

# LIVE VIDEO INTERACTIONS MADE SIMPLE

Troubleshooting Guide



## SMARTVIDEO FOR GENESYS

SmartVideo allows for a customer – agent escalation from chat, email, voice, SMS, and social media to live, interactive video chat that enhances the customer experience. Customers and agents can At this point, the supervisor user is ready to fetch reports for further analysis. VideoEngager offers access to reports through API endpoints if your organization is interested in establishing a connection with your preferred business intelligence service provider.

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, MS IE, and 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 set up and operate 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 – INSTALLATION ISSUES

**SmartVideo Reports** and /or **SmartVideo Settings** are not available in Genesys SmartVideo menu, as shown in Figure 1.

	SmartVideo	Client Apps	Active	04/24/2019
Lawer Voles	SmartVideo_Reports	Client Apps	Active	04/24/2019



If this happens to you, the best option is to delete existing SmartVideo integrations and install the SmartVideo app again. To delete SmartVideo integrations, one can follow the approach shown in Figure 2 and Figure 3. If SmartVideo Reports and/or Settings is showing up in Integrations, please delete them/it in the same manner, as already explained for SmartVideo.

Once SmartVideo is removed, the next step is to install SmartVideo again. Before you proceed with the installation, please refresh/reload your browser.





C 🔒 apps.mypurec	oud.ie/directory/#/admin/welco	meV2		<ul> <li>• ★ (2)</li> </ul>	
Activity Directory -	Documents Performan	ce <del>-</del> Reports Apps	Admin	Q Off	Que
Overview / Admin Home			Step 1 - click Admin		
Genesys Clo	<b>ud</b> Admin			Release Notes Subscribe 🕿	
				September 2, 2020	
Search		Step 2 - click	Q	Communicate	
		Integrations		BYOC Cloud rate decrease     BYOC Cloud is PCI DSS-compliant	
Account Settings	People & Permissions	Integrations	Contact Center	Contact center	
Organization Settings	Authorized Organizations	Integrations	Analytics	<ul><li>Speech and text analytics settings</li><li>Coaching appointment aggregates API</li></ul>	
	People	Actions	ACD Skills & Languages	<ul> <li>Date and time slot type enhancements in Genesys Dialog Engine</li> </ul>	
	Roles / Permissions	Single Sign-on	Utilization	August 26, 2020	
	Divisions		Queues	Contact center	
			Wrap-Up Codes	<ul> <li>UK English and Australian English voice transcription support</li> </ul>	
			Email	<ul> <li>View an agent's secondary status in select views</li> </ul>	
			Canned Responses	<ul> <li>Contact list filters for messaging campaigns</li> <li>Export skill and language group queue metrics in</li> </ul>	
			Scripts	Queues Performance Detail view	
			Script Templates	Integrations <ul> <li>Introducing Genesys Cloud for Salesforce SDK</li> </ul>	
				Platform	
Architect	Routing	Outbound Dialing	Quality	The Resource Center has a new name	
Architect	Disconnect Interactions	Campaign Management	Encryption Keys	August 19, 2020	
Alonicot	Disconnest Interactions	ouripuign Management	Encryption neys	Contact center	

