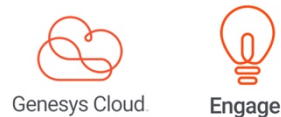# SMARTVIDEO

LIVE VIDEO INTERACTIONS MADE SIMPLE

Admin 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

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;

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 – GET ADMIN INTERFACE

Access Admin settings through Genesys PureCloud

To get an access to SmartVideo Admin Settings for Genesys PureCloud, admin users 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/.
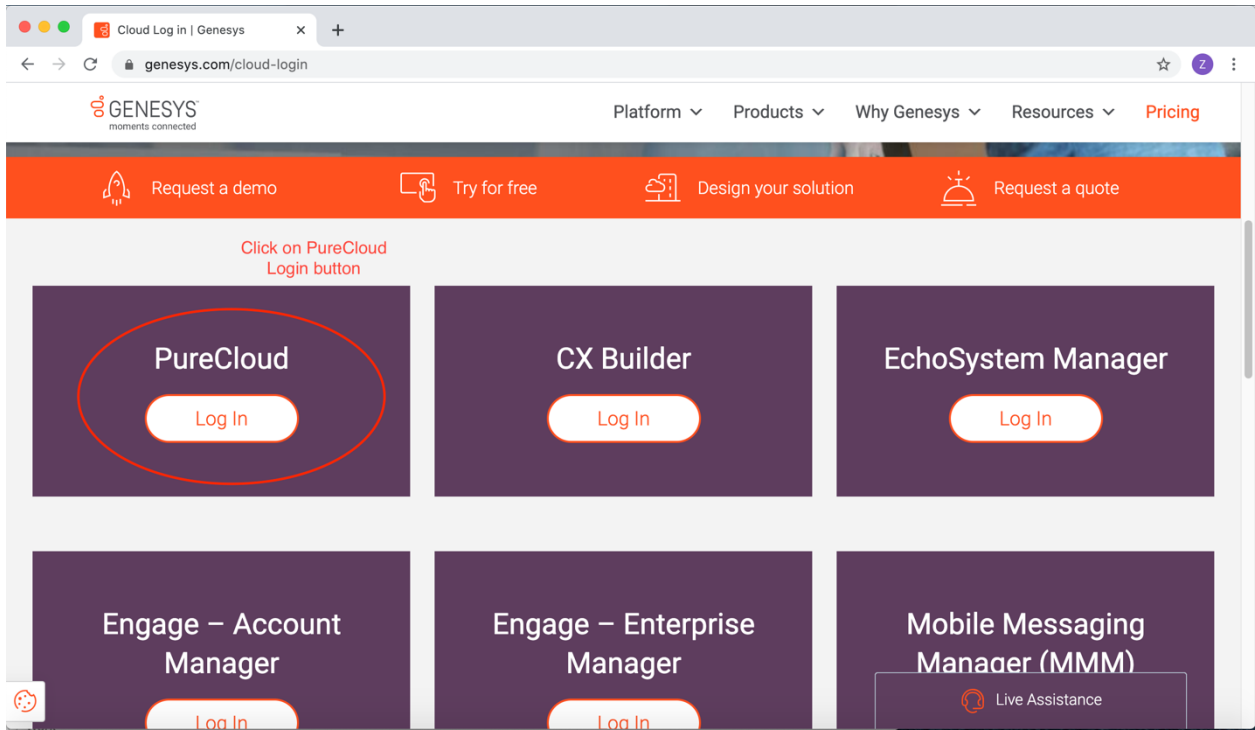

Figure 1: Genesys Cloud Product Page

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.
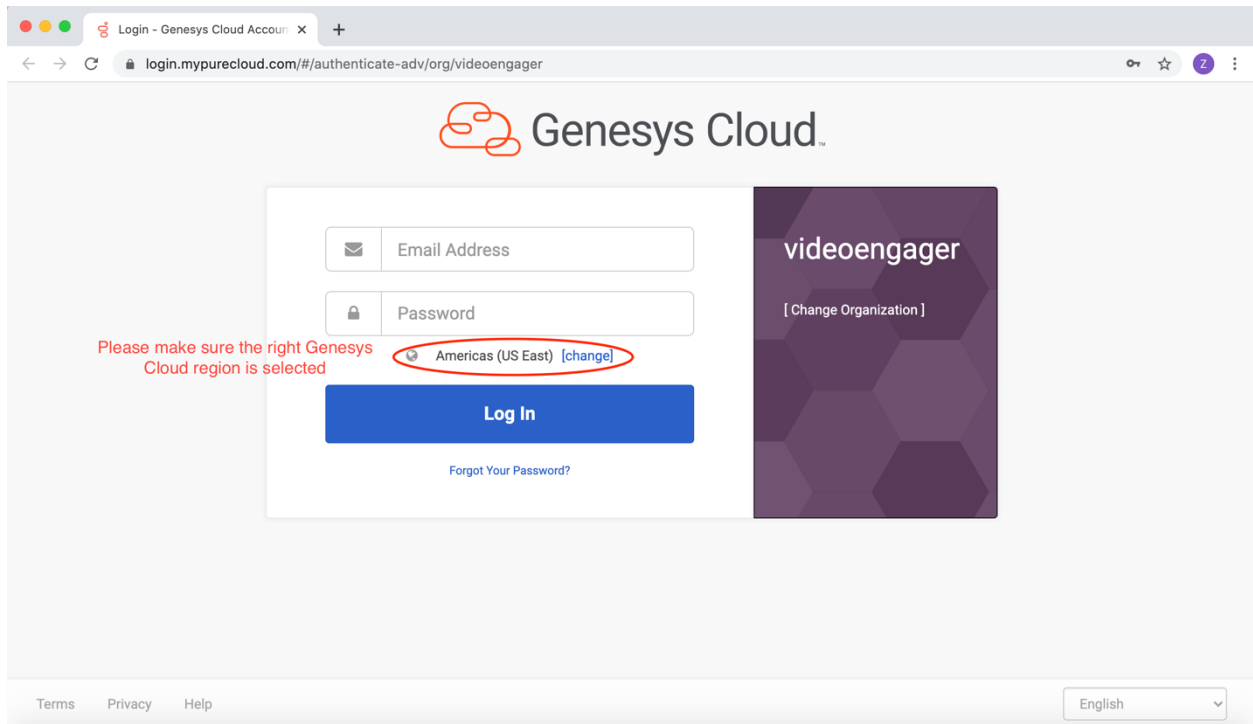

