



SightCall Console User Guide – Fall Release 2019

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1. Version History

Version	Date	Description	Author
SightCall Fall Release 2019 v1.1	14/01/2020	Addition of left-click to annotate following plugin upgrade 19/1/2020. Various improvements to spelling, punctuation, grammar and numbering.	Max Hird
SightCall Fall Release 2019 v1.0	20/11/2019	Addition of Live QR/Bar Code Scanning and Ultra HD Picture functionality. Various improvements to spelling, punctuation, grammar and icons.	Max Hird
Spring Release 2019 v1.0	28/06/2019	Addition of Smart Measure and iOS screencasting functionality. Various improvements to spelling, punctuation and grammar.	Max Hird
Winter Release 2018 V1.1	18/01/2019	Addition of Version History. Various improvements to spelling, punctuation and grammar.	Max Hird
Winter Release 2018 v1.0	28/08/2018	Updated Console user guide with OCR (Optical Character Recognition) and Text over Video (Chat) Functionality. Various improvements to spelling, punctuation and grammar.	Max Hird

2. Welcome

SightCall is pleased to welcome you to its growing number of customers. This guide gives an overview of the SightCall console features for your Agents or to anyone that may use this solution.



We have adopted the following naming in the rest of the document:

Expert or Advisor = Agent
Customer = Guest

3. Description of the use case

SightCall enables real-time audio and video communication through a mobile application installed on the device (phone or tablet) of your Guests. This rich communication allows your Agents to remotely support and assist your Guests from their desktop.

The following features are available:

- Real-time video
- Remote guidance
- Document and screen sharing
- Take pictures / access the device's saved media
- Annotate pictures and save them
- OCR
- Text over video (chat) functionality
- Smart Measure

Other features are available, and all features can be activated / deactivated upon request depending on your use case.

The explanations provided in this guide reflect the following use case:

An Agent connected to the SightCall platform via their PC is going to guide the Guest remotely through their smartphone.

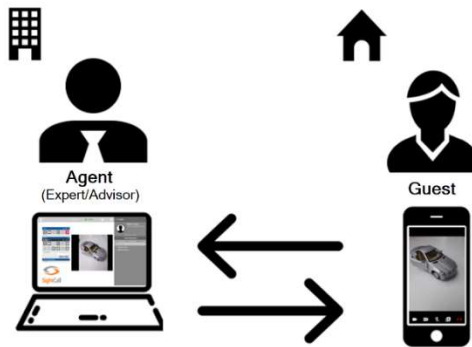


Figure 1 : Overview of the SightCall solution

	Agent	Guest
Device	Workstation	Smartphone
Software	SightCall Agent Console	SightCall Visual Support App

4. Prerequisites for Desktop Agents

A browser plugin must be installed on the Agent's workstation. For some browsers (Chrome and Firefox from version 52 onwards), a browser extension must also be installed.

The installation steps are described below.

Each named Agent user has an account. Upon provisioning, the Agent receives an activation email upon account creation. The activation email automatically redirects to the SightCall console, where the Agent creates their own password associated with their SightCall login credentials.

4.1 Browser compatibility

The following browsers are compatible:

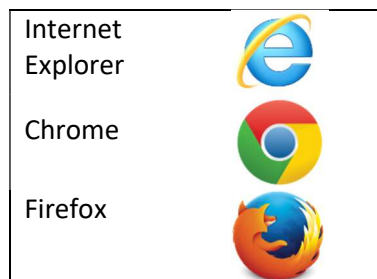


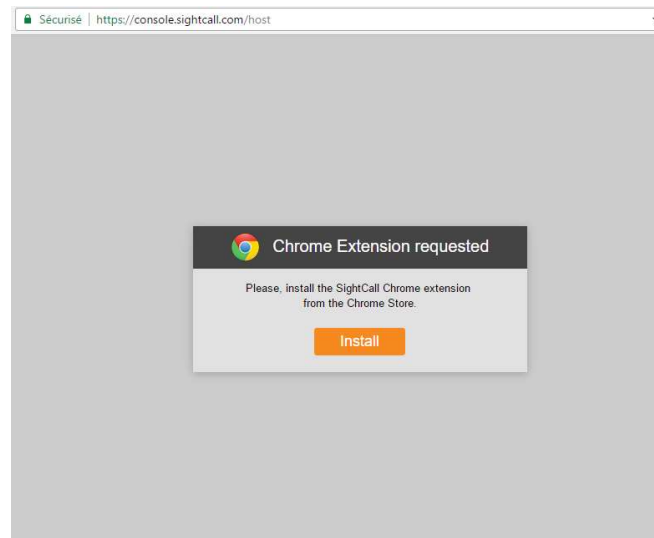
Figure 2 Compatible browsers

For more information regarding compatibility, please refer to the following page, which is regularly updated: <https://support.sightcall.com/hc/en-us/articles/203177797-System-Requirements>

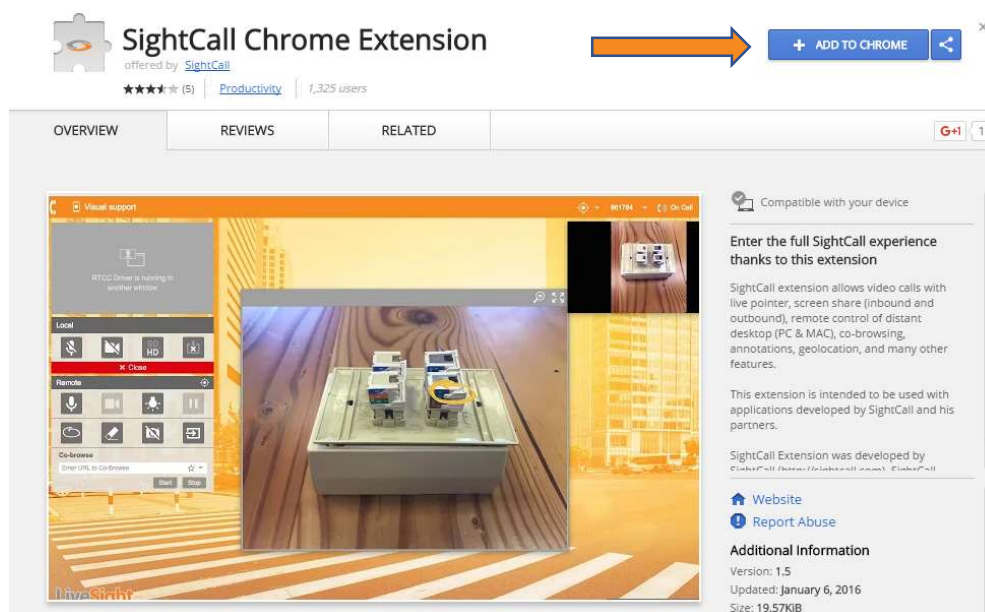
4.2 Special Case: Chrome/Firefox browser extension installation

To date, Chrome and Firefox from version 52 onwards additionally require a browser extension. Upon first connection, the console prompts for the mandatory installation of a browser extension.

Click **"Install"**.



Then click **“Add to Chrome”**

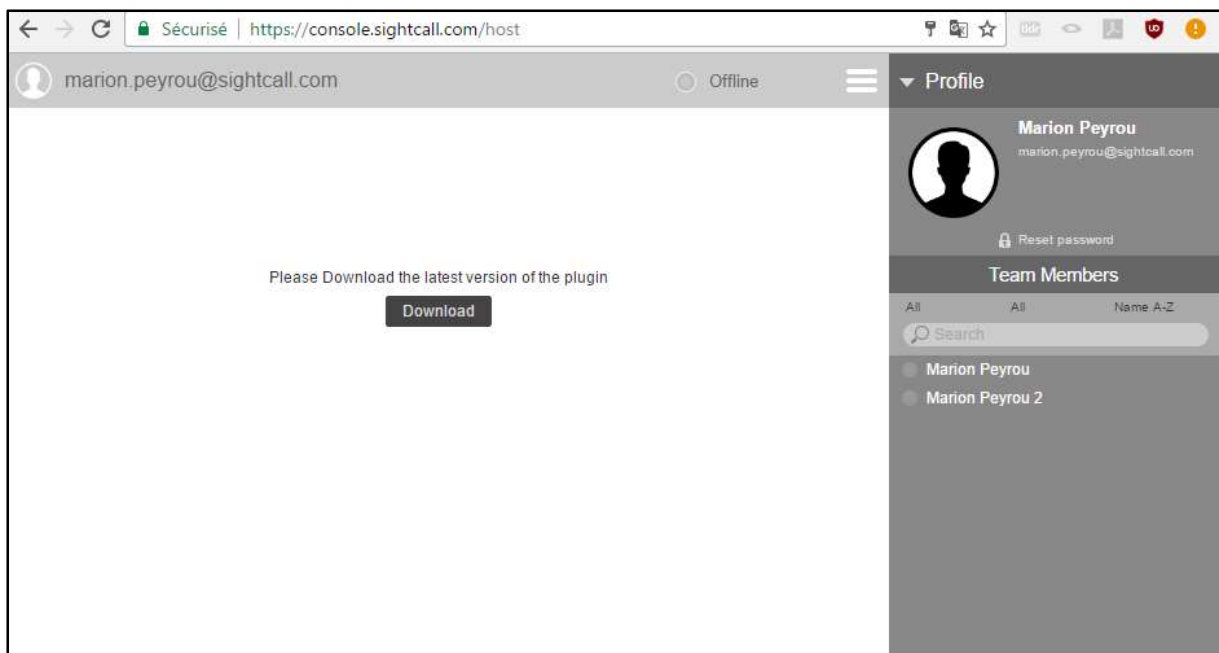


4.3 Plugin installation

The console is accessible at: <https://console.sightcall.com> .

