

SMARTVIDEO

LIVE VIDEO INTERACTIONS MADE SIMPLE

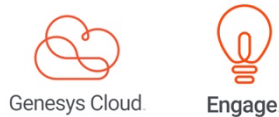
Supervisor Guide



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 SUPERVISOR INTERFACE

Access Supervisor settings through Genesys PureCloud

To get an access to SmartVideo Supervisor Settings for Genesys PureCloud, supervisor 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/>.

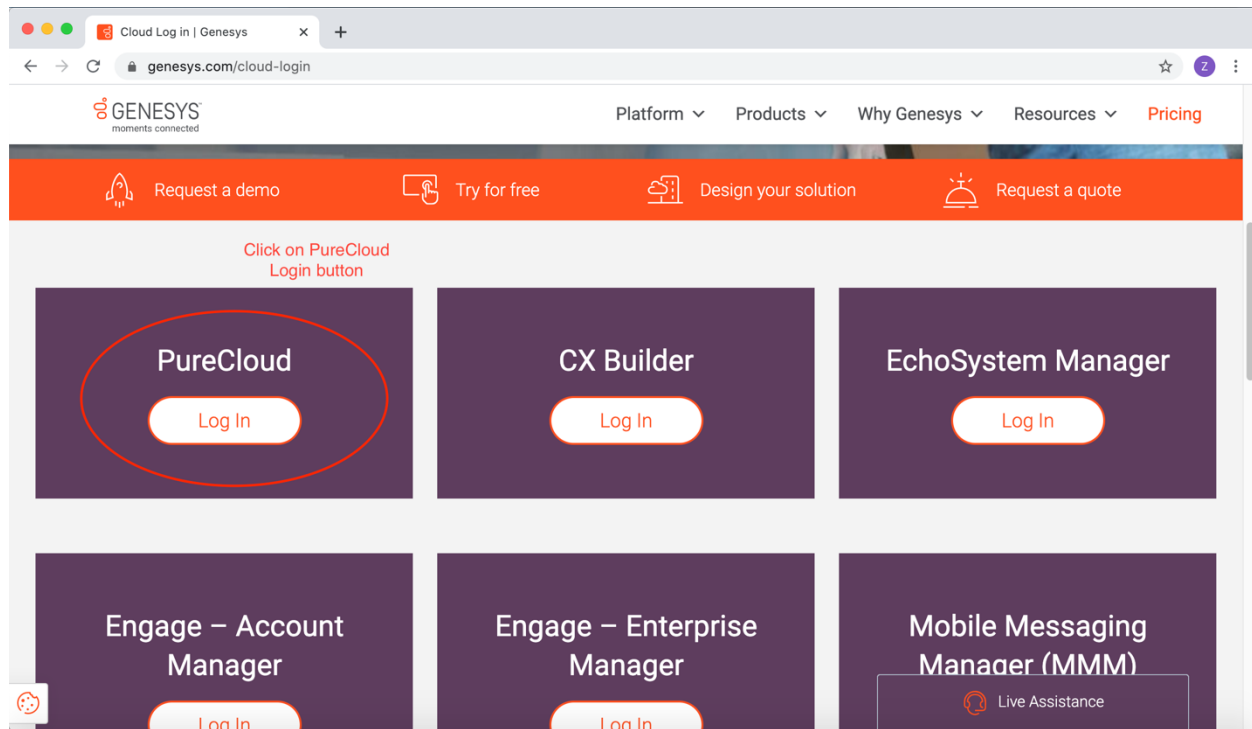


Figure 1: Genesys Cloud Product Page

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.