Figure 2: Genesys PureCloud Login page

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.
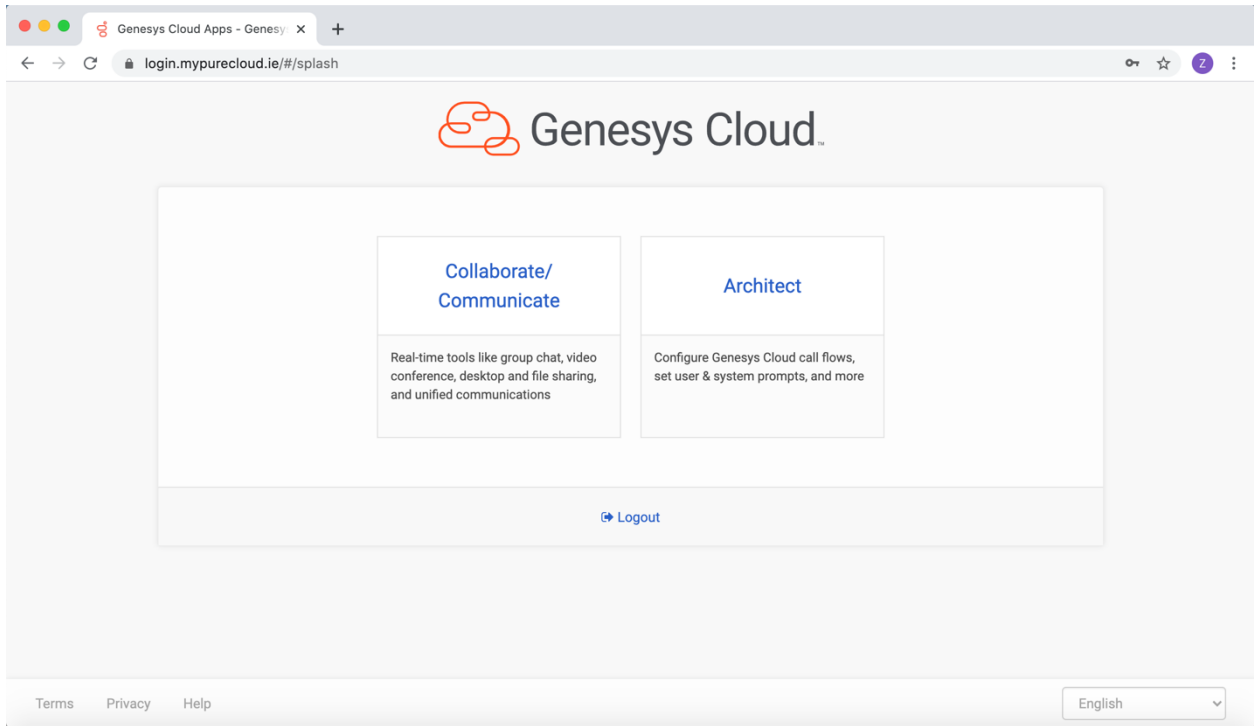
VideoEngager