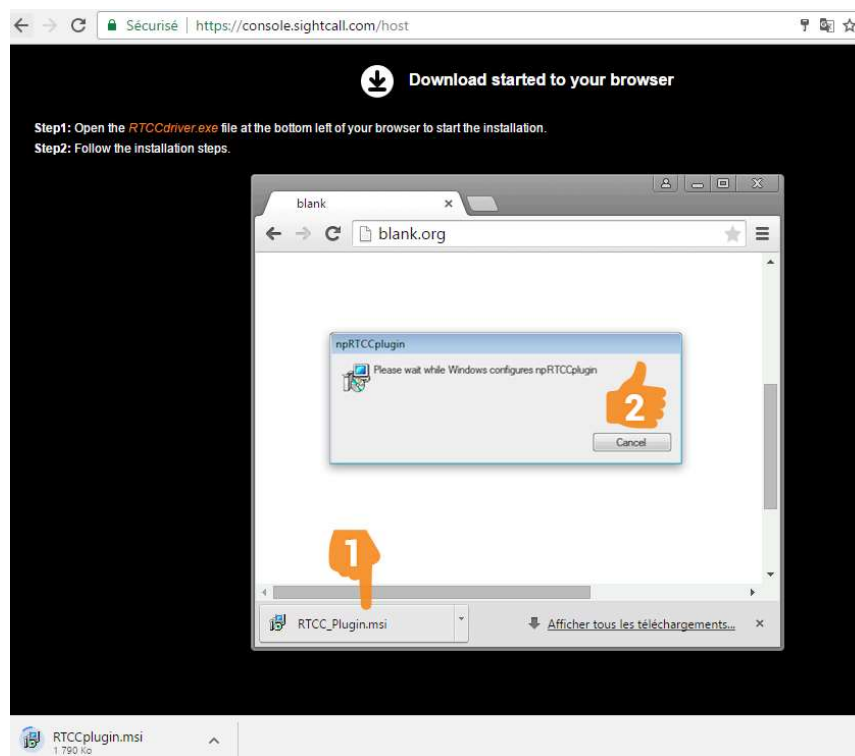
The plugin is a one-time installation MSI package. Once the plugin is installed, it is available for all browsers installed on the workstation.

Click on **“Download”**.



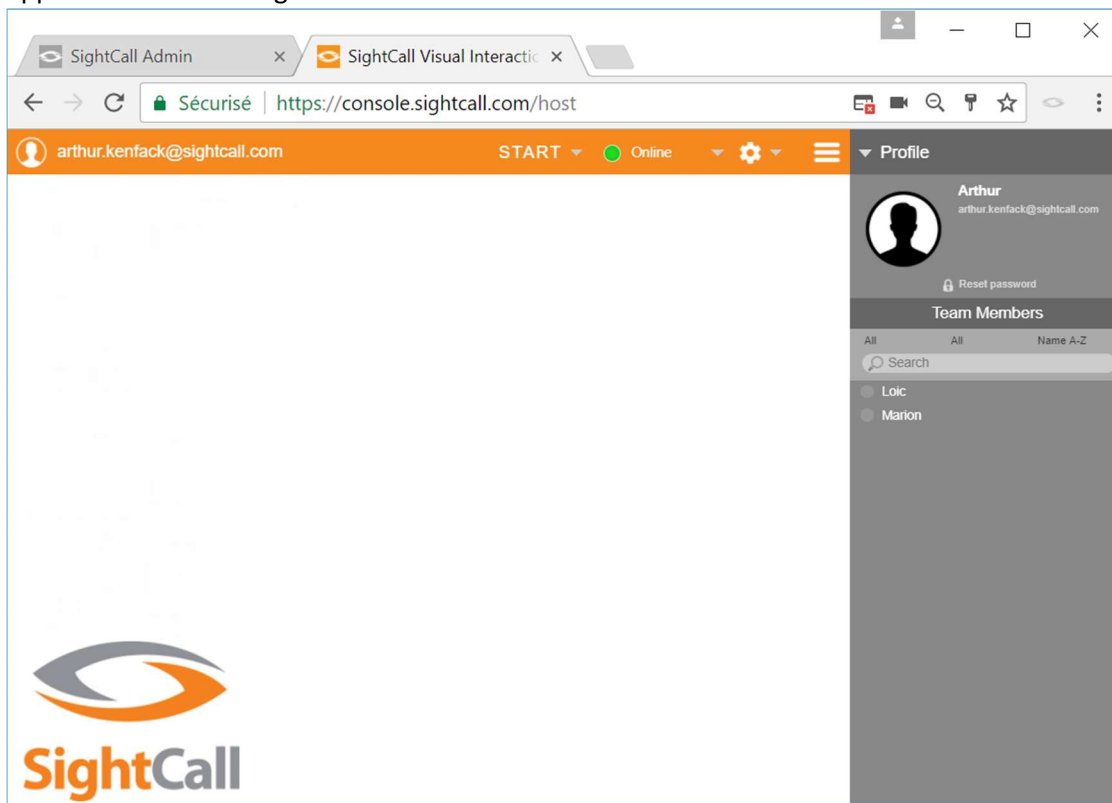
The plugin name is “RTCC_Plugin.msi”.

Once the plugin is downloaded, click on it to start the installation.



Once the plugin is installed, the console is ready to be used.

If the SightCall plugin and (if needed) browser extension has been correctly installed, the Agent appears as “Online” SightCall console.



5. Prerequisites for Guest devices

A smartphone or an Android/iOS tablet with an internet connection, (Wi-Fi preferred), are required on the Guest side.

A mobile application must be installed on the phone or tablet of the Guest to initiate a call, which is sent automatically to the Guest by the Agent via SMS or E-mail. SightCall publishes the “Visual Support” generic App, available on the Apple App Store and Google Play Store.

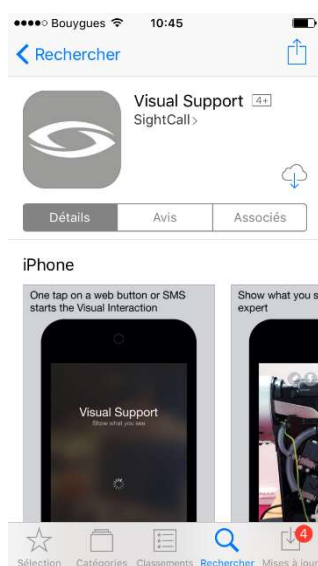


Figure 3 : Visual Support on AppStore

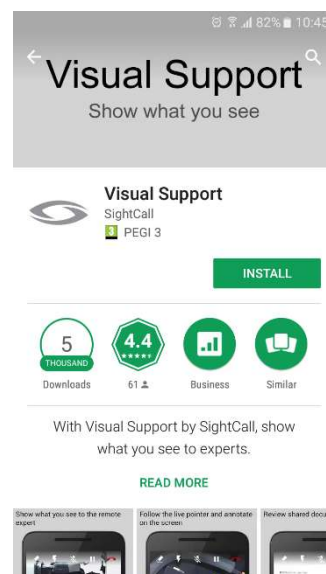


Figure 4 : Visual Support on PlayStore

The Visual Support App requests permissions to access to the device's:

- Microphone
- Front and Back Camera
- Flashlight
- GPS (with mandatory acceptance from the Guest)
- Photo gallery (with mandatory acceptance from the Guest)

SightCall Guests can also connect via a desktop browser.

6. Launch a video

Once the Agent is connected to the SightCall console, they can initiate a call with the Guest by clicking the **START** button (more explanations given later in the document).

6.1 Case 1: App not already installed on the Guest's phone

Each Guest must install the Visual Support mobile app prior to starting the **first** call. Upon reception of an email or SMS notification, the Guest is automatically redirected to the Apple App Store or Google Play Store if the Visual Support app is not already installed on his smartphone.

Once the app is downloaded and installed, the SightCall session can begin.