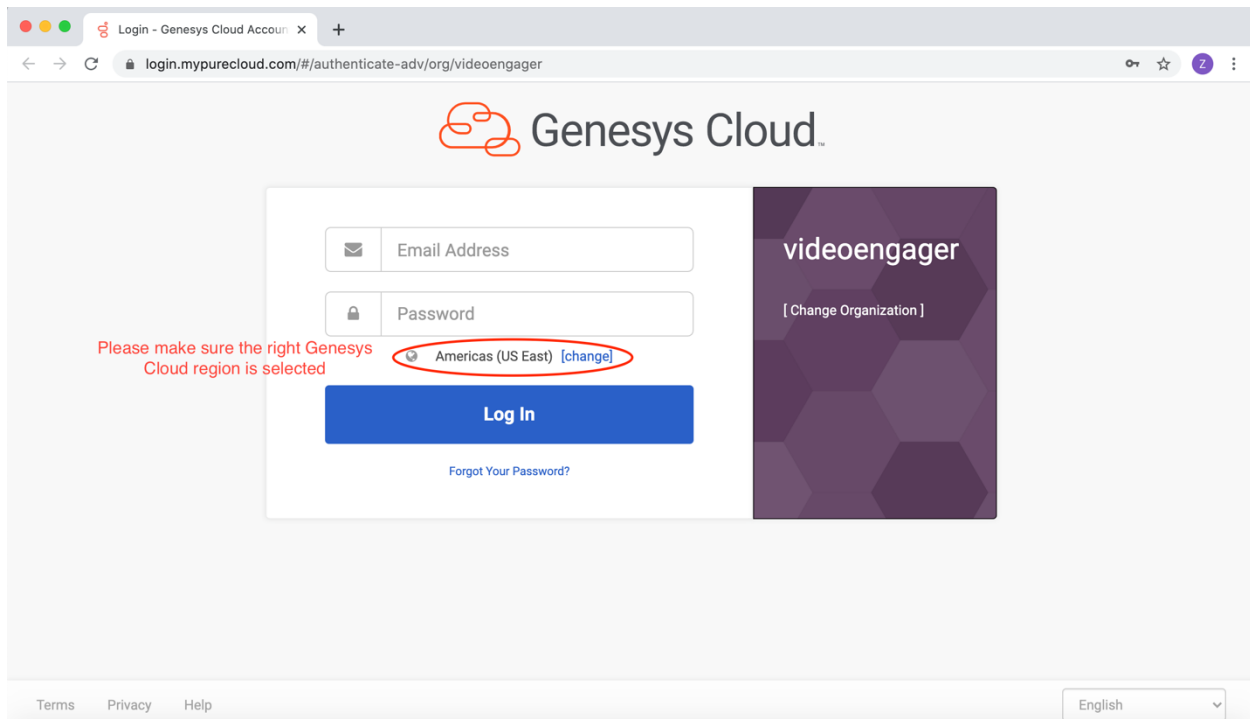


Figure 2: Genesys PureCloud Login page

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.