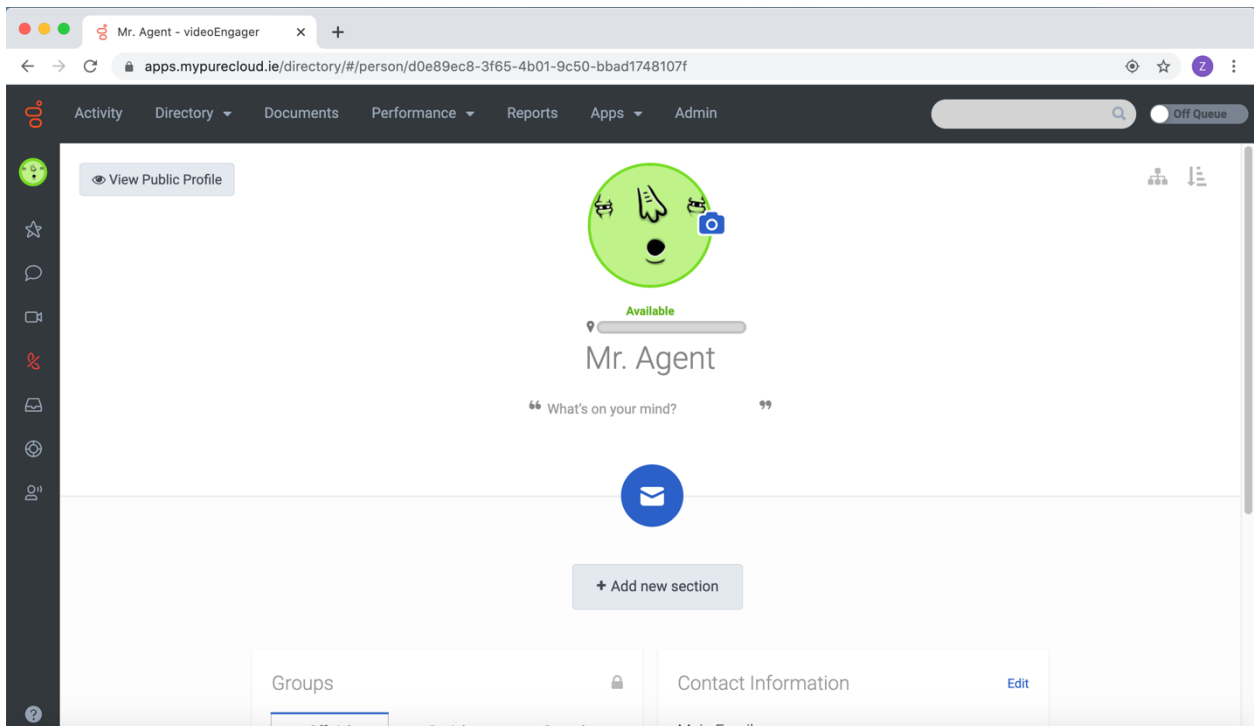*Figure 3: First screen after a successful PureCloud login*

Figure 4: Genesys PureCloud Agent Home Page

How to access SmartVideo App Settings

Once you are logged in, as an admin user you should click on Apps menu tab and then select SmartVideo_Settings from the drop-down menu, as shown in Figure 5.
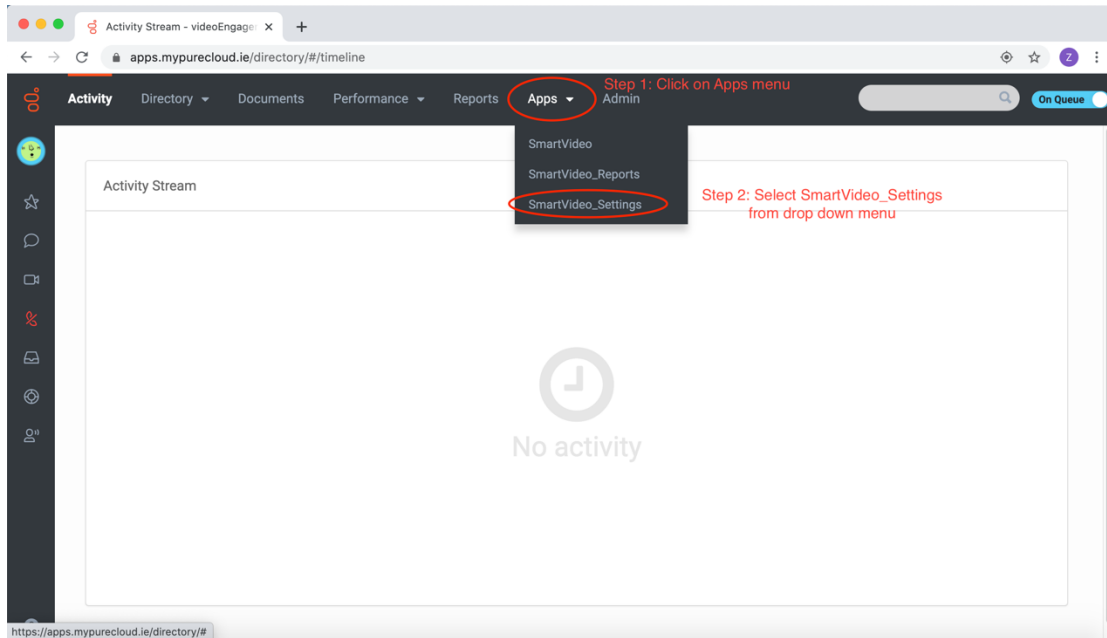

