

SMARTVIDEO

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 interact via live video and audio. 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.



Figure 1: Missing SmartVideo Settings

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.



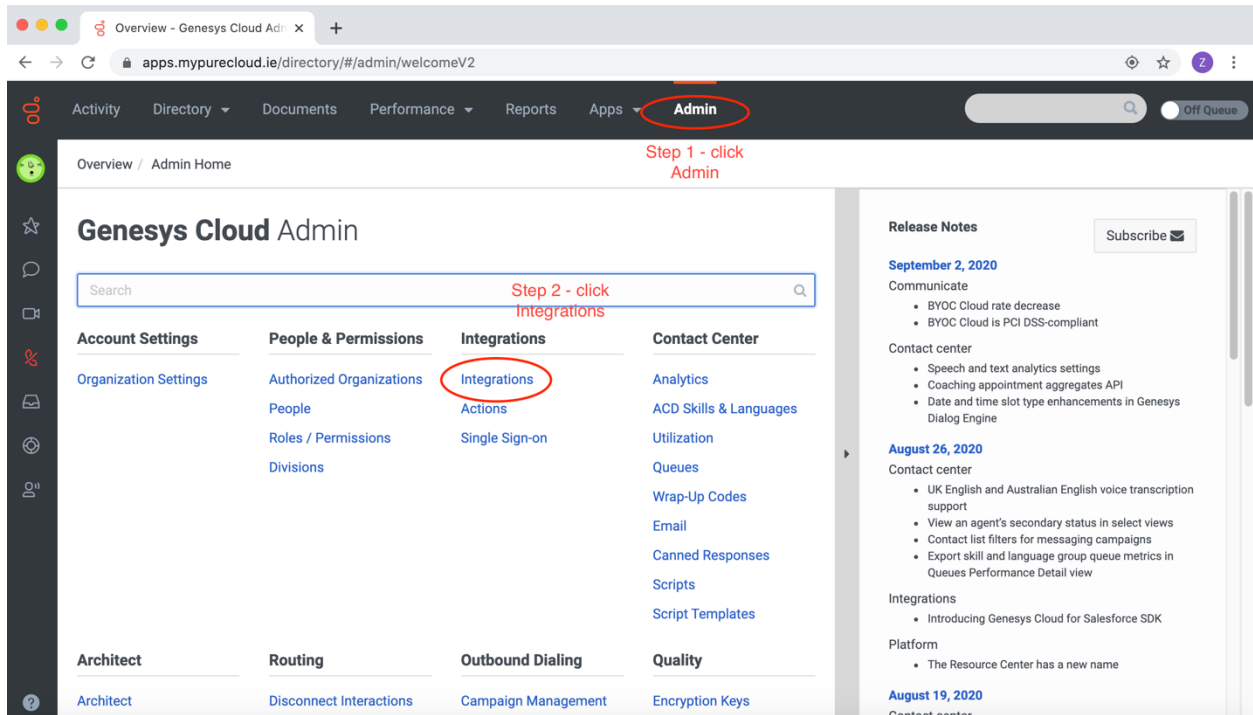


