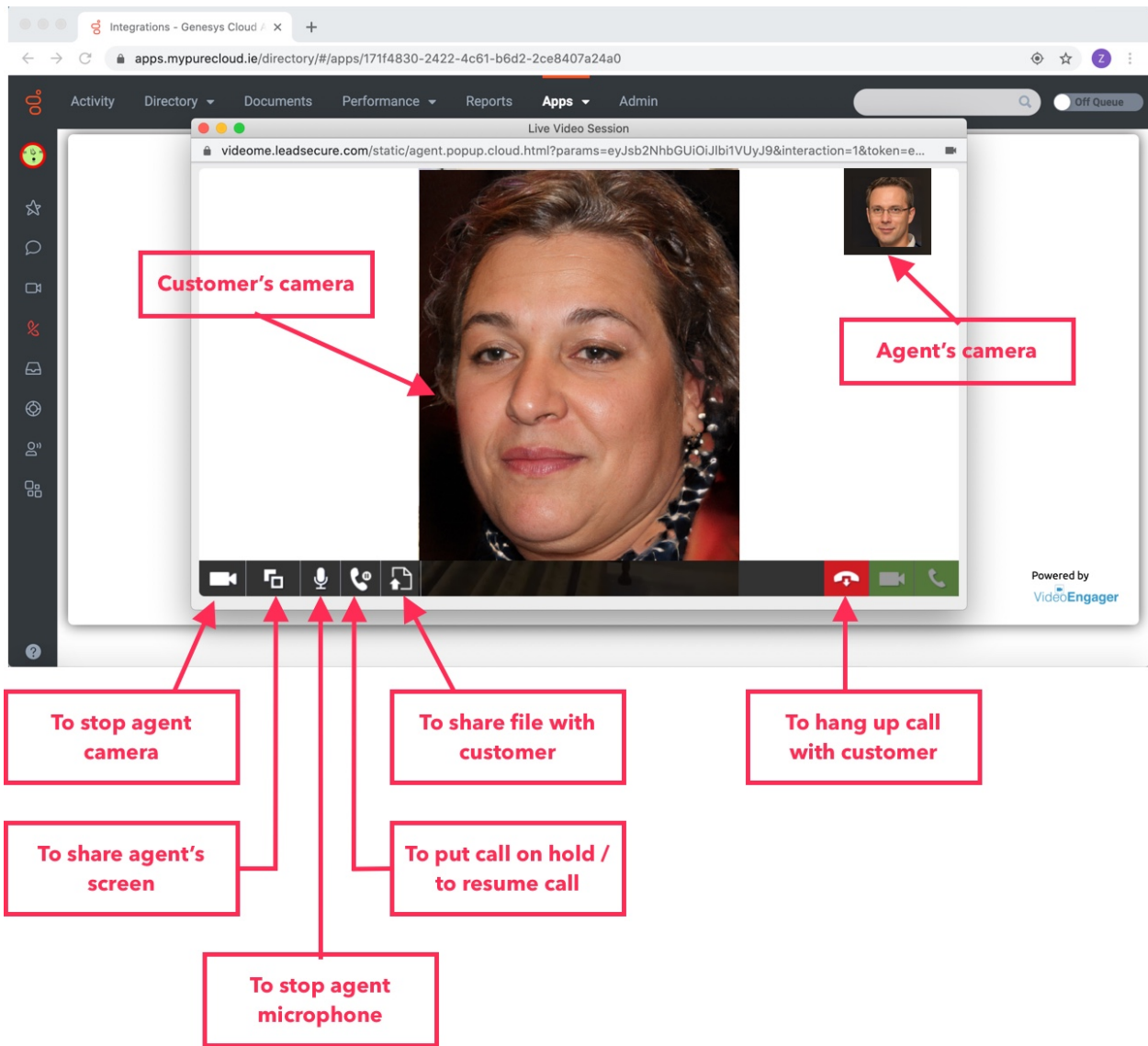
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Figure 17: Pop-up asking for permission to use camera and microphone

SMARTVIDEO – INTERACTIONS DURING A CALL

During an ongoing call with a customer, the agent can benefit from the following SmartVideo features:

- ♦ Turn on/off agent camera and hence video stream – note that for some organizations, agent video stream is disabled
- ♦ Share agent screen
- ♦ Mute / unmute agent
- ♦ Put call on hold / resume call
- ♦ Share files with customer – this feature is not enabled by default. If needed, please contact your supervisor or IT support
- ♦ Call hang up button.

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Customer's camera

Agent's camera

To stop agent camera

To share file with customer

To hang up call with customer

To share agent's screen

To put call on hold / to resume call

To stop agent microphone

SMARTVIDEO – WE LISTEN TO OUR CUSTOMERS

We, the SmartVideo team, believe that addressing customer pains in timely manner is of utmost importance and key to success for all stakeholders. Our team is highly responsive to customer request. We would like to encourage you, the reader of this guide, to share any suggestions for improvement of this guide. To do so, please contact us by sending email to support@videoengager.com

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