6.2 Case 2: App already installed on the Guest's phone

Once the app is installed on the Guest's smartphone, clicking on the link automatically starts the video call:

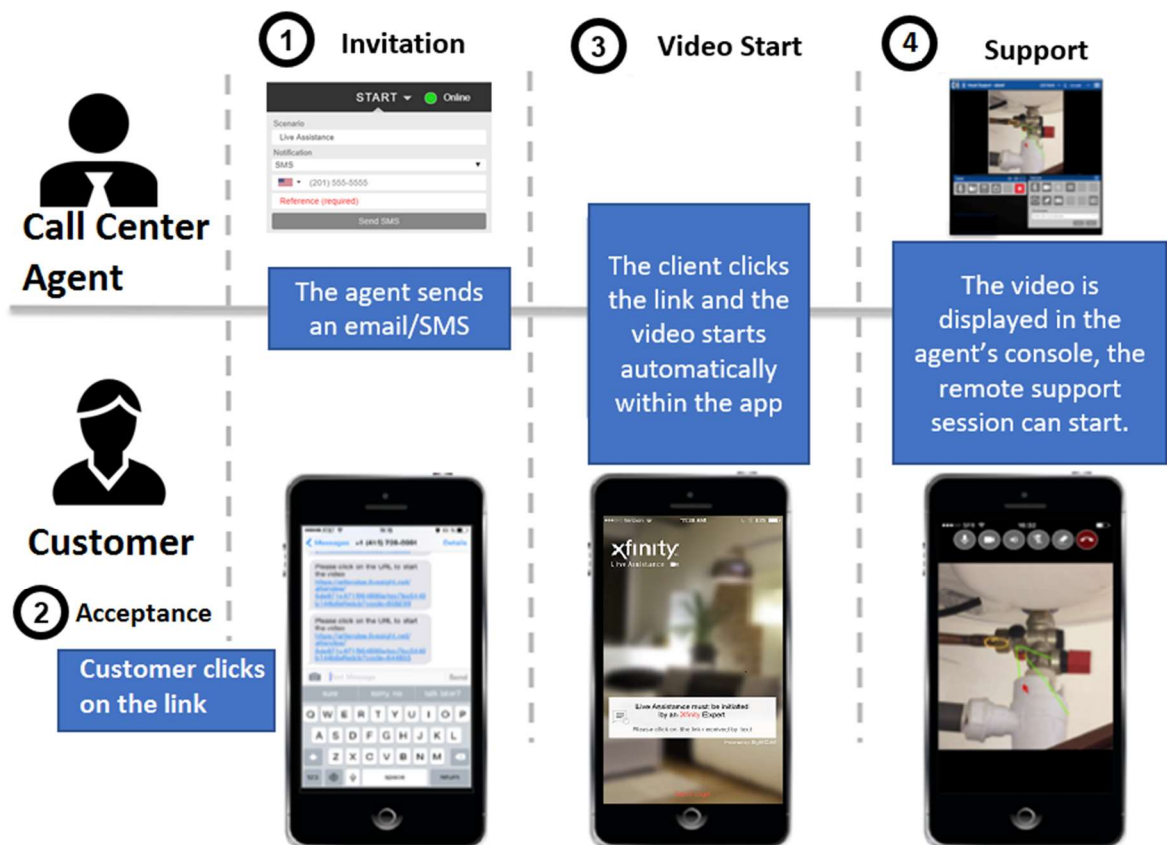


Figure 5 : Launch of a call using SightCall

The user experience can evolve depending on your needs and new features introduced by SightCall.

7. Console Features

7.1 What's New – Fall Release 2019

Live QR/Bar Code Reader

With SightCall's Live QR/Bar Code feature, SightCall Agents can access QR and bar code information the moment they appear within live guest SightCall video sessions.

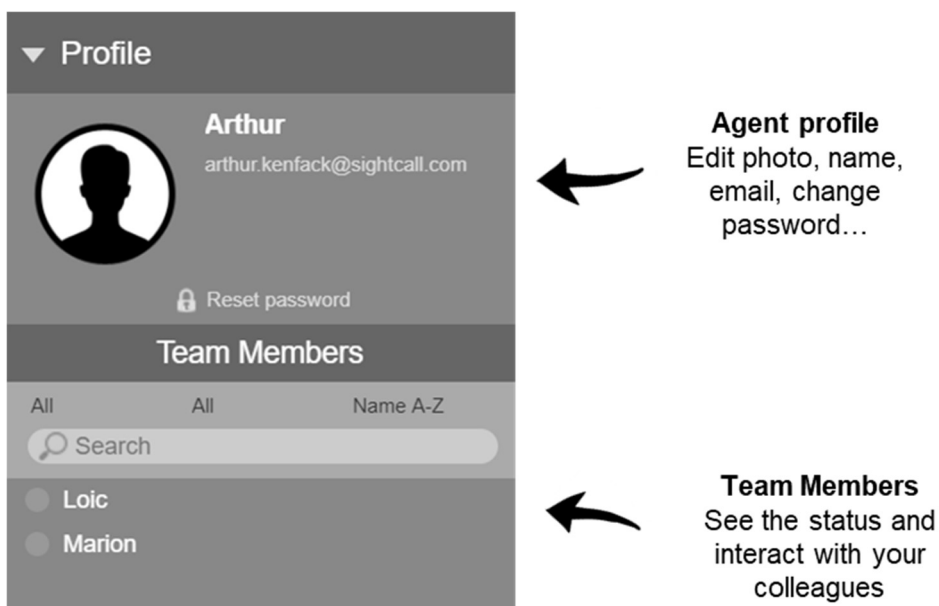
Ultra HD Picture

With SightCall's Ultra HD Picture feature, SightCall Agents can take Ultra HD quality pictures using the Guest camera, with those images streamed to the relevant media endpoint at the end of the call.

7.2 Task bar



7.3 Agent profile



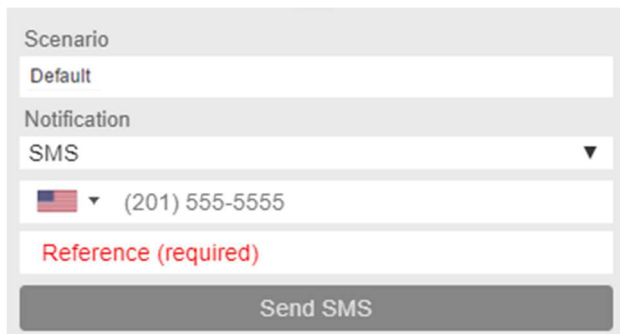
7.4 Send an SMS or invitation email

Once connected to the console, the Agent can send an email or SMS containing a unique URL to the Guest. This URL contains a 6-digit identifier that allows the established call to launch with a simple click.

Unless otherwise specified, the 6-digit code is valid for one call. The Guest will not be able to call the Agent again once the call is finished.

To begin the call, the Agent clicks on the **START** button to send the code to the Guest with following details:

- Call scenario. If only one scenario is selected, leave this option to default.
- Notification type: Email or SMS
- Email or phone number of the Guest
- Case reference (this field can be optional)



The screenshot shows a form for sending an SMS invitation. It has a 'Scenario' dropdown set to 'Default', a 'Notification' dropdown set to 'SMS', a phone number field with a US flag icon and the number '(201) 555-5555', a red 'Reference (required)' label, and a 'Send SMS' button at the bottom.

Figure 6 : SMS invitation



The screenshot shows a form for sending an email invitation. It has a 'Scenario' dropdown set to 'Default', a 'Notification' dropdown set to 'Email', an email address field, a red 'Reference (required)' label, and a 'Send Email' button at the bottom.

Figure 7 : Mail invitation

The Agent then clicks **“Send SMS”** or **“Send email”**.