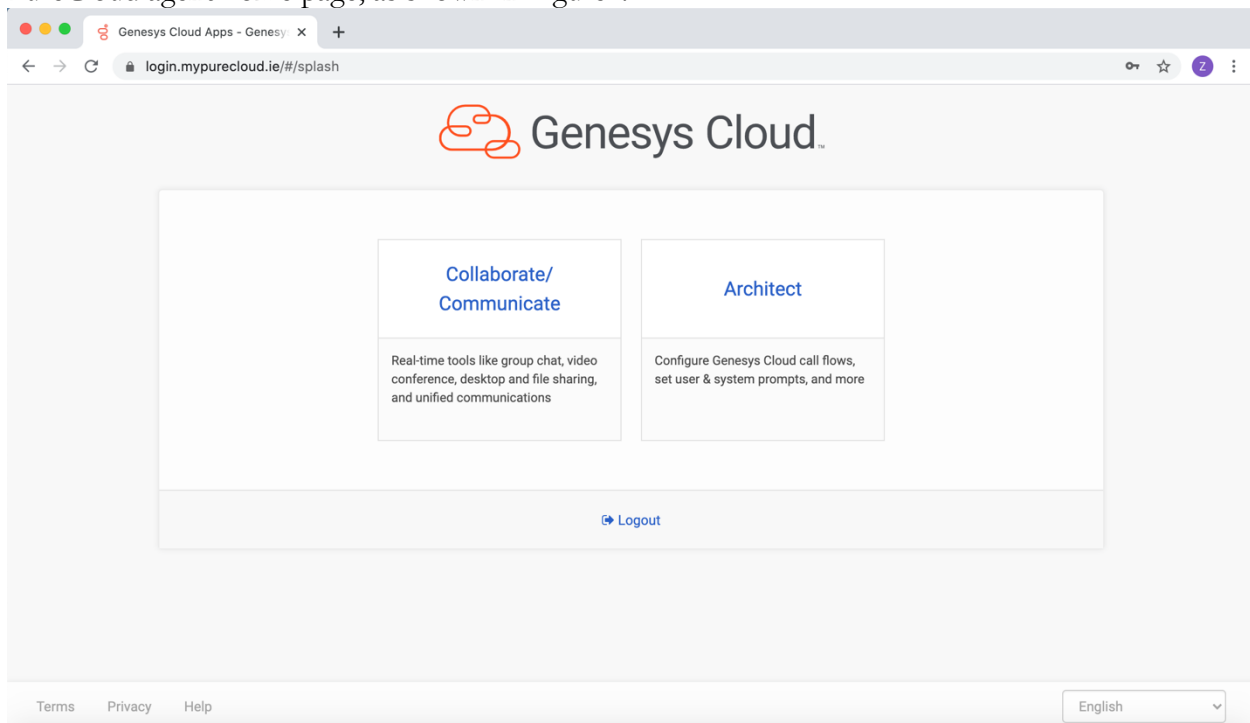


Figure 3: First screen after a successful PureCloud login



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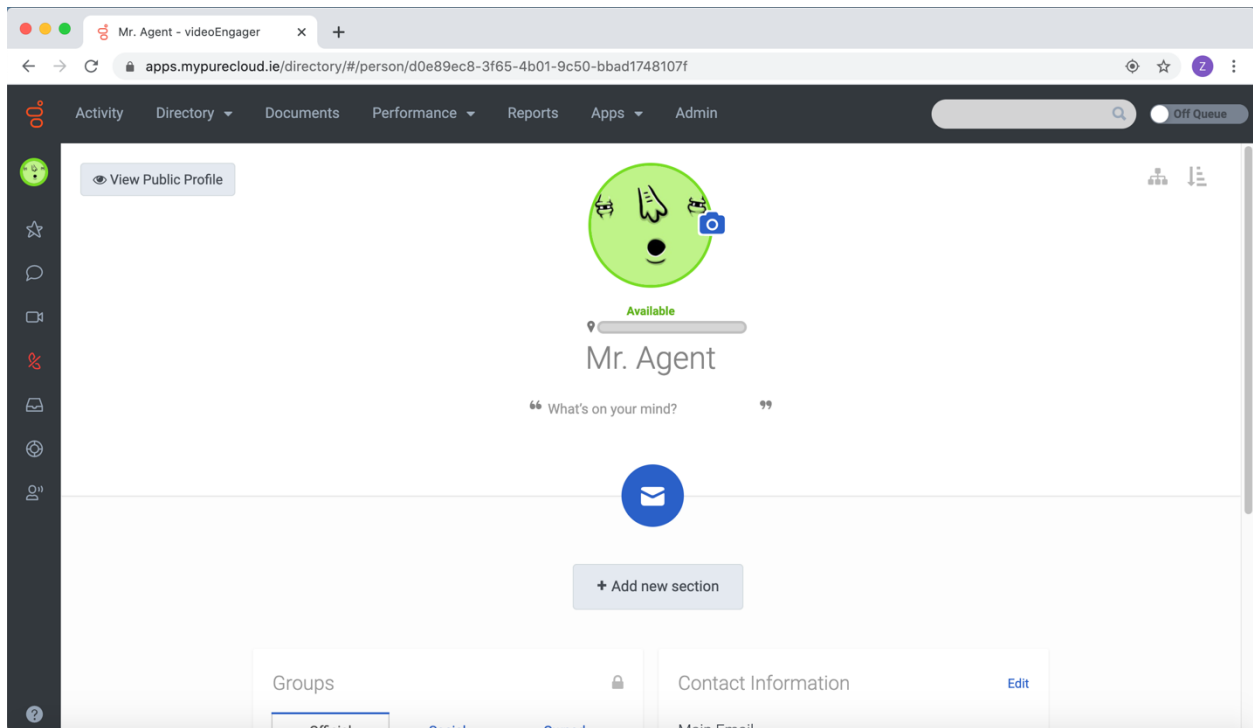


