



# Enterprise Edition



SightCall, the leading visual support platform, enables remote experts to guide customers and technicians using live video on a mobile device using AR and AI technology. As an enterprise-grade platform SightCall enables customer and field service organizations to improve customer experience and reduce costs as they deliver innovative service with a competitive edge. SightCall is a fully customizable platform, built on a secure global network that integrates into existing workflows through market-leading CRM, FSM, and ticketing systems. Using SightCall allows organizations to be GDPR, CCPA, and HIPAA compliant, giving them the confidence to deliver remote assistance securely.



## SightCall Technology

Security compliant and globally distributed cloud platform



## API & SDK

Custom, embedded SightCall experience in your own app



## AI-Enhanced Agent

AI-powered features increase agent effectiveness



## 24x5 Support

Mission-critical support around the clock

## Included Integrations



# All Features

## In-Call Features

- Live video
- Live audio
- Pause video
- Zoom video
- Change camera
- Chat
- Flashlight
- Capture, save, and share photos
- OCR
- Live pointer
- Annotation
- Screencast
- Co-browse
- Remote control
- Geolocation
- AR measure
- AI speech translation (60 minutes per user monthly included)
- AI OCR translation

## Platform

- SOC 2 Type II audited
- GDPR and CCPA compliant
- HIPAA compliant
- Encryption (TLS, SRTP, AES 256-bit)
- Dedicated cloud tenant
- Development tenant
- User interface customization
- Customized SMS sender name (Non US)
- Console language selection

## Provisioning and Reporting

- Manual user provisioning
- Usage reporting dashboard
- MDM compatible
- SAML SSO support
- Case reports

## Use Case Management

- Out of the box use cases for rapid deployment
- Use cases creation and customization
  - Customizable agent controls
  - Customizable guest controls
- Call reference
- Appointments
- Customizable consent management

## Automatic Call Distribution (ACD)

- Customizable ring
- Embeddable URL for inbound request
- Configurable skill routing
- ACD presence

## Picture, Recording, and Data

- Automatic naming of picture
- Time stamp option
- GPS stamp option
- Picture format (JPG, PNG, PDF)
- Chat transcript into use case
- Cloud storage endpoint (Amazon S3, Azure, Box, Email, Google Drive, HTTPS, SFTP)
- AI face concealment

## Survey

- Agent poll
- Customizable survey

## Integrations

- SightCall for Salesforce
- SightCall for Zendesk
- SightCall for ServiceNow
- SightCall for Microsoft Dynamics 365
- SightCall for SAP Field Service Management

## API and SDK Customization

- Robust REST API suite for back-end integration
- JavaScript library for embedding the SightCall agent console
- Mobile SDK for embedding SightCall into your mobile app

## Devices

- Agent
  - Web (Chrome, Edge, Firefox)
  - SightCall app (iOS & Android)
- Guest
  - Web (Chrome, Edge, Firefox)
  - Visual support app (iOS, Android, Smart Glasses)

## Support

- Online user guide
- Ticketing portal
- Level 2 support
- Customer success manager
- Developer support
- 24x5 support

## Optional Features

### Recording & Multiparty

- Record live video sessions
- Multiparty calls for 3 or more participants

### Integrations

- SightCall Visual Assistance Chatbot for Salesforce

### Customizations

- Custom integration
- Custom branded Visual Support App