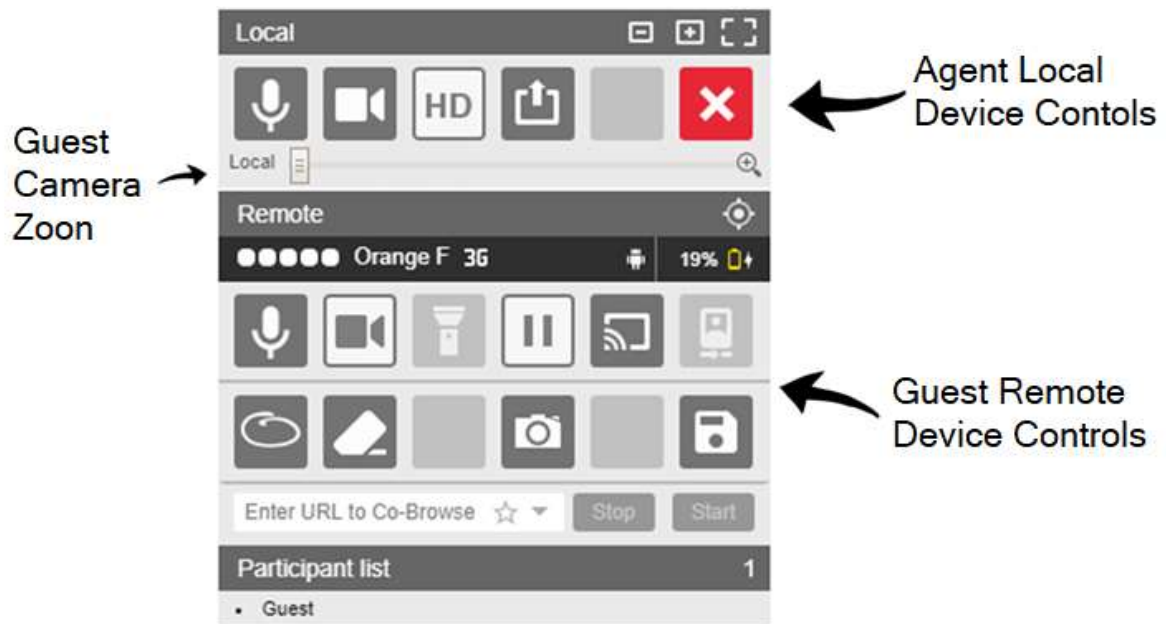
Once the SMS or email is received on the Guest side, a simple click on the link will automatically start the call via the Visual Support App.

7.5 Controls during a call

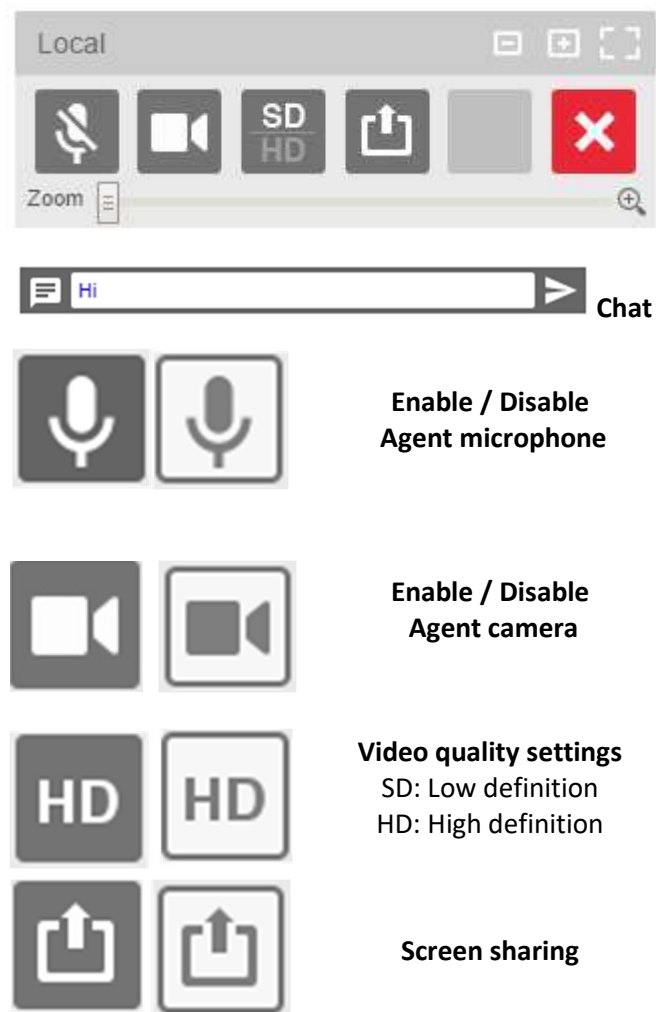
The following controls are available during the call. They are broadly divided into “Local” and “Remote” controls.

“Local” controls are those which affect the Agent device

“Remote” controls are those which affect the Guest device



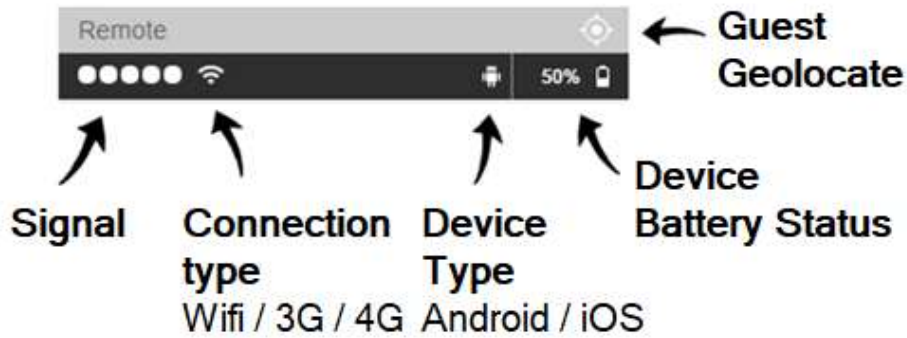
Local Controls are:





Hang up

Remote Controls are:



Enable / Disable
Guest microphone



Take a picture



Enable / Disable
Guest video



Share a picture / video



Pause/ Resume
Guest video



Save a picture



Switch camera (Front /
Back)



Enable / Disable
Screen Casting



OCR – Select text to be
OCR'd



OCR – Start OCR on
selected text

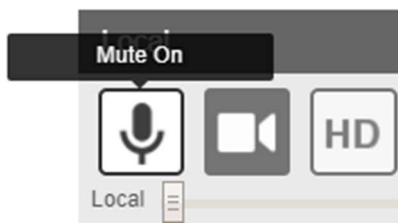


Notes on Pictures – Start a proposition



Smart Measure

Tooltips are visible when the mouse hovers over a button. Every button can be described before clicking on them. Here an example with the Agent microphone.



Other features can be activated on the admin platform, such as:

- Recording of communications
- Multiparty conferences
- Integration into third party software (e.g.: Salesforce Service Cloud)

7.6 Annotate a photo or paused video

The Agent and the Guest can draw or circle elements of the picture, page, shared window or paused video.

The example below details the process:

To **take a picture**, click



To **pause the video**, click



When the video is paused or a picture taken, the following features are accessible:



Circle

Selected by default

A left-click circles the selected element.



Freehand Draw

Click the “Circle” button to activate the draw button.

One can draw freely by maintaining the left-click.



Eraser

All annotations are erased.

The Guest can also draw annotations on the picture or on the paused video:

- Circle by maintaining his finger or his pen on the screen
- Draw on the screen directly with his finger


To quit **picture mode**, click



To resume **video mode**, click



7.7 Save or send pictures

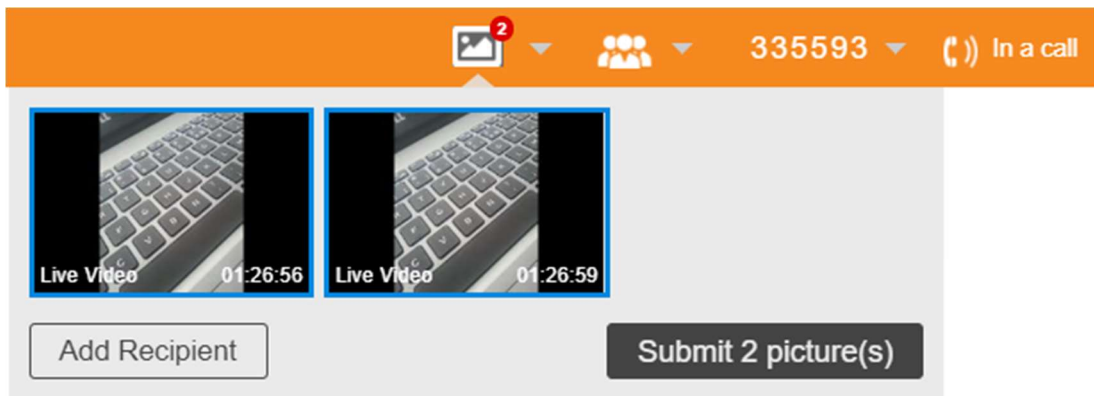
During the call, click  to save screens or annotated pictures.