Figure 4: Genesys PureCloud Agent Home Page

How to access SmartVideo App Settings

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

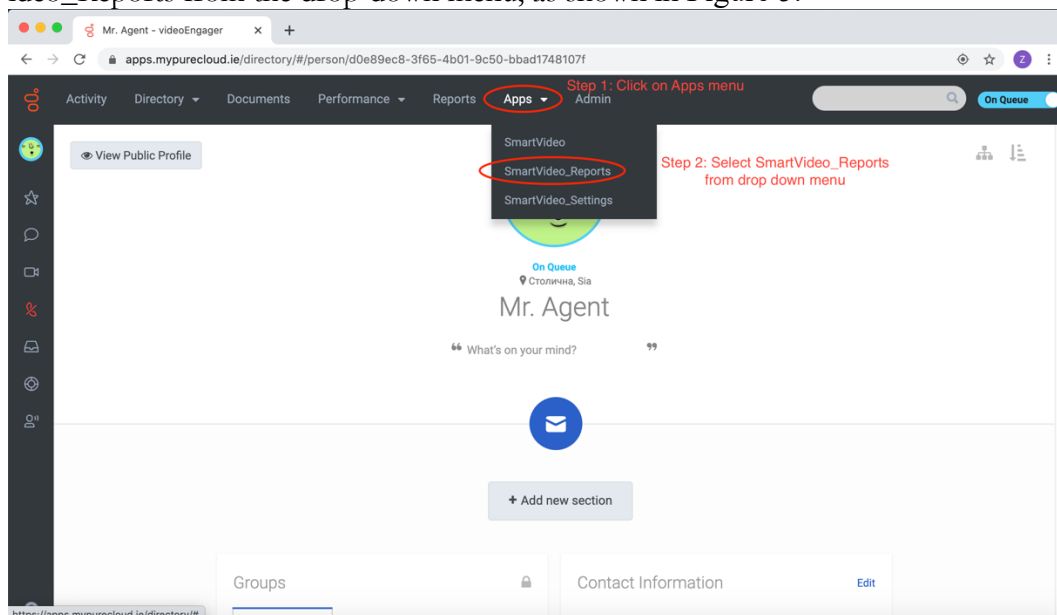


Figure 5: Get SmartVideo_Reports

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



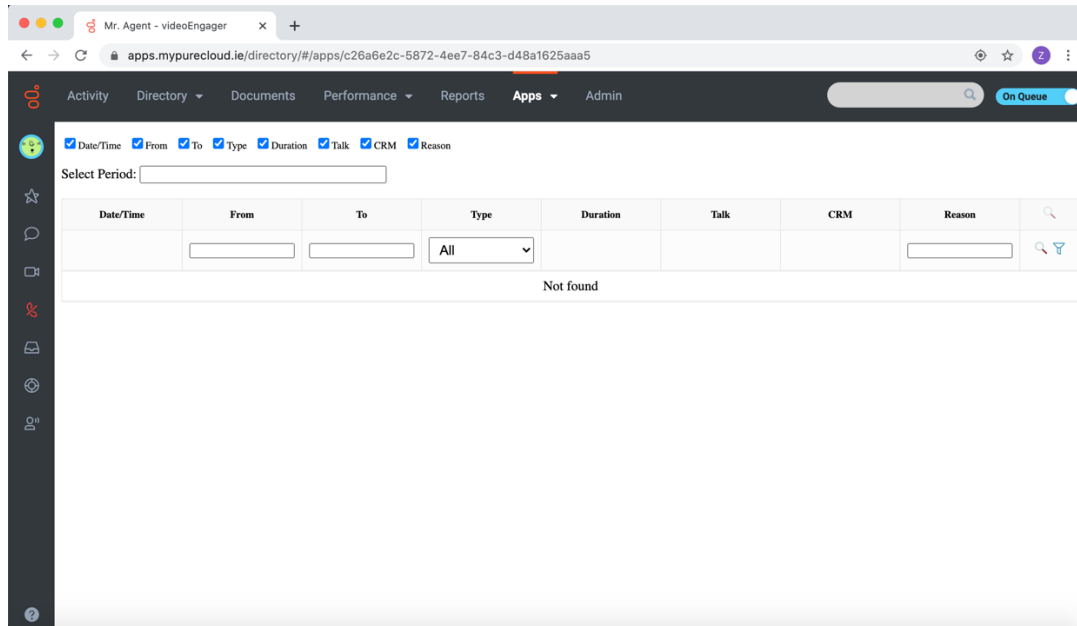


Figure 6: SmartVideo Supervisor Interface

At this point, 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 connection with your preferred business intelligence service provider.

SMARTVIDEO – FETCH REPORTS

Your SmartVideo App UI allows you to fetch reports for certain time period, as shown in Figure 7. Furthermore, each record can include/exclude certain details that are controllable through checkboxes. These extra options are:

- **From call or caller** – either Customer or Agent, depending on call direction
- **To call or callee** – either Customer or Agent, depending on call direction
- **Type of call** – in Genesys Cloud, SmartVideo supports three types of calls – Video Call, Chat Session, and Screen Share Session. In the SmartVideo context Chat session does not bring added value to Supervisors and will be excluded from this menu in future SmartVideo releases
- **Duration of call** – this is defined as time between the time when caller start a session and the time when the call has been hung up.
- **Talk** – talk time is the time when both parties – Agent and Customer – are in session
- **CRM** – this column is not applicable for Genesys Cloud and will be excluded from our future releases
- **Reason** – it is a textual field describing reason to end a call. Reasons describe who ended the call (Caller/From or Callee/To) and how the call ended (Closes the window - party closes browser window, hangups the call - party ends the call from the red hangup button).