Figure 5: Get Start SmartVideo_Settings

Upon success, admin will be presented with a screen like the one shown in Figure 6.
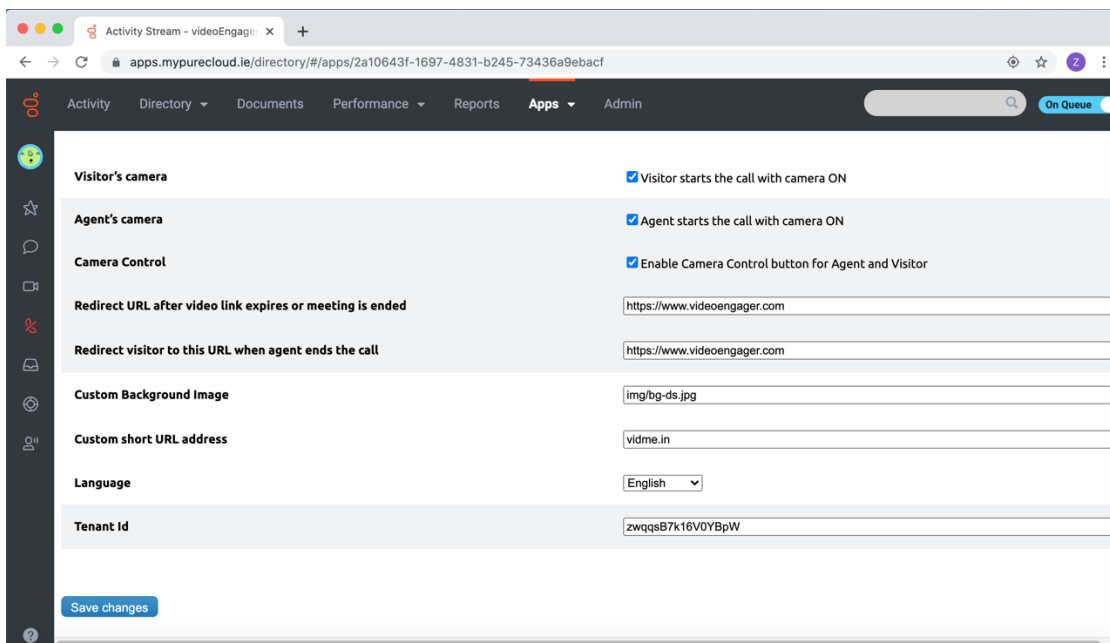

Figure 6: SmartVideo Admin Interface

At this point, admin user is ready to configure appropriate SmartVideo settings for all agents within admin's organization.

SMARTVIDEO – BASIC SETTINGS

Your SmartVideo App have a set of basic settings, accessible through the Genesys PureCloud SmartVideo Settings. These are shown in Figure 6, and are as follow:

- **Visitor's camera** – this setting controls how your visitor joins a call with an agent. If the corresponding checkbox is checked, then your visitor will start the call with camera on, assuming that camera permission is granted. If the checkbox is NOT checked then your visitor will not be visible to your agent when the call starts;

- **Agent's camera** – this setting controls how your agent joins a call with a visitor. If the corresponding checkbox is checked, then the agent will start the call with camera on, assuming that camera permission is granted. If the checkbox is NOT checked then the agent will not be visible to your visitor when the call starts

- **Camera control** – this setting controls whether both agent and visitor will have the ability to control their video cameras. If the checkbox is checked, then both, agent and visitors, will get in their UI a camera button that will allow them to turn on or off their cameras. If the checkbox is not checked, neither agent nor visitor will get a camera control button in their interfaces and hence will not be able to switch camera on/off during an ongoing call.

- **Redirect URL after video link expires or meeting is ended** – this setting controls where your visitor's browser will be redirected, in a case when the visitor provides to his/her browser a meeting URL that has expired or a meeting URL that has been already used for a meeting that has already been ended by the angent.

- **Redirect visitor to this URL when agent ends the call** – if an agent ends a meeting with a customer, admins can use this setting to redirect the customer's browser to certain URL. For instance, customer's browser can be redirected to a survey form.

- **Custom Background Image** – by default, your SmartVideo service comes with a background image, like the one shown in Figure 7. One can easily replace it with their own preferred background image, but providing a URL to the preferred background image.
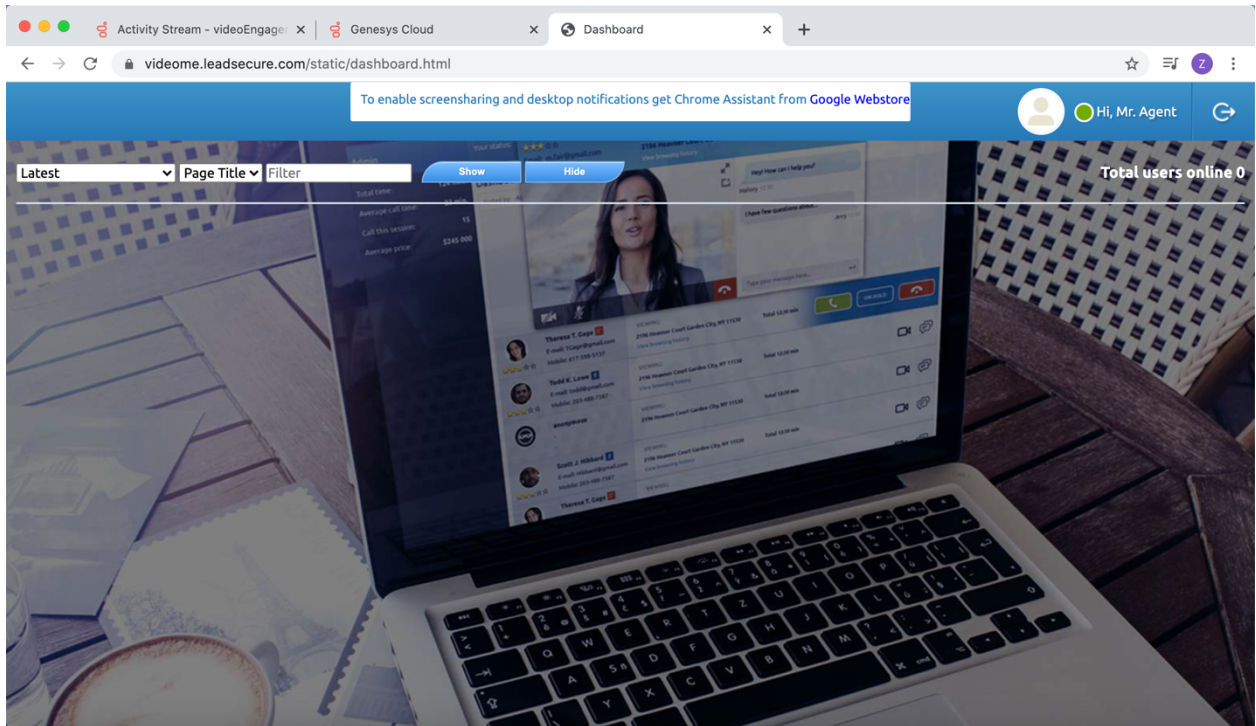
Video**Engager**