Depending on the settings in place, pictures can be:

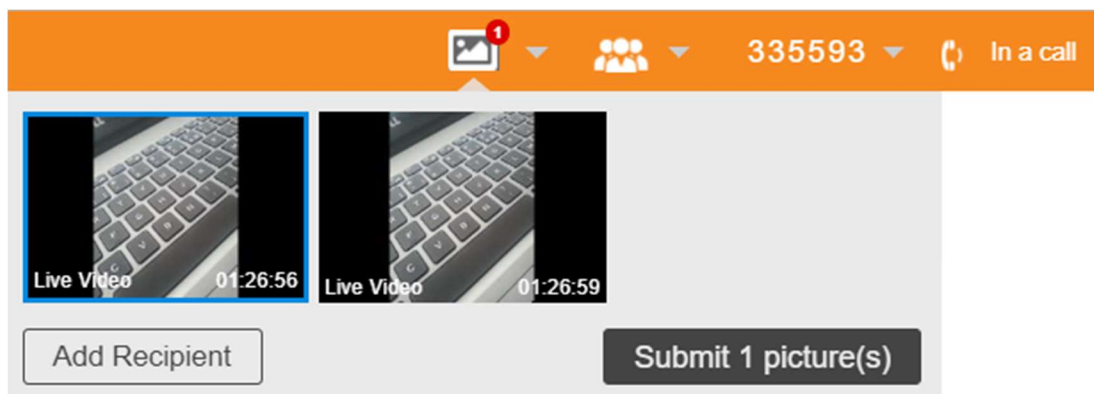
- In JPG, PNG or PDF format
- Saved on the Agent desktop
- Sent to a predefined email
- Sent to any other type of share (ftp server, S3 bucket for example)

Pictures to be sent can be selected within the ones taken during the call with the “Preview” mode.

In the example below, 2 pictures are selected for submission.



A simple click on a picture excludes it from the selection, as shown below:



Pictures can be sent to the Guest for example with the “**Add Recipient**” menu.

Click **“Submit”** to send the pictures.

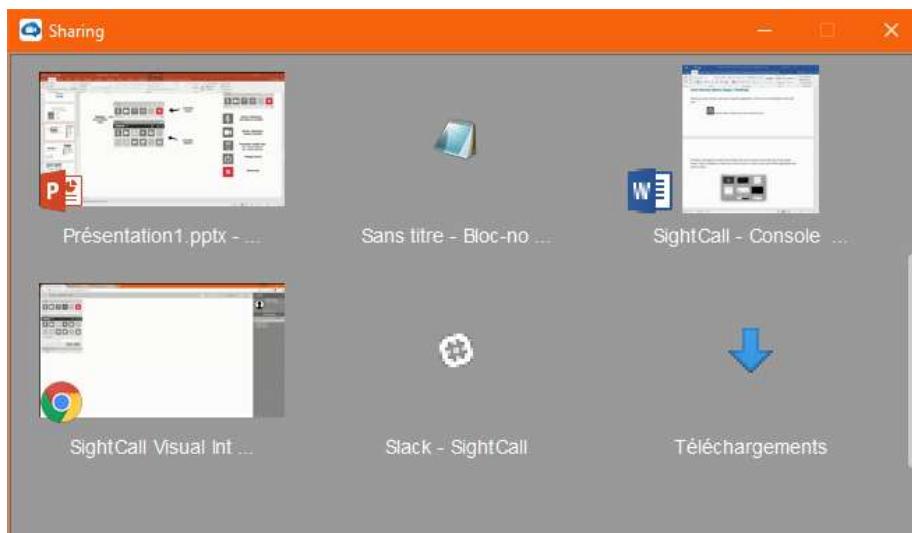
7.8 Screen sharing

The Agent can share any active window running on his desktop to the Guest.

To start screen sharing, click



The Agent double clicks the window to be shared with the Guest.



To exit screen sharing mode, click



7.9 Screencasting (Android, iOS, PC/MAC)

The screencasting feature allows the Guest to share the entire screen of an Android/iOS device or PC/Mac. The following example is made with an Android device.



To start screencasting, click on the button :

The following message appears on the Guest smartphone, click on **"Start now"** :

Visual Support will start capturing everything that's displayed on your screen.

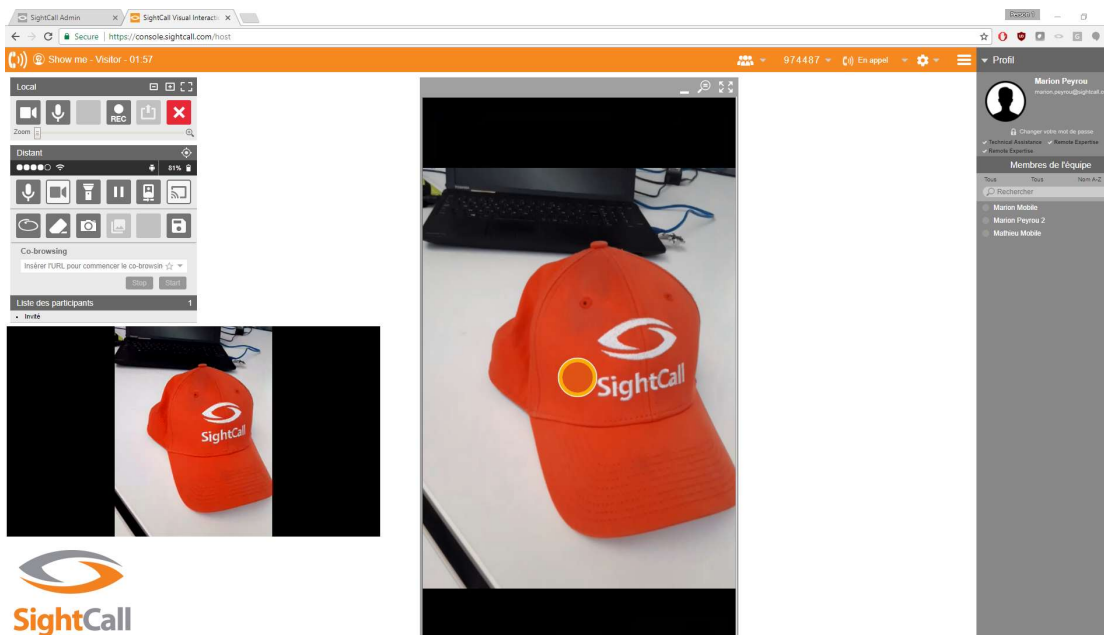
☐ Don't show again

CANCEL START NOW

A window similar to the screensharing one appears in the Agent console.

Let's take a closer look :

- To the left, the classic video window
- To the right, the screencasting window



The Guest can now leave the SightCall window and navigate on his smartphone or even his PC/Max.

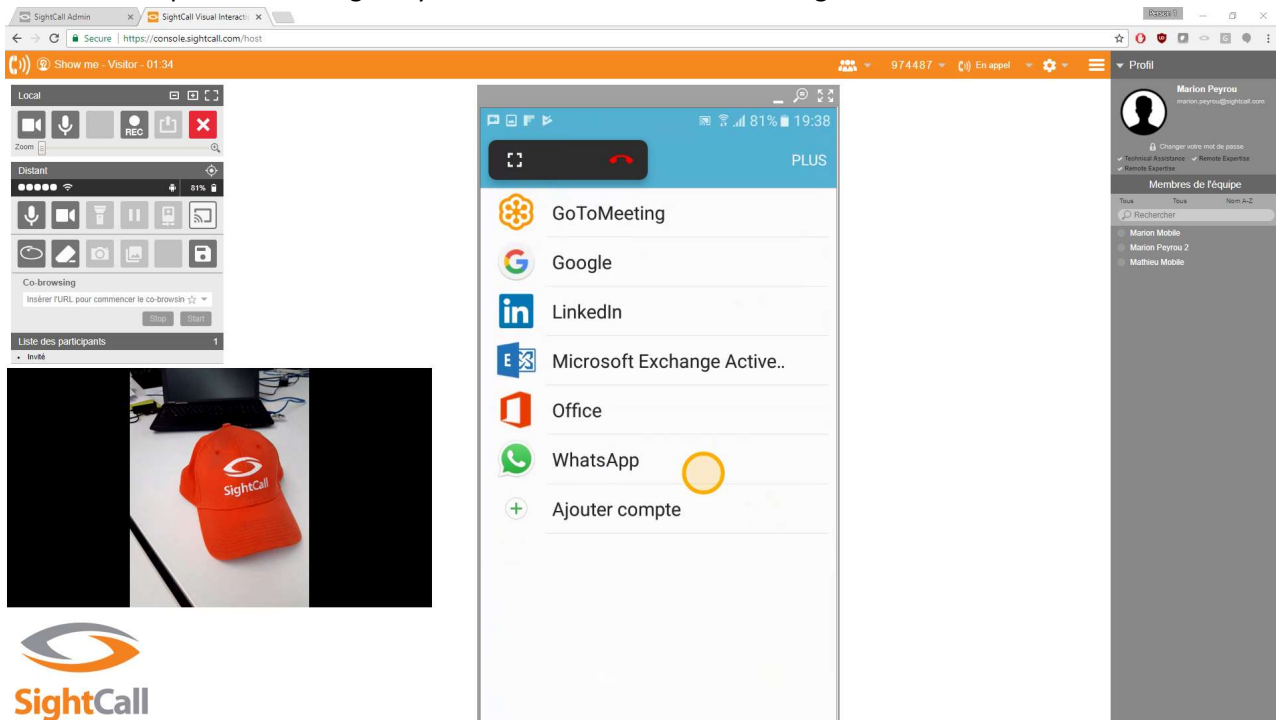
It will allow the Agent to:

- Be able to see in the screencasting window any part of their Guest's screen
- Guide the Guest using the Agent's mouse cursor.