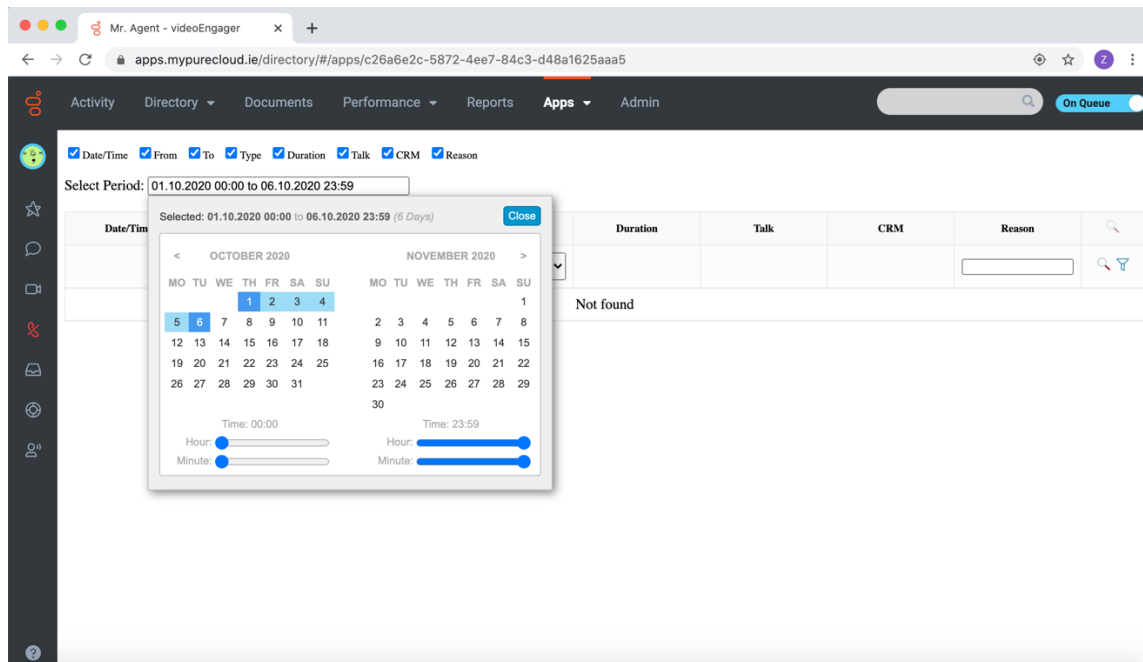


Figure 7: Selection of report's time period

Once, a supervisor configures his/her preferred options, the report can be easily generated by clicking on the “Close” button. This action will fetch all the available data as per your configuration options and will render them on the supervisor screen, in a similar fashion, as shown in Figure 8.

Date/Time	From	To	Type	Duration	Talk	CRM	Reason	Info
05.10.2020 20:43:08	Visitor	pureclouddemo@videoengager.com	Screen Share Session	00:00:40	00:00:40		Caller Closed the Window	Info
05.10.2020 20:42:46	pureclouddemo@videoengager.com	Visitor	Chat Session	00:01:03	00:01:02		Callee Closed the Window	Info
05.10.2020 20:42:45	Visitor	Group	Video Call	00:01:00	00:00:59		Caller hangup	Info
05.10.2020 20:41:00	pureclouddemo@videoengager.com	Visitor	Chat Session	00:00:24	00:00:24		Caller Closed the Window	Info
05.10.2020 20:41:00	Visitor	Group	Video Call	00:00:24	00:00:22		Callee hangup	Info
05.10.2020 20:35:05	pureclouddemo@videoengager.com	Visitor	Chat Session	00:01:08	00:01:07		Callee Closed the Window	Info
05.10.2020 20:35:05	Visitor	Group	Video Call	00:00:34	00:00:33		Caller hangup	Info
05.10.2020 18:08:51	pureclouddemo@videoengager.com	Visitor	Chat Session	00:00:41	00:00:40		Caller Closed the Window	Info
05.10.2020 18:08:50	Visitor	Group	Video Call	00:00:40	00:00:38		Callee hangup	Info
05.10.2020 17:48:31	pureclouddemo@videoengager.com	Visitor	Chat Session	00:01:15	00:01:15		Caller Closed the Window	Info
05.10.2020 17:48:30	Visitor	Group	Video Call	00:01:15	00:01:14		Callee hangup	Info
05.10.2020 17:25:03	Visitor	Group	Video Call	00:00:17	00:00:13		Callee hangup	Info
05.10.2020 17:25:00	Visitor	Group	Chat Session	00:01:01	00:00:54		Callee hangup	Info
05.10.2020 16:19:04	pureclouddemo@videoengager.com	Visitor	Chat Session	00:00:22	00:00:22		Callee Closed the Window	Info

Figure 8: Generated report



Once you get the initial data, the supervisor can filter records based on text input in the From, To and Reason fields. Furthermore, an extra filter can be applied from Type drop down menu, which can filter out certain type of calls.

SMARTVIDEO – DATA INCLUDED IN A SINGLE RECORD

Each SmartVideo record contains more detailed information. These details can be fetched and displayed by clicking the Info button, as shown in Figure 9.