Figure 7: Default SmartVideo background image

- **Custom short URL address** – this setting works together with the SmartVideo PIN functionality (read more about the way to enable / disable the PIN functionality is Section SmartVideo – Settings Change Request). It controls your easy to remember URL that your visitors are supposed to open and enter their PIN number in in order to establish a video call. By default, SmartVideo uses vidme.in – a url being property of VideoEngager Inc.
- **Language** – this controls the language of your SmartVideo application.
- **Tenant Id** – this is a READ-ONLY attribute that is supposed to be sent when contacting us at support@videoengager.com

SMARTVIDEO – ADVANCED SETTINGS

Your SmartVideo app can be customized even further, if admins bypass Genesys PureCloud user interface and log in directly through videome.leadsecure.com. If you experience an issue with your password, feel free to use our password recovery functionality.

Once logged in, you will be able to find extra settings by going to "Integration", as shown in Figure 8.
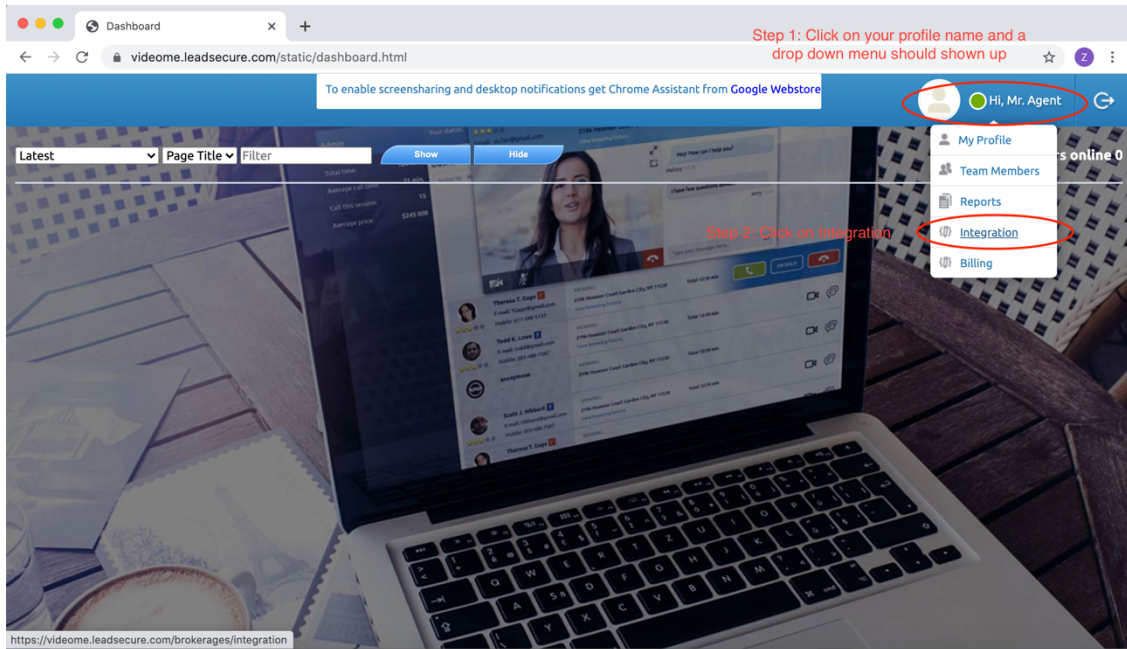
Figure 8: How to get the interaction menu