Figure 2: Locate SmartVideo integrations

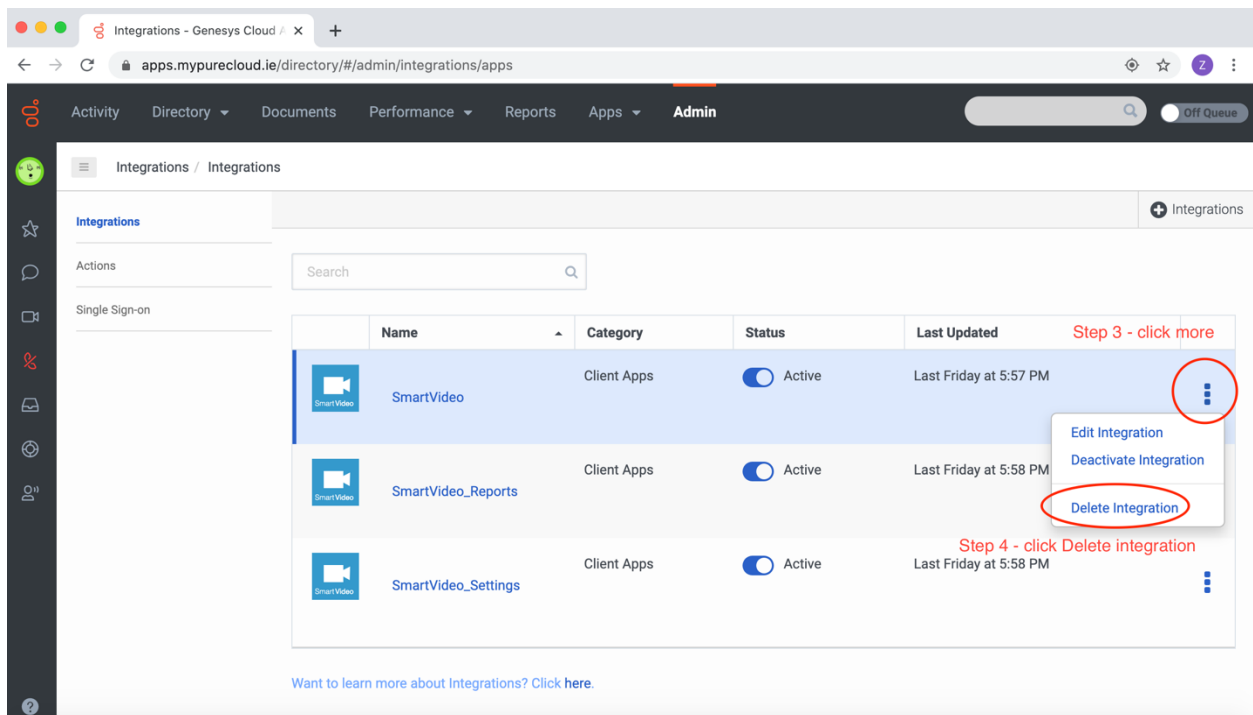
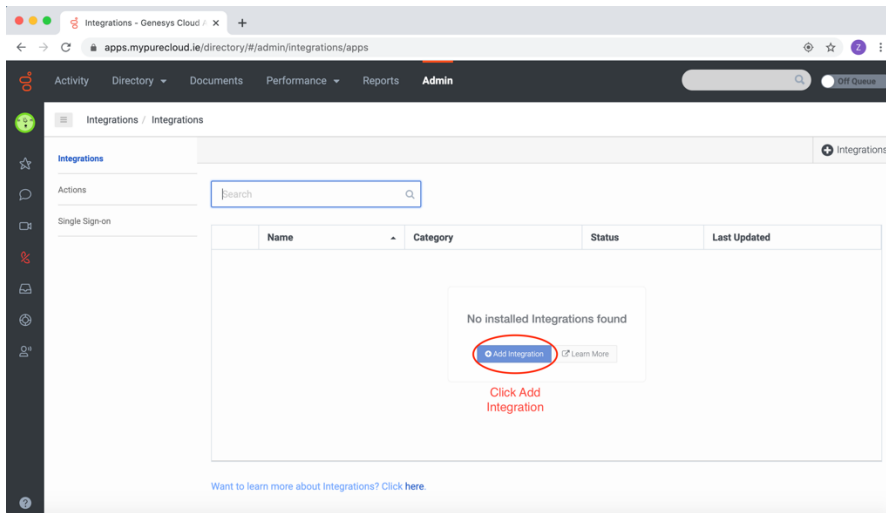


Figure 3: Delete SmartVideo integration

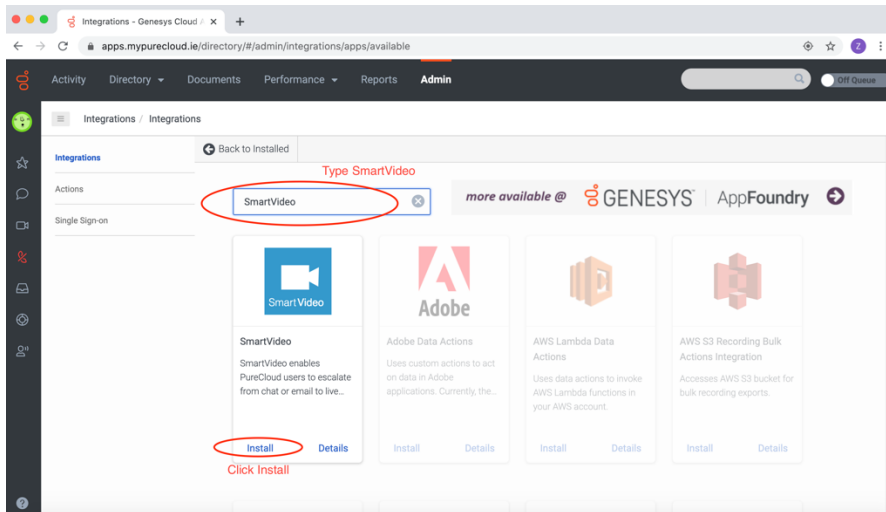


The installation process is easy and is as follows:

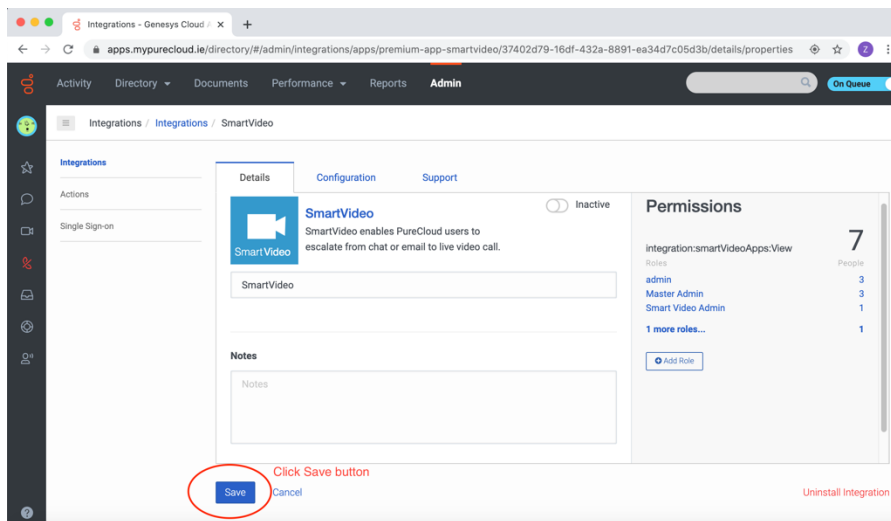
- Please click Add Integration



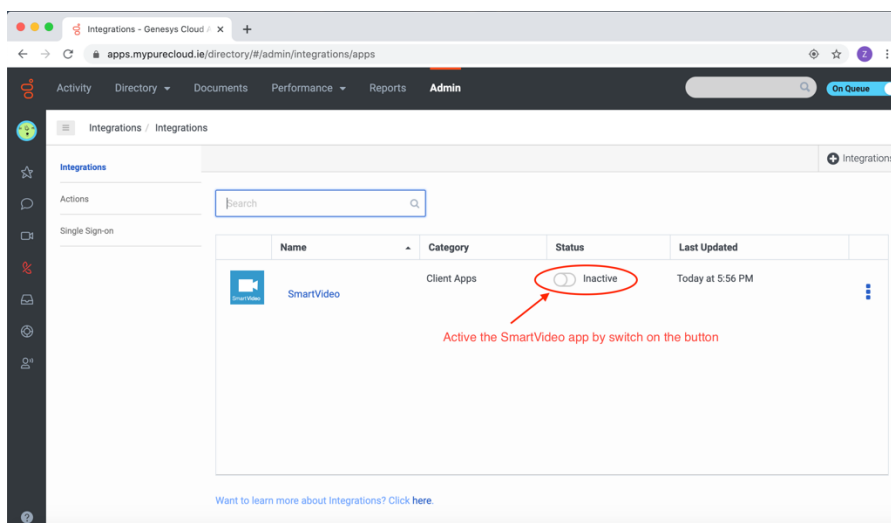
- In the search field, please type SmartVideo and click Install