For example:

- To the left the Guest video (via the device back camera in this case) is displayed

- To the right the screencasting window is displayed. In this case, the Guest is navigating on their smartphone following the yellow circle – the cursor of the Agent.



N.B: On PC/Mac **only**, the Agent can take the control remotely using the button:



To disable the screen casting mode, click on



7.10 Multiparty

The Agent can invite other participants to join a SightCall conference, which can consist of either Team (internal users with existing SightCall accounts) or external members.

To send an invitation to an additional Guest, click



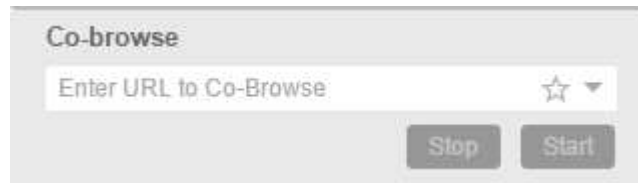
Choose a name for the conference.

The Agent invites Team Members by clicking their names on the list and then choosing the type of notification.

The Agent can also invite external participants by SMS or email.

7.11 Co-browse

The Agent can open a webpage on the Guest's phone from the console by filling in an URL in the co-browse panel and clicking **"Start"**



The URL then opens on the Guest's browser. The Agent does not have remote control of the Guest's browser but can guide the Guest remotely.

To exit the Co-browsing session the Agent clicks **"Stop"**.

7.12 Notes on Pictures

The Agent can watermark an image by using the "Notes on Pictures" feature.

First, the Agent must take a supported picture by either sharing media from the Guest's device, or taking a snapshot or a picture. Annotated pictures are supported.

Once an image has been taken or shared, Notes on Pictures can be triggered and the Agent can click



this button:

This will open the proposition window. In this example, the following fields are available, with Agent Name, Reference and Customer Location pre-populated. Note: the fields and prepopulated data can be fully customized via the Admin Portal.

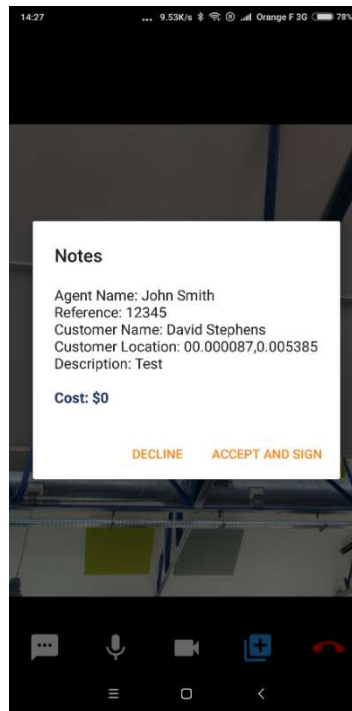
Agent Name	John Smith
Reference	12345
Customer Name	
Customer Location	00.000087,0.005385
Description	
Cost	
Apply	

The Agent then manually enters the additional information:

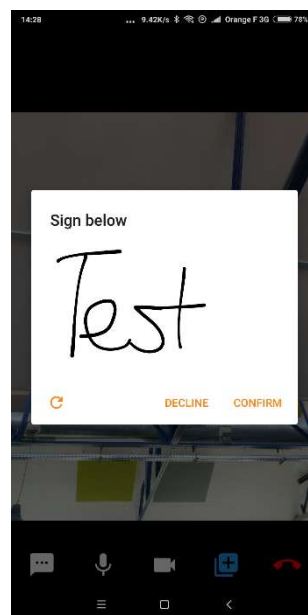
Agent Name	John Smith
Reference	12345
Customer Name	David Stephens
Customer Location	00.000087,0.005385
Description	Test
Cost	\$0
Apply	

And clicks **"Apply"** to send this proposition to the Guest.

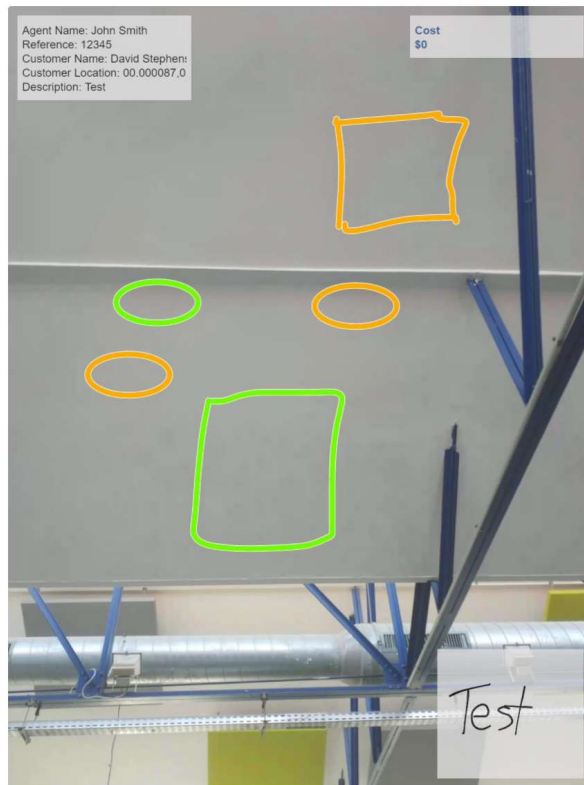
The Guest then either presses **"Decline"** or **"Accept and Sign"** to confirm the proposition:



And then sign their name using their finger, and tap “Sign below”



The image is then automatically stored in the preview pane, with the following watermarks (image example with watermarks below):



Note: for GPS data to be pre-populated, the Geo-locate feature must be triggered before enabling Notes on Pictures.

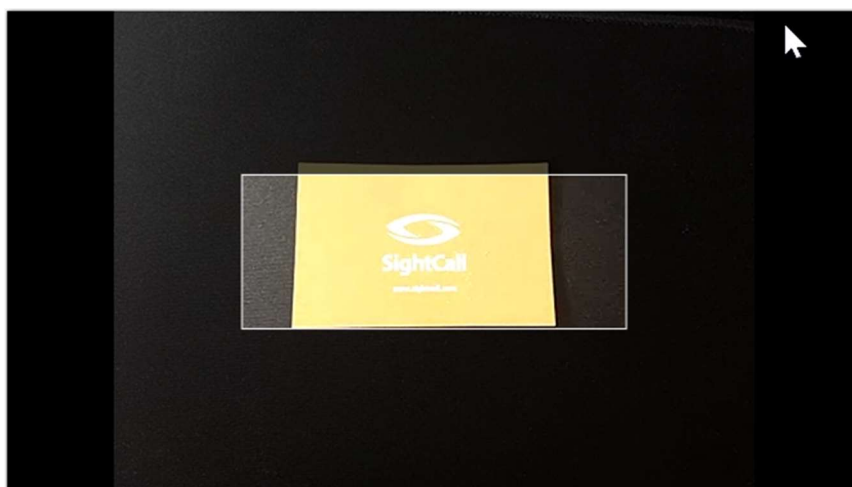
7.13 OCR (Optical Character Recognition)

The Agent is able to capture text from an image using the OCR (Optical Character Recognition) feature.

First, the Agent must start the OCR functionality by clicking on the **“Select text”** button:



This brings up a selection window, like below:



Anything within the centre white-lined box will be available for OCR.

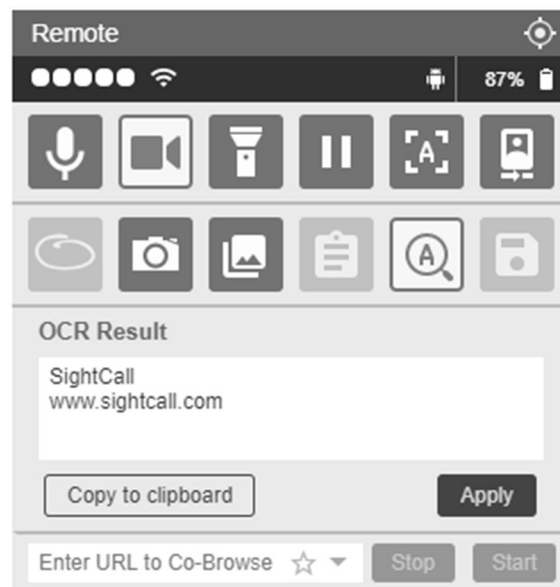
Once the Guest has centred the image to be OCR'd within the white-lined box, they click the “OCR”

button: 

Which will bring up the image OCR'd in a separate window to be saved:



And also show the results of the OCR function in the console:



The Agent can copy the OCR'd text to the clipboard by pressing the “**Copy to clipboard**” option. If the Agent clicks “**Apply**”, this will save the OCR'd text as part of the case report, accessible via the Admin Portal.