The integration UI consists of a few sections related to settings. To get them, please select Advanced Settings as shown in **Figure 9**:
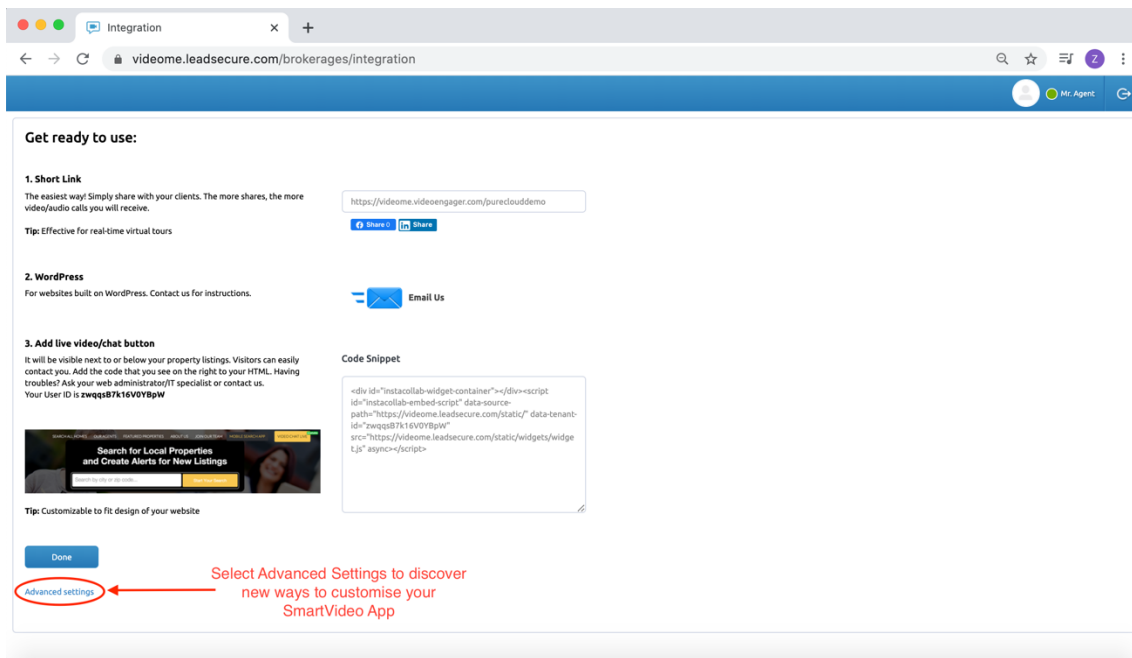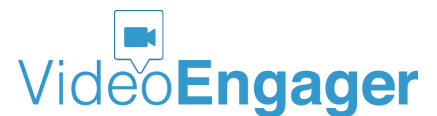

Figure 9: SmartVideo Integration UI

The Advanced Settings offer the following customizations:

- Provide your own look & feel to SmartVideo video call widget through CSS and by providing your own wording for welcome chat message and the other messages in the UI
- Customize action buttons for mobile browsers through CSS, animations, and your own messages
- Customize action buttons for desktop browsers through CSS, animations, and your own messages

SMARTVIDEO – SETTINGS CHANGE REQUEST

Even further customizations are possible by contacting the VideoEngager team at support@videoengager.com. The following customizations are enabled / disabled for free by the VideoEngager support team:

- Enable / disable **PIN functionality** – this functionality is a substitution of the invite URL for an outbound call scenario. When this functionality is enabled, visitors can be asked to go to an easy to remember web page and enter a unique PIN in order to establish a video call.
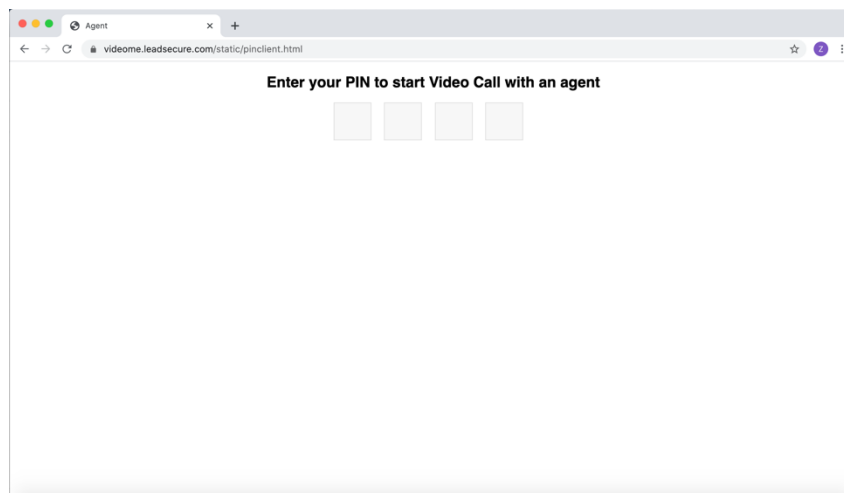
Figure 10: Browser's response when visitor requests vidme.in