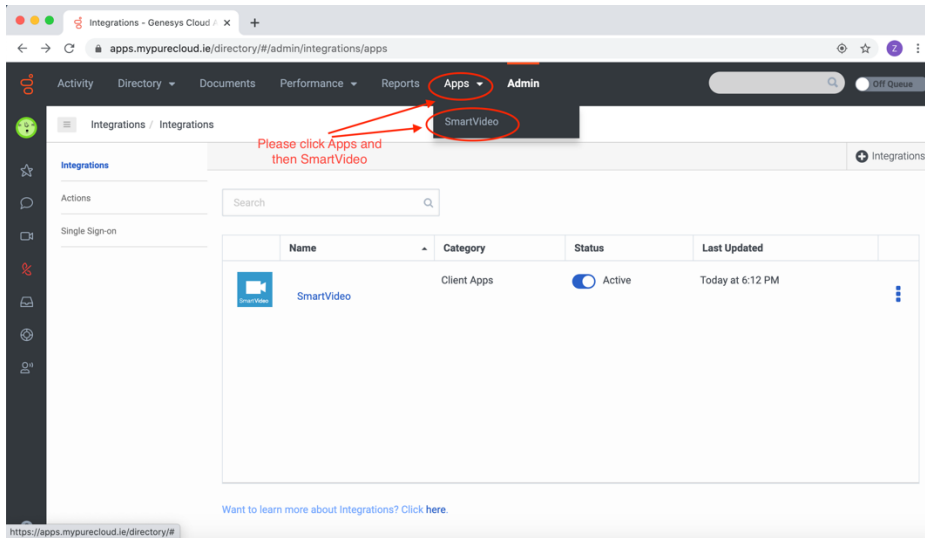
- Next, please click the Save button



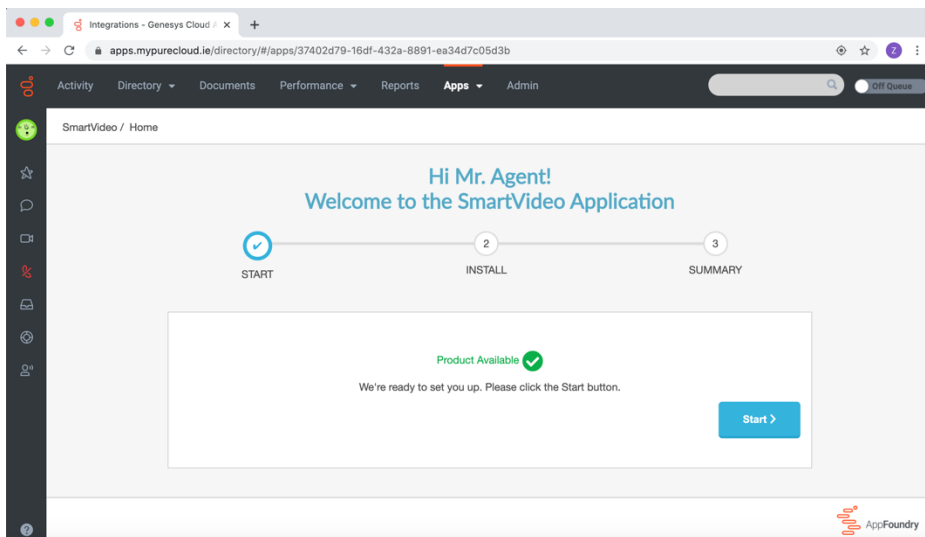
- Afterwards, the SmartVideo app should be activated by turning on the switch, as shown in the picture below. Once the switch is on, you will be prompted to confirm the activation process. Please click Yes.



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



- 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.



- 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 right after installation, please make sure that you are not facing firewall issue. 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 support@videoengager.com



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 → Security & Privacy → Privacy → Recording and finally please make sure Google Chrome is enabled, as shown in **Figure 4**.