The screenshot displays the VideoEngager web application interface. On the left, a sidebar contains navigation icons. The main area is divided into two sections. The top section, titled 'Call Details', shows a list of call records with columns for Date/Time, From, To, Type, and Duration. Below this list is a 'Select Period' dropdown set to '01.10.2020 00:00 to 06.10.2020'. The bottom section, titled 'Call Information', displays detailed data for a selected call. This section is further divided into three categories: Call Information, CRM Status, and Caller Info. The 'Call Information' category includes fields for ID, Type, Start, Duration / Talk, CRM Status, Caller Id, Caller type, Callee Id, and Callee type. The 'CRM Status' category includes fields for acceptCall, referrer, privateTime, audioOnly, isWidget, tenantId, url, tennantId, o&agentUrl, kyOTJjMmMOLW13y2EtNzKxY05Ntk3LWMI1NWZ1Y2NmMGfIOsIsImh pZGV0aGF01p0cnVLCJza2lwX3ByaXZhdGUOnRydWUslmxvY2FsZSI 6ImVuX1VTIn0=, and a 'Call Information' button. The 'Caller Info' category includes fields for acceptCall, referrer, privateTime, audioOnly, isWidget, tenantId, url, tennantId, o&agentUrl, kyOTJjMmMOLW13y2EtNzKxY05Ntk3LWMI1NWZ1Y2NmMGfIOsIsImh pZGV0aGF01p0cnVLCJza2lwX3ByaXZhdGUOnRydWUslmxvY2FsZSI 6ImVuX1VTIn0=, and a 'Call Information' button. The 'CRM Status' category includes fields for acceptCall, referrer, privateTime, audioOnly, isWidget, tenantId, url, tennantId, o&agentUrl, kyOTJjMmMOLW13y2EtNzKxY05Ntk3LWMI1NWZ1Y2NmMGfIOsIsImh pZGV0aGF01p0cnVLCJza2lwX3ByaXZhdGUOnRydWUslmxvY2FsZSI 6ImVuX1VTIn0=, and a 'Call Information' button. A red arrow points to the 'Info' button in the 'CRM Status' category, with a text label 'Click Info for selected item to review call details'.

Figure 9: Fetching detailed information for each call record

Detailed call data are grouped in three major categories:

- Call Information – presenting basic call information such as call id, type of call, start time, call duration, etc.



Call Details

Call Information

ID:	2d859320-0732-11eb-ac9a-416e8bfe0b8
Type:	video
Start:	05.10.2020 20:42:45 +0300
Duration / Talk	00:01:00 / 00:00:59
CRM Status	
Caller Id	9292c2c4-b7c1-791b-9597-c55feccf0ab9
Caller type	visitor
Callee Id	pureclouddemo@videoengager.com
Callee type	user
Caller Info	acceptCall: true referrer: privateTime: audioOnly: false isWidget: true tenantId: zwqqsB7k16V0YBpW url: https://videome.leadsecure.com/static/popup.html? tennantId=endxcXNCN2sxNIYwWUJwVw==&shortUrl=pureclouddem o&agentUrl=undefined&ms=eyJhYyI6dHJ1ZSwidHJhbnNmZXJJZCI6Ij kyOTJlMmM0LWI3YzEtNzkxYi05NTk3LWM1NWZlY2NmMGFIOSIsImh pZGVDaGF0Ijp0cnVILCJza2lwX3BjaXZhdGUhOnRydWUsImxvY2FsZSI 6ImVuX1VTIn0= visitorId: 9292c2c4-b7c1-791b-9597-c55feccf0ab9 caller_type:

Ok

- Caller session data – providing information about the type of caller, reason to end the call, user agent information, and IP address. Note that the IP address is not caller's actual IP address. We only collect the IP address of the AWS edge location that has been used to route caller traffic through

Caller session data

Type:	visitor
Reason:	name: CommunicationError message: Session lost: transport close
User Agent:	os version: 10.15.7 name: Mac OS engine version name: Blink browser major: 85 version: 85.0.4183.121 name: Chrome ua: Mozilla/5.0 (Macintosh; Intel Mac OS X 10_15_7) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/85.0.4183.121 Safari/537.36
Location:	
Sockets:	ip: 64.252.82.170 id: hraM5uOeYBee-oG8AB_e



- Callee session data – provides information about the type of callee, reason to end the call, user agent information, and IP address. Note that the IP address is not callee’s actual IP address. We only collect the IP address of the AWS edge location that has been used to route callee traffic through

Callee session data

Type:	user
Reason:	socket
User Agent:	os version: 10.15.7 name: Mac OS engine version name: Blink browser major: 85 version: 85.0.4183.121 name: Chrome ua: Mozilla/5.0 (Macintosh; Intel Mac OS X 10_15_7) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/85.0.4183.121 Safari/537.36
Location:	
Sockets:	ip: 64.252.82.20 id: 2mIE4LwShTOvyCIYAB_d

- Call recording information – this information is available only if recording is available within

Recordings

ID:	2ffc5f80-0732-11eb-ac9a-416e8bfde0b8
Type:	video
State:	finished
URL:	Get Recording URL
Start:	05.10.2020 20:42:49 +0300
End:	05.10.2020 20:43:45 +0300
Duration	00:00:55
MIME:	video/webm
Media:	2ffc5f80-0732-11eb-ac9a-416e8bfde0b8.webm

Ok

your organization. This section provides visibility into type of recording, state of recording, start, end, and duration of call. It also provides the name and type of the video file.