- Enable / disable **file transfer** – this functionality allows agents and visitors to exchange files during an ongoing video call. The file transfer is performed in a peer-to-peer fashion, without the involvement of any VideoEngager or third-party servers. When the functionality is enabled, agent and visitors will get a button, like the one shown in Figure 11.
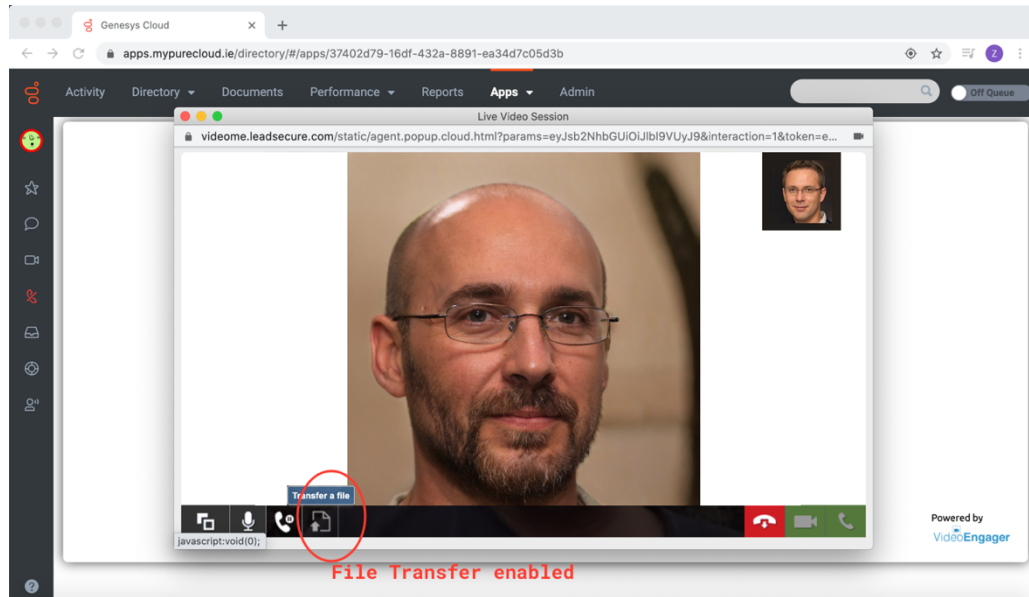
VideoEngager

Figure 11: Agent UI w/ file share functionality enabled

- Enable / disable **screen sharing** – when the functionality is enabled, agent and visitor will get a button, like the one shown in Figure 12. When the screen sharing button is clicked, the agent or the visitor will get a chance to share their screen, application or tab with the other party in an ongoing call, as shown in Figure 13.
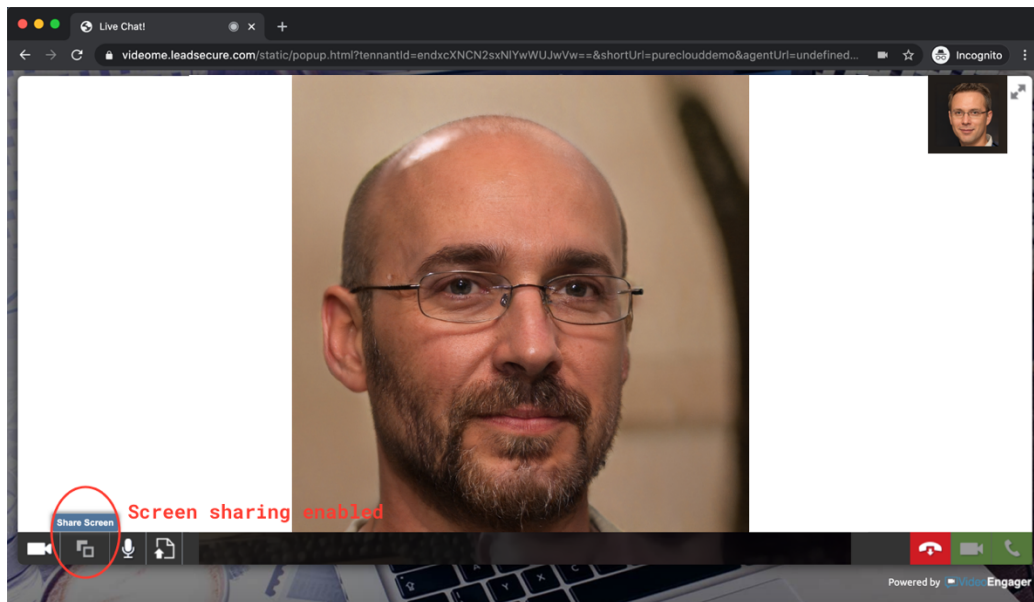

Figure 12: File sharing functionality enabled
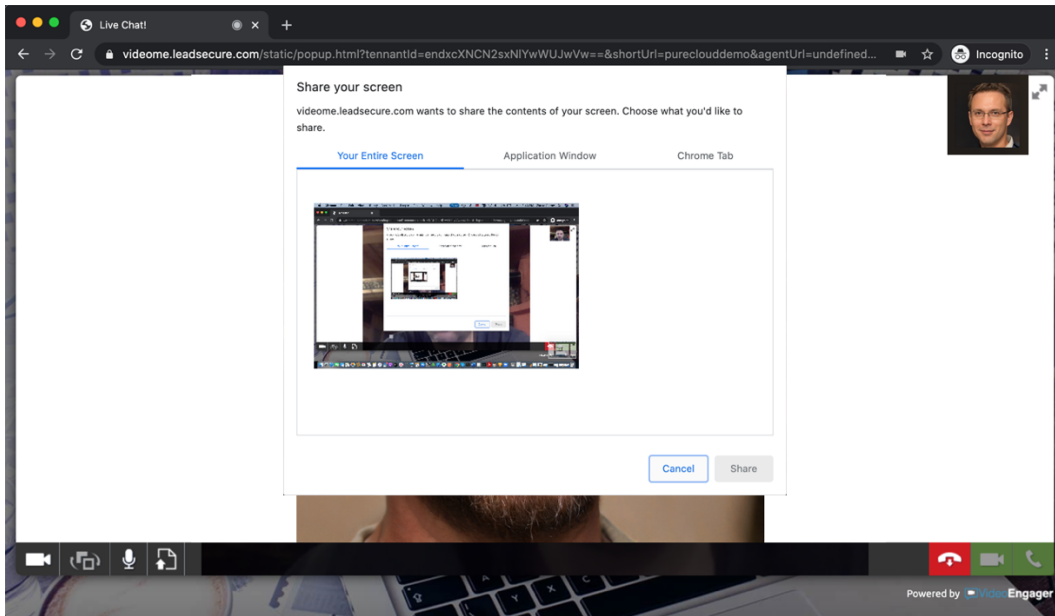
VideoEngager