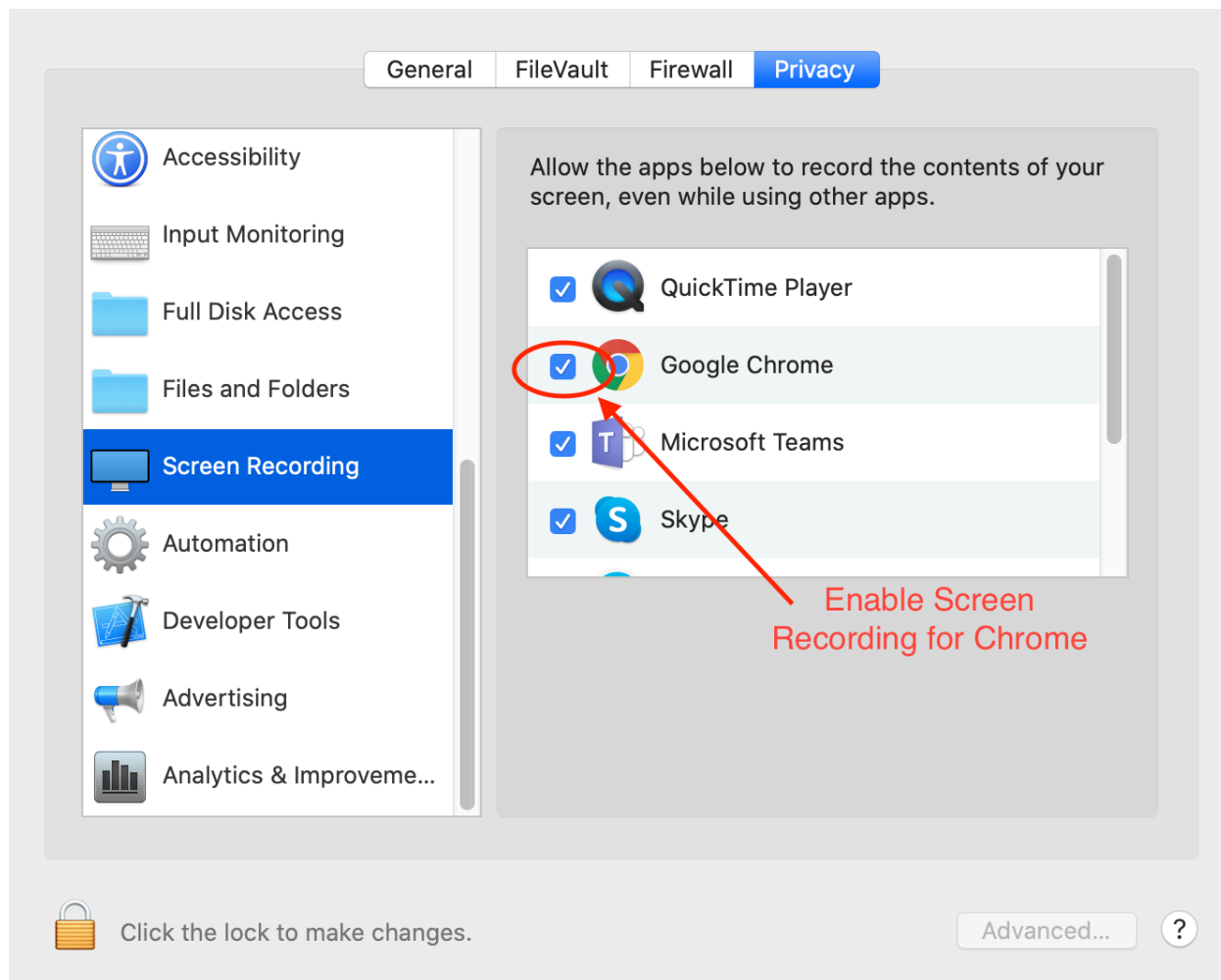


Figure 4: Enable Screen Sharing for Google Chrome browser, when MacOS is used

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.

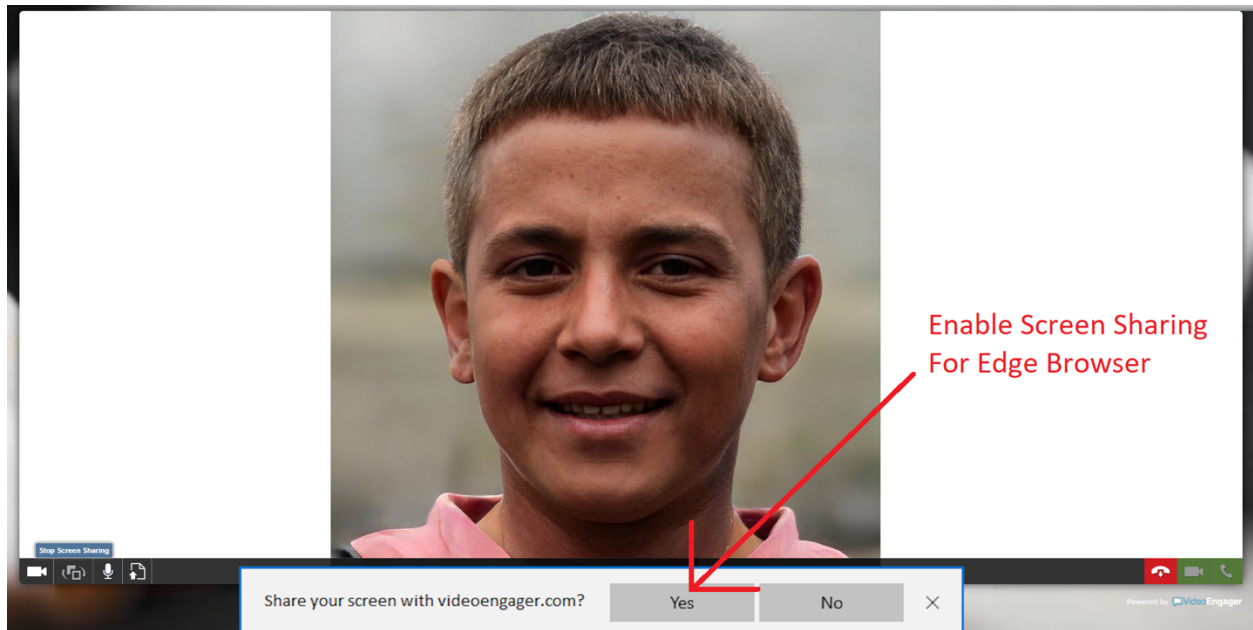


Figure 5: Enable Screen Sharing for Google Chrome browser when Windows 10 is used


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 <https://www.videoengager.com/purecloud-help-documentation/>. 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 ( 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.

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