

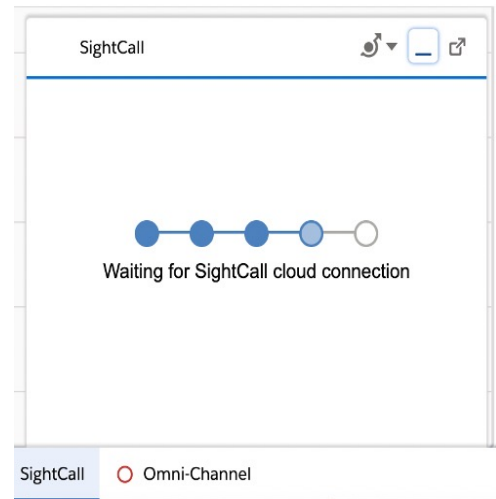


SightCall for Salesforce Quick Start Guide

This guide will help you get started quickly by explaining how to launch and engage in a live video call session from within the Salesforce environment.

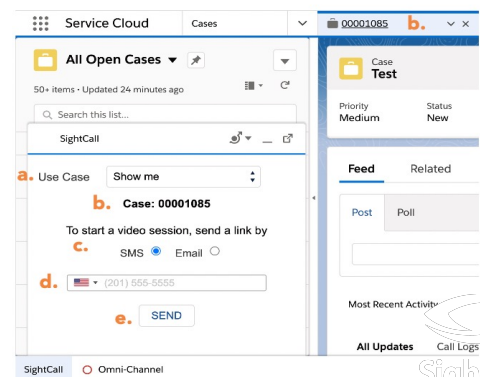
1 Activate the SightCall widget from Salesforce

- To get started, click the SightCall button in the lower left corner of the Salesforce window to enable the SightCall utility widget.
- On the first attempt of the day, the connection to the SightCall network may take about 30 seconds. Subsequent connections will take about 5 seconds.



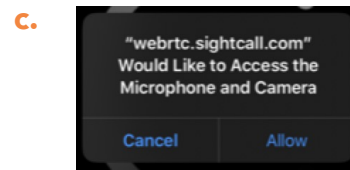
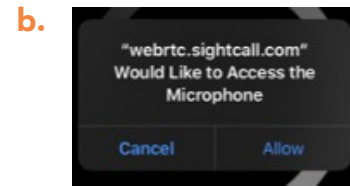
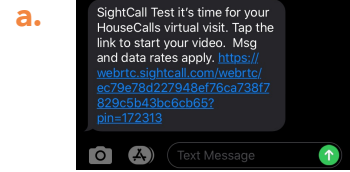
2 Launching a SightCall session from a case

- Select a **Use Case (a)** - This option is only available if the user account has been assigned multiple use cases.
- **The reference number (b)** is automatically filled in according to the SFDC object from which the call is initiated (i.e. the case, contact or chat).
- Choose to send the link by **SMS/Email (c)**.
- **Invitation by SMS** for a smartphone or by **Email** for a tablet, for example an iPad, without a SIM card.
- The contact information will be automatically filled in with the customer information **(d)**.
- Press send **(e)**



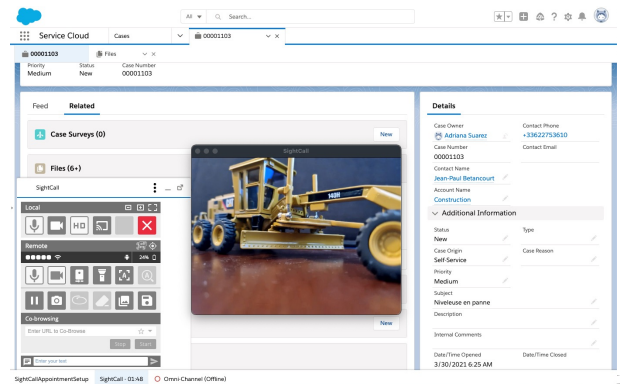
3 The client receives a link to join the video session

- The SightCall video link is sent to the customer via SMS or email, and the customer will need to click on the link (a) to start the video session.
- After clicking on the link, the client will be prompted to authorize access to the microphone (b) and the camera (c). Tell him to click authorize on both notifications.



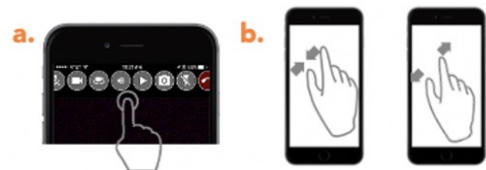
4 The video session starts

- The client's camera is automatically activated, and the counselor can begin assisting the client.



5 Customer participation

- Clients can access their local control at any time by touching their screen (a).
- They can also zoom in and out by pinching the screen (b).



Zoom out: Pinch inward
Zoom in: Pinch outwards

Console manual

1 The SightCall widget in Salesforce

To get started, click the "SightCall" button in the bottom left corner of Salesforce (SFDC). Once you're connected to the SightCall cloud, you'll be ready to launch a SightCall video session.