Figure 2: Locate SmartVideo integrations

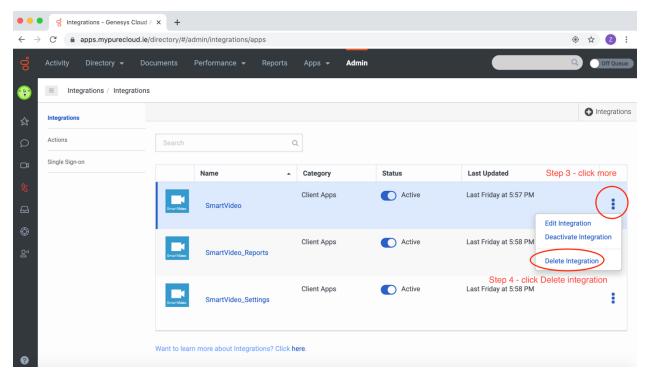


Figure 3: Delete SmartVideo integration

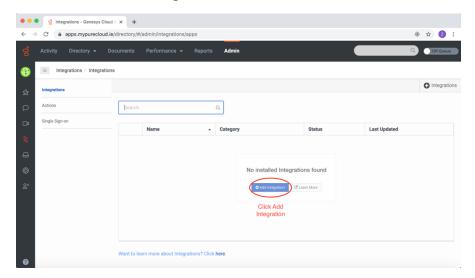




Version: 1.0.77, Publication Date: 07-28-2020

The installation process is easy and is as follows:

• Please click Add Integration



• In the search field, please type SmartVideo and click Install

Activity Directory		Reports <b>Admin</b>		Dimo D
Integrations	G Back to Installed	martVideo		
Actions Single Sign-on	SmartVideo	more av	railable @ <mark>영</mark> GENES	SYS AppFoundry
	SmartVideo	Adobe Data Actions	AWS Lambda Data	AWS S3 Recording Bulk
	SmartVideo enables PureCloud users to escalate from chat or email to live		Actions Uses data actions to invoke AWS Lambda functions in your AWS account.	Actions Integration Accesses AWS S3 bucket for bulk recording exports.
	Click Install	Install Details	Install Details	Install Details





• Next, please click the Save button

<ul> <li>O</li> <li>O</li> <li>O</li> <li>Integrations - Genesys Closed</li> <li>C</li> <li>Apps,mypurecloud.</li> </ul>	ud / x +	91-ea34d7c05d3b/details/properties 🐵 🛧 🚺 :
	Documents Performance - Reports Admin	Q) On Queue
Integrations / Integratio	ons / SmartVideo	
S Integrations	Details Configuration Support	
Actions       Br       Single Sign on       Image: Sign on	SmartVideo SmartVideo SmartVideo enables PureCloud users to escalate from chat or email to live video call.	Permissions Integration.smartVideoApps.View 7 Roles People admin 3 Master Admin 3 Smart Video Admin 1
© ≙°	Notes	1 more roles 1 O Add Role
	Click Save button	
	Save Cancel	Uninstall Integration

• Afterwards, the SmartVideo app should be activated by turning on the switch, as shown in the picture below. Once the switch is on, you will be prompted to confirm the activation process. Please click Yes.

•••	d Integrations - Genesys Clo	+ × A but								
$\leftarrow \rightarrow$	C â apps.mypurecloud	l.ie/directory/#/ad	min/integrations/apps	3				۲	☆ 💈	:
ő	Activity Directory <del>-</del>	Documents F	Performance <del>-</del> F	Reports	Admin			۹.	On Queue	
3	■ Integrations / Integration	ons								
\$	Integrations								Integrat	ions
Q	Actions	Search		Q	]					
	Single Sign-on		Name		Category	Status	Last Updated			
&					Client Apps	Inactive	Today at 5:56 PM			
Ð		SmartVideo	SmartVideo							
Ø					Active the SmartVic	deo app by switch on t	he button			
Ĩ										
Ø		Want to learn	more about Integration	ns? Click he	ere.					

• At this point the configuration process is complete. Browser shall be refreshed / reloaded. Next, please Apps, and then SmartVideo





The information in this document is accurate as of its publication date and is subject of change without notice. VideoEngager acknowledges the proprietary rights of other companies to the trademarks, product names and such other intellectual property rights mentioned in this document.

Version: 1.0.77, Publication Date: 07-28-2020

		Reports Apps - Admin	n		Q Off Queue
■ Integrations / Integr	ations	SmartVideo			
Integrations	Please click Apps then SmartVide		_		Integration
Actions	Search	Q			
Single Sign-on	Name	Category	Status	Last Updated	
	SmartVideo	Client Apps	Active	Today at 6:12 PM	:

• You will get the following screen. Click the Start button to proceed to the next screen and click again the Start button on the next screen to finalize the installation process.