Figure 13: Screen sharing options

- Enable / disable **visitor privacy popup** – when enabled this functionality will lead to a popup element in the visitor browser that will display privacy related information, privacy policy and dismiss popup buttons, as shown in figure Figure 14. The popup text, button text and URL of the buttons are all customizable per your request. Moreover, localization is supported and is driven by visitor's web browser language identification code. If your organization does NOT support the detected language identification code, the popup language will display the information in English.
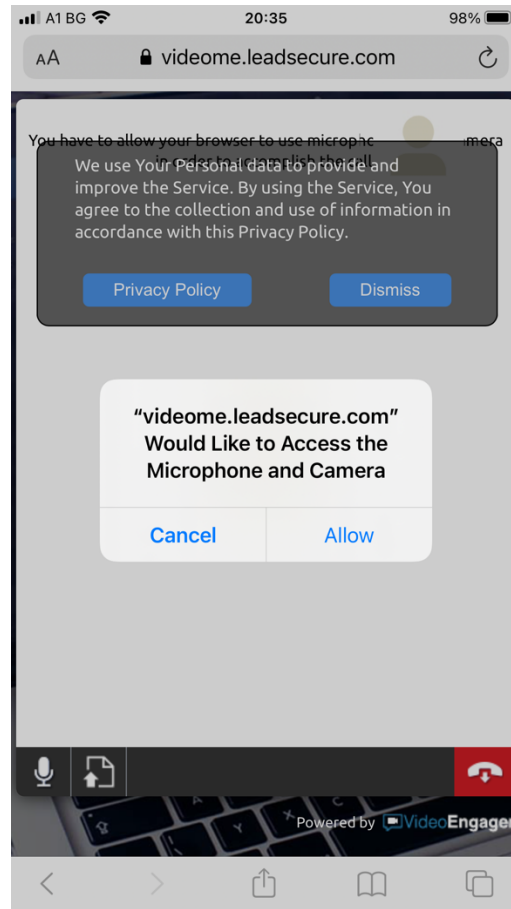
VideoEngager

Figure 14: Privacy Popup enabled

- Enable / disable **appointment** – when this functionality is enabled agent will be presented with an extra button, as shown in Figure 15, that will allow him/her to schedule a meeting, generate a meeting url, and send to both meeting participants.
- Enable / disable **annotation** – when this functionality is enabled, an agent can take snapshot from visitor's video stream and annotate and comment in screen share session.
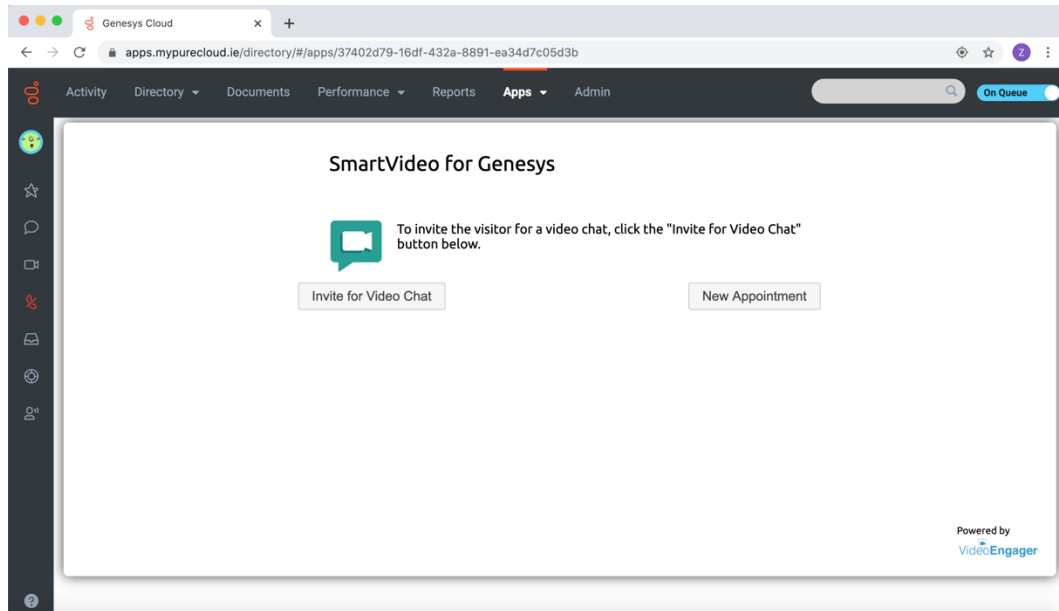
Figure 15: Agent UI w/ button for scheduling meetings

We also offer call recording as a paid add-on service. When this functionality is enabled, your agent calls can be recorded. Two ways of recordings are supported – only audio recordings and video and audio recordings. More information about our recording solution is available here.

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

VideoEngager