7.14 Text over Video (Chat)

The Agent and Guest are able to communicate via text as part of a SightCall session – particularly useful if either party is in a noisy environment.

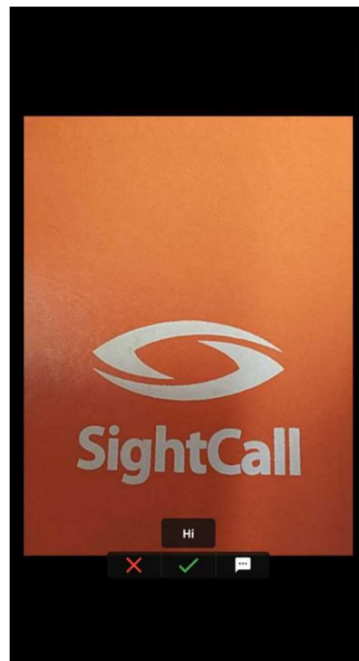
The chat functionality is initiated by the Agent typing a message to the Guest in the following window:



and clicking the send button:



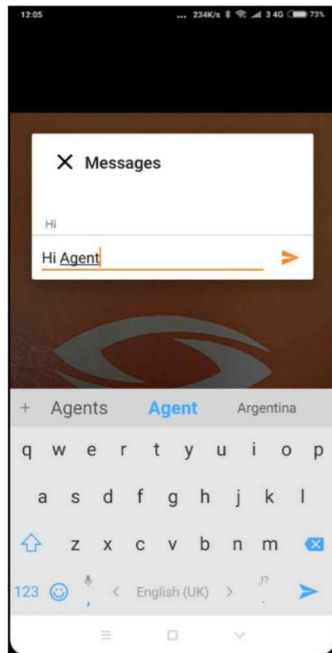
This then sends the message to the Guest and displays it on their device:



The Guest is then able to reply to the message by clicking the chat button:



Which then brings up a reply screen:



The Guest can type a message and click the send button:



To send a message to the Agent in reply.



We can see in the console that the Agent can see the last message sent or received:

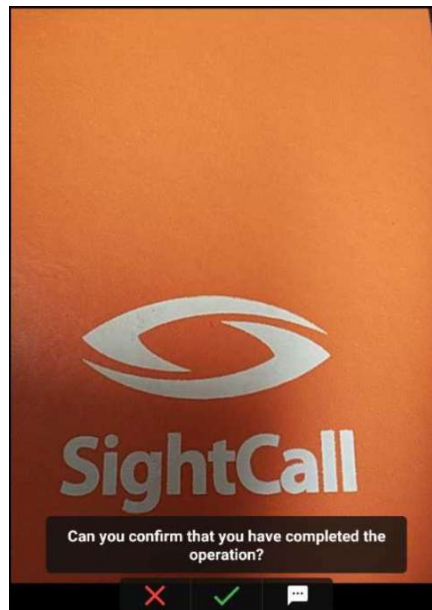



But that this can be expanded to view a fuller transcript by clicking on the triangle to the right of the message:

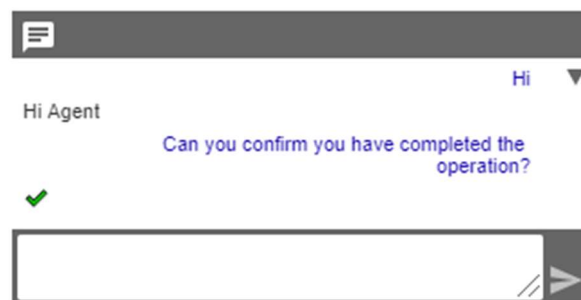
This then brings out a fuller transcript of the chat:



The Guest is also able to use the quick reply feature to respond either yes or no with a single tap, using the following buttons -  for yes, and  for no:



Here, the Guest taps “” for yes, and this is displayed in the transcript:




By default, text over video transcripts are automatically saved as part of the case report available in the admin portal. Automatic chat transcript saving can be disabled via the admin portal if required.

7.15 Smart Measure

With Smart Measure, SightCall Agents can use Augmented Reality (AR) technology to take measurements over live SightCall video sessions.

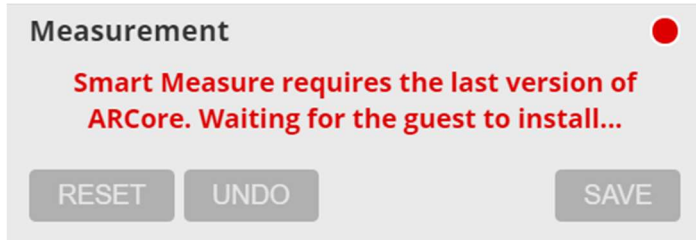
7.15.1 Activating Smart Measure

First, the agent must click on the “**Measurement**” icon: . The Measurement icon will only be available if the Guest Device supports AR (well over 50% of iOS and Android devices do as of June 2019).

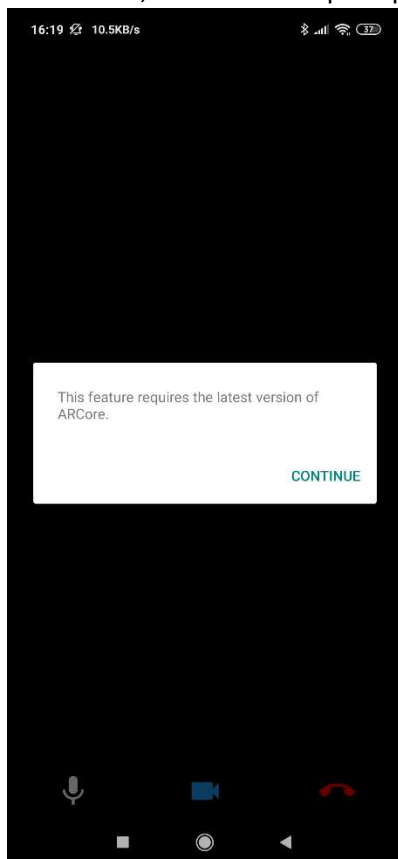
All iOS devices from the iPhone 6s onwards are supported. Android compatibility varies by vendor.

For iOS devices, no additional download is required.

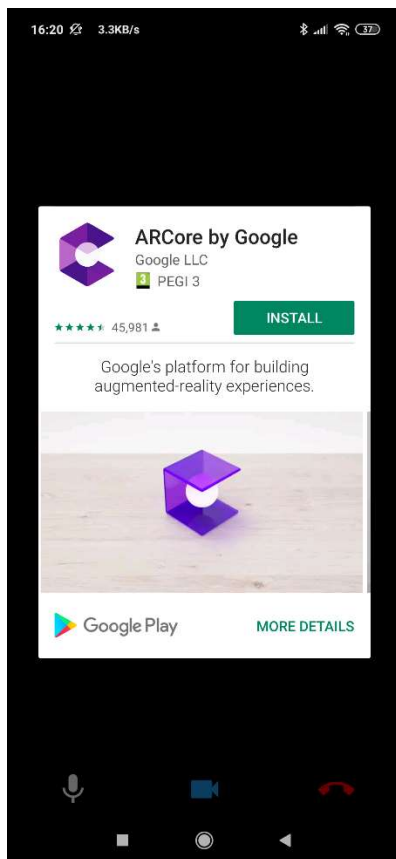
For Android devices that do not have ARCore already installed, the Agent will be made aware of this requirement with the below prompt:



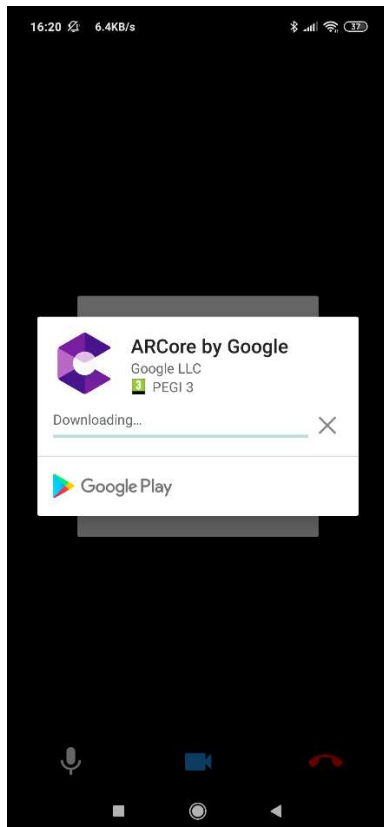
Meanwhile, Guests will be prompted to install the latest ARCore version:



After clicking "Continue", a Play Store popup is displayed, allowing the Guest user to install the latest version of ARCore:

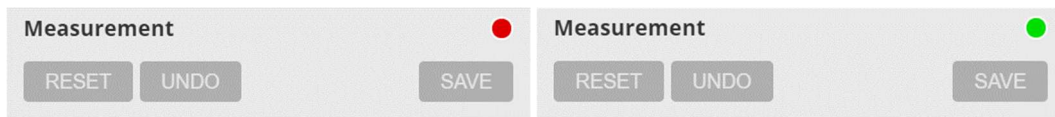


The Guest then clicks “Install”:



7.15.2 Using Smart Measure

Once the app has successfully downloaded and installed (if required), measurement is enabled immediately within the call:



Note that the video size may change as the aspect ratio of the video will match the aspect ratio of the Guest device's display.