If one wants to get an access to the corresponding recording, the “Get Recording URL” button needs to be clicked. This action will generate time-limited and one-time usage URL that is supposed to be used for an access to the video file within the next 15 sec time intervals. If not used, the link will be invalidated, and a new URL should be generated in order to get an access to the recording. If the generated URL is used it will be immediately invalidated and cannot be used for a second time. The supervisors will have access to the opened recording for 24 hours, provided that browser session is not terminated.

SMARTVIDEO – SEARCH AND ANALYTICS COMPONENT

Overview

The SmartVideo Search and Analytics component regularly analyses, processes, and aggregates an information within the relevant SmartVideo interactions, sessions and calls. Results of these analyses, processing and aggregations are accessible either via a dedicated API or through the SmartVideo reporting dashboard, namely via an “Interaction Stats” button.



Analyses and aggregations

Interactions and Interaction data

An interaction is defined as a group of calls/sessions between a unique visitor and an agent. During each interaction, there might be multiple video and screen sharing sessions. Sessions have different attributes:

- **Start date/time** - starting time for the session
- **Agent** - the agent involved to session
- **Duration** - the duration of the session
- **Talk time** - actual talk time
- **Type** - video or screen sharing
- **Close reason** - describes how the session was terminated like button clicked, window closed, etc...
- **Details** - detailed information about selected session
- **Success status** - calculated based on duration time. If the duration time is shown to be zero, the corresponding session is supposed to be considered unsuccessful.

Interaction data summarize sessions data and are aggregated data on interaction level. The aggregation is based on various KPIs – either per agent or organization.

Interaction data are presented to Supervisors as follow:

- **Agent** – the agent performed the interaction
- **Duration** – total duration of the interaction - the time between the start of first session and the end of the last session
- **Start** – the start date/time of the first session
- **Total calls** – number of sessions within the interaction
- **Videos** – number of video sessions within the interaction
- **Screen** – number of screen sessions within the interaction
- **Successful** – number of successful sessions
- **Unsuccessful** – number of unsuccessful sessions

Interaction data as timeseries

Timeseries deliver to Supervisors the ability to get insights on how video services have been used over a selected period of time. At present, the SmartVideo timeseries deliver the following KPIs:

- **Interactions** - count of interactions
- **Total sessions** - count of total sessions
- **Video sessions** - count of video sessions
- **Screen sessions** - count of screen sharing sessions
- **Successful sessions** - count of successful sessions
- **Unsuccessful sessions** - count of unsuccessful sessions

Granularity of timeseries is either per hour or per day.

Working with Interaction Stats

Interaction and timeseries data are accessible via a dedicated SmartVideo dashboard. Once the SmartVideo Interaction Dashboard is opened, Supervisor shall select a period of time and press “Load Data” button. Supervisors can filter interaction data on an agent basis, if more than one agent is available. By default, interaction data for all agents will be loaded.

Select Period:

Tenant: **slav@videoengager.com**

Agent:

Once interaction data are loaded, these data will be displayed in three sections - Totals, Timeseries, Interactions.

Totals

This section renders aggregated totals of main KPIs for the selected period of time, as shown in Figure 10.

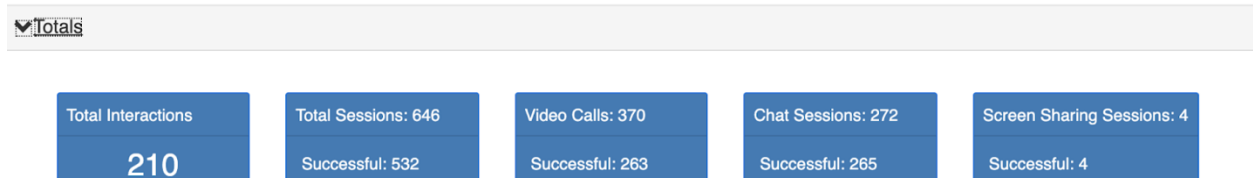


Figure 10: Aggregated total interaction data

Timeseries

This section renders aggregated interaction data of main KPIs for the selected period of time, as shown in Figure 11. Each KPI is represented by a different vertical bar and can be shown/hidden by clicking on the corresponding name of the KPI, located in the top right corner of the picture.