• • •	g Integrations - Gen	esys Cloud A 🗙 🕂					
← →	C 🔒 apps.mypu	recloud.ie/directory/#/apps/37402c	79-16df-432a-8891-ea34d7	c05d3b		<ul><li></li></ul>	7 🛛 🗄
			ce <del>-</del> Reports <b>Apps</b>			۹ 0	Off Queue
•	SmartVideo / Home						
ŝ			Hi M	r. Agent!			
þ		We	elcome to the Sr		plication		
		0		2	3		
&		START	IN	ISTALL	SUMMARY		
3 3							
2"			Product	Available 🗸			
			We're ready to set you up	p. Please click the Start bu	utton.		
					Start >		
						ΰ <sub>0</sub> οί	
9							AppFoundry

• At this point, you only need to refresh/reload your browser and you are ready to use SmartVideo.



#### SMARTVIDEO – CONNECTIVITY ISSUES

SmartVideo is based on WebRTC, which is an open-source project to deliver real-time communication capabilities to modern browsers and applications. WebRTC is a peer-to-peer (P2P) communication, but in many cases P2P communication is not possible and relay servers are utilized. Organizations with restrictive firewalls might actually face connectivity issues. In that case we recommend these organizations to whitelist SmartVideo IP addresses and ports to enable the SmartVideo application to operate properly. If you experience any connectivity issues. A simple way to test this is described below.

On Mac computer:

• Open Terminal and type

nc -v turn.leadsecure.com 55000

• If test is successful you should see

Connection to turn.leadsecure.com port 55000 [tcp/\*] succeeded!

On Windows computer:

• Open cmd console and type

telnet turn.leadsecure.com 55000

• If test is successful you should see

Trying 54.148.120.106...

Connected to turn.leadsecure.com.

Escape character is '^]'.

If this test is successful, but you still face connectivity issues, please send an email to <a href="mailto:support@videoengager.com">support@videoengager.com</a>





### SMARTVIDEO – PRIVACY RELATED ISSUES

#### Camera and Microphone issues

If something isn't working with your camera, microphone or speakers for video calling on SmartVideo, SmartVideo will try to do 'one-way' video call and following message will be seen in video widget:

> You will hear and see the specialist, but he won't be able to hear and see you. You can still chat in the window on your right.

Below is the list of the things one can try to fix the issue:

Check your computer's hardware settings

- Make sure that your camera and microphone are turned on. Close any open programs like video-calling that may already be using your camera or microphone.
- Make sure that your computer has selected any external camera, microphone or speakers that you're using.
- Make sure that your microphone isn't on mute.
- Make sure that the browser and videome.leadsecure.com site has permission to access your camera, microphone or speakers. You can check this on your computer or browser settings.

Restart your browser and computer

- Close your internet browser and restart your computer.
- Check your internet connection.
- If your internet connection is slow, try reconnecting to your Wi-Fi network or connecting to a different network.





Check your internet connection

• If your internet connection is slow, try reconnecting to your Wi-Fi network or connecting to a different network.

Ask your customer to check their hardware and internet connection

• If you can't hear or see the person you're video calling with, ask them to try the steps listed above.

#### Screen sharing issues

The screen sharing functionality requires permissions to operate properly. If you are unable to share your screen, please verify that the permission is in place and if not, please provide permission for file sharing for the browser you are using your SmartVideo app with. Since we recommend to agents to use Chrome browser, here is what agents should do, if screen sharing does not work as expected. If you are on Mac, please open System Preferences  $\rightarrow$  Security & Privacy  $\rightarrow$  Privacy  $\rightarrow$  Recording and finally please make sure Google Chrome is enabled, as shown in Figure 4.