The red or green light signifies whether the Guest device is able to identify planes (flat surfaces) from the image. Typically, the button remains red only if there is very limited video data (for example, the guest has covered their camera by putting their device down on a table, or is covering the camera with their hand).

Note that the Guest is responsible for training the AR Measurement and for specifying measurement points. Best practice on how to create the most accurate measurements is covered in the next section:

7.15.2.1 Smart Measure – Guest Best Practices

Overview

We recommend holding the smartphone between a palm to an arm-length away from the point you want to measure – the closer the better - then move to the next one. The measurement will be much more accurate if the phone moves in space from one point to another.

There is no need to have all the points to measure together in the screen to start measuring. In fact, this may result in a faulty measurement.

How to position the points

To improve the accuracy of a measurement, position the point on a “point of interest”, for example the corner of a door or the intersection of the wall and the floor.

There is no need to have all the points to measure together in the screen to start measuring, this

If the phone struggles to find a point, create one, for example with a post-it note or other small object.

Validating the position of points

When a point is positioned, ask the guest to show you the whole area again, from different angles, to ensure the points are actually where you want them to be

Smart measure will alert you if a point is not in the same flat surface as the others

Measuring a surface

Smart Measure will automatically calculate a surface area as soon as three points are positioned.

There is no need to close the area, the first and last point are automatically linked.

7.15.2.2 Smart Measure – Agent Best Practices

Identifying Planes

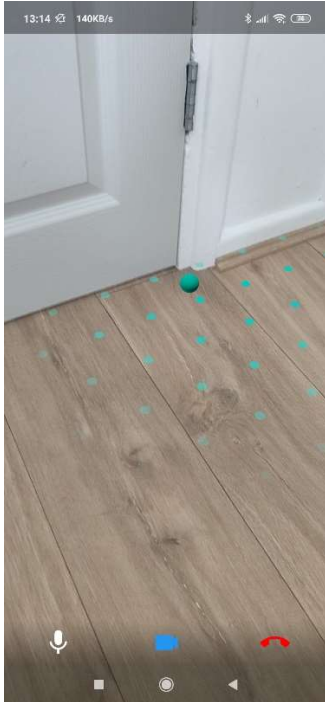
Once the Guest has successfully trained the Smart Measure feature, planes (flat surfaces) will be signified by 2D dots arranged in a triangular fashion, as shown below:



As the agent, you are then able to hover your cursor over the live video to guide the Guest as to where you would like them to place the measurement point:



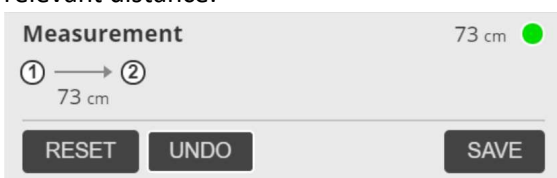
Once the Guest taps on the screen to place a measurement point, it is shown as a sphere:



The guest must simply tap on the screen again to select another measurement point, at which point a line is created between the two points, showing the distance (in either Imperial or Metric units, as configured by your SightCall Administrator):



Once two measurement points have been set, they appear in the measurement bar, alongside the relevant distance:



If for any reason you would like to remove the last measurement point by a customer, simply click **“Undo”**. If you would like to remove all measurement points, click **“Reset”**.

To create a further point to measure, the guest must simply tap the screen again (there is no practical limit to the number of measurements):

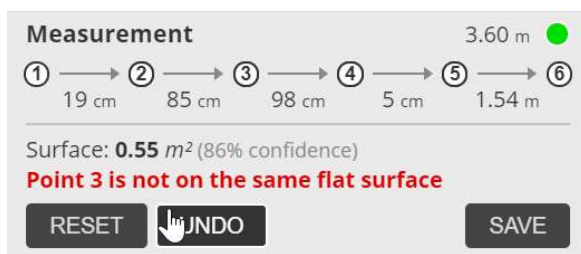


After three points are measured, Smart Measure automatically calculates a surface area (it is not necessary to complete the points):



The **“Save”** button in the Measurement bar has the same functionality as **“Save Picture”**, and additionally saves these measurements (including Surface Area, if applicable) to the SightCall case report.

If SightCall detects that particular points are being measured on different flat surfaces (planes), the following warning will be generated:



7.16 Live QR/Bar Code Reader

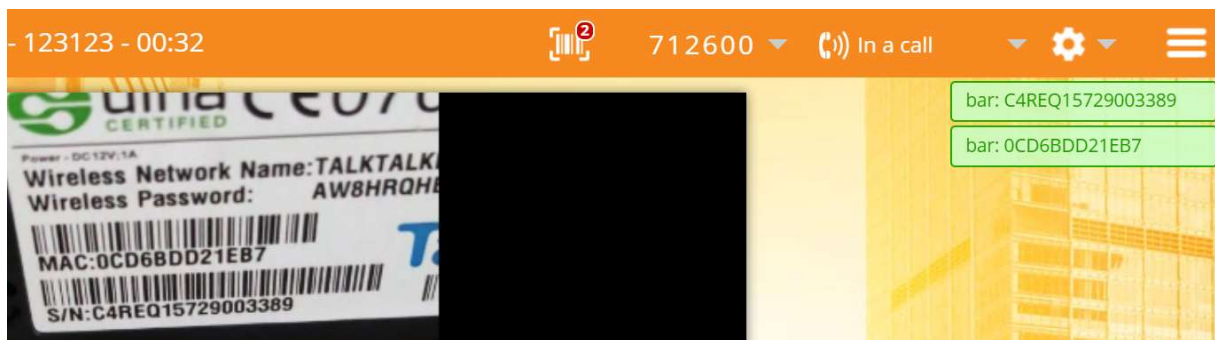
With SightCall's Live QR/Bar Code feature, SightCall Agents can access QR and bar code information the moment they appear within live guest SightCall video sessions.

The Live QR/Bar Code functionality is first initiated by the Agent clicking on the following icon in the



SightCall Console top bar: and clicking the toggle to "on":

SightCall will then automatically read any QR or Bar code that appears in the guest camera view:



With green notifications appearing in the top right corner of the SightCall console whenever a new QR/Bar code is recognised.

Scanned QR/Bar codes are visible by clicking on the scanned QR code button:



Clicking the **"Copy"** button:  will copy the QR/Bar Code information to the clipboard.

Clicking the **"Delete"** button:  will delete the QR code from the preview pane.

Clicking the **"Submit"** button will save this information to the SightCall case report.

QR/Bar codes that contain URL information can simply be clicked on to open a new browser window:

Live QR / Bar code



- ☒ Bar code: C4REQ15729003389
- ☒ Bar code: 0CD6BDD21EB7
- ☒ Qr code: <http://www.sightcall.com>

SUBMIT



To disable Live QR/Bar Code, simply click the toggle again:

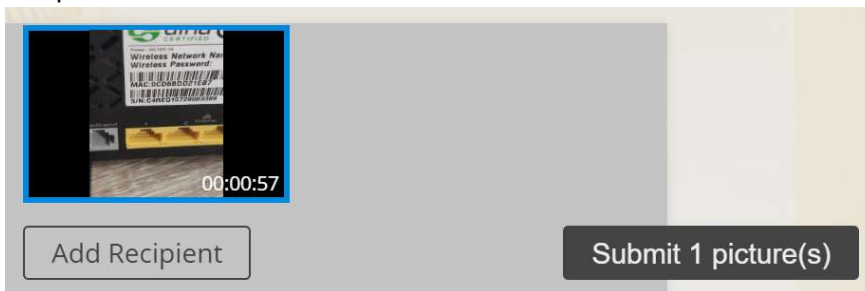
7.17 Ultra HD Picture

With SightCall's Ultra HD Picture feature, SightCall Agents can take Ultra HD quality pictures using the Guest camera, with those images streamed to the relevant media endpoint at the end of the call.



To **take an Ultra HD Picture**, click:

The picture will be visible in the Picture Preview Pane:



To preview the image.

Annotations are not possible in Ultra HD Picture mode.

Clicking **“Submit Picture(s)”** will trigger the upload of these Ultra HD pictures from the guest SightCall app to the relevant media endpoint (e.g. e-mail address) **at the end of the call, not before.**