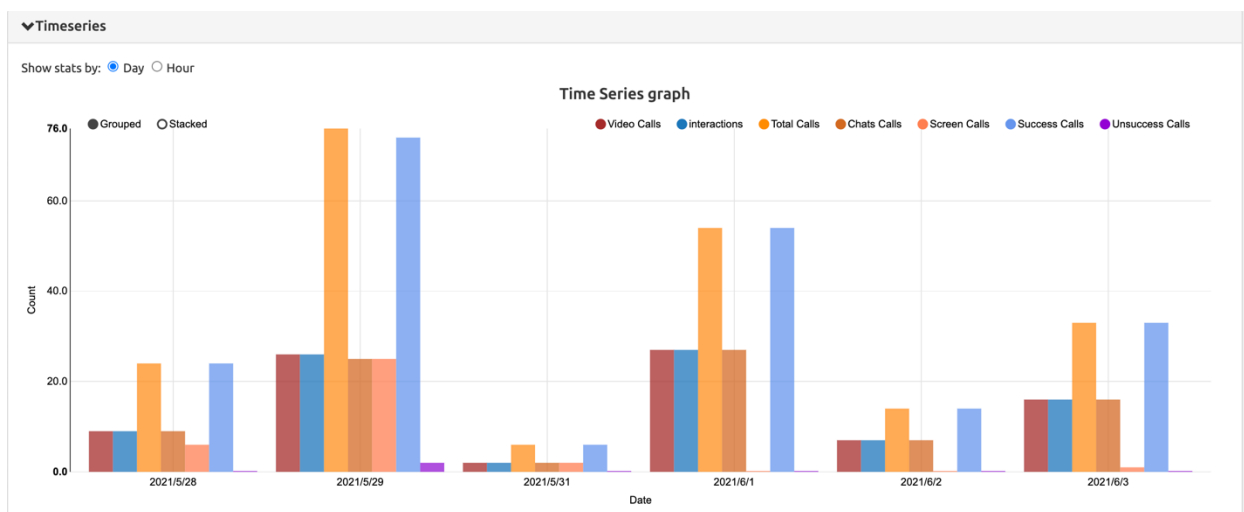


Figure 11: Aggregated interaction data as timeseries

Interactions

This section renders details for each interaction in a tabular form, as shown in Figure 12.

▼ Interactions								
Items per page: 10								
First Previous 1 2 3 4 5 ... Next Last								
Agent	Start ▼	Duration	Total Calls	Videos	Chats	Screen	Successful	Unsuccessful
pureclouddemo@videoengager.com	2021-05-28 00:06 +0300	00:00:31	2	1	1	0	2	0
pureclouddemo@videoengager.com	2021-05-28 00:10 +0300	00:01:06	2	1	1	0	2	0
pureclouddemo@videoengager.com	2021-05-28 00:13 +0300	00:00:41	3	1	1	1	3	0
pureclouddemo@videoengager.com	2021-05-28 00:17 +0300	00:04:39	5	1	1	3	5	0
pureclouddemo@videoengager.com	2021-05-28 00:23 +0300	00:04:10	6	1	1	4	6	0
pureclouddemo@videoengager.com	2021-05-28 00:31 +0300	00:00:54	3	1	1	1	3	0
pureclouddemo@videoengager.com	2021-05-28 00:37 +0300	00:01:54	5	1	1	3	5	0
pureclouddemo@videoengager.com	2021-05-28 08:10 +0300	00:06:01	2	1	1	0	2	0
pureclouddemo@videoengager.com	2021-05-28 08:17 +0300	00:01:57	3	1	1	1	3	0
pureclouddemo@videoengager.com	2021-05-28 11:32 +0300	00:01:56	2	1	1	0	2	0

Figure 12: Individual interaction data

If a large number of interactions is to be loaded, being impossible to fit into the dedicated area of the screen, the interactions will be shown on several pages. The number of interactions to be displayed in a single page is configurable parameter and can be specified by “Items for page”, as shown in Figure 13.

▼ Interactions								
Items per page: 10								
First Previous 1 2 3 4 5 ... Next Last								

Figure 13: Configure number of interactions to be displayed per page

Each interaction is displayed in a single row, where columns represent interaction KPIs. Column's header is clickable and responsible to sort interactions per KPI of interest.

By clicking on each interaction row, Supervisors shall be able to get details about each session within the interaction, as shown in Figure 14.

Total found calls: 27

Date/Time	From	To	Type	Duration	Talk	CRM Reason	Details
2021-04-15 09:51 +0300	assen@videoengager.com	Visitor	Chat Session	00:02:49	00:02:49	Callee Closed the Window	Info
2021-04-15 09:51 +0300	Visitor	assen@videoengager.com	Video Call	00:02:49	00:00:00	Missed Call	Info
2021-04-15 09:51 +0300	Visitor	assen@videoengager.com	Video Call	00:02:49	00:00:00	Missed Call	Info
2021-04-15 09:51 +0300	Visitor	assen@videoengager.com	Video Call	00:02:49	00:00:00	Missed Call	Info
2021-04-15 09:51 +0300	Visitor	assen@videoengager.com	Video Call	00:02:49	00:01:18	Caller hangup	Info

Figure 14: Interaction' sessions

Permissions

The access to stats and analytics data is restricted. There are levels of permissions:

- Supervisor level – this level normally provides an access to data on organization level. User with this level of permission shall be able to browse aggregations spanning SmartVideo operations of all agents or shall be able to retrieve data for a single agent.
- Agent level – this level normally provides an access to data on agent level. User with this level of permission shall be able to browse and retrieve data only for themselves.

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