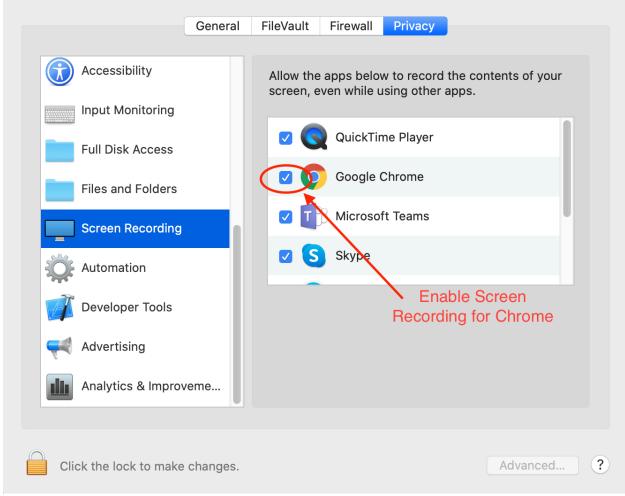


Figure 4: Enable Screen Sharing for Google Chrome browser, when MacOS is used

If you are on Windows 10, you will normally get a popup banner, asking you for permission to share your screen, as shown in Figure 5.





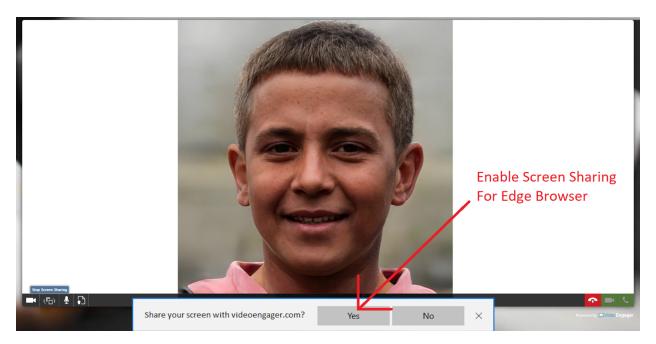


Figure 5: Enable Screen Sharing for Google Chrome browser when Windows 10 is used

On the visitor side, we support a range of browsers. For a full list of supported browsers, please refer to "SmartVideo by VideoEngager - supported browsers", which can be found in <u>https://www.videoengager.com/purecloud-help-documentation/</u>. Each browser has some specifics when it comes to permissions. For instance, on Mac computer, when using Firefox, visitors will be asked to grant permissions following the approach in Figure 4. Firefox will also deliver a pop-up notification if permissions are to be granted.

### SMARTVIDEO – REPORTING

If you're still experiencing a problem after trying these suggestions, please contact support@videoengager.com with following data:





Your Tenant ID from Smart Video Settings

Logs from the developer console from your Chrome browser.

- Some issues can be specific to a user, and may be difficult to troubleshoot without more detailed information. Console logs help debug issues by giving us insights into error messages that get documented by your browser.
- If your issue is still happening, please help us capture the console logs for the error by performing the following steps:
- Click on Chrome settings button ( it the three dots in the upper-right hand corner of the browser)
- Go to More tools > Developer tools. This should open up the Chrome developer tools panel.
- Click on the "Console" tab in the Chrome developer tools panel
- Right click on the console screen and choose 'Save As' choose a file name

WebRTC connection logs from your browser:

Google Chrome

During the Live Video session running:

- Open chrome://webrtc-internals in a tab inside Chrome
- Go to the chrome://webrtc-internals tab; choose the relevant session and download the webrtc-internals dump

Firefox

During the Live Video session running:

- Open about:webrtc in a tab inside Firefox
- Go to the about:webrtc and save the page content as Web Page, Complete.





The information in this document is accurate as of its publication date and is subject of change without notice. VideoEngager acknowledges the proprietary rights of other companies to the trademarks, product names and such other intellectual property rights mentioned in this document.

# SMARTVIDEO – WE LISTEN TO OUR CUSTOMERS

The SmartVideo team believes that promptly addressing customer pains is of utmost importance and the key to all stakeholders' success. Our team is highly responsive to customer requests. We would like to encourage you, the reader of this guide, to share any suggestions for improving this guide. To do so, please contact us by sending an email to support@videoengager.com



Version: 1.0.77, Publication Date: 07-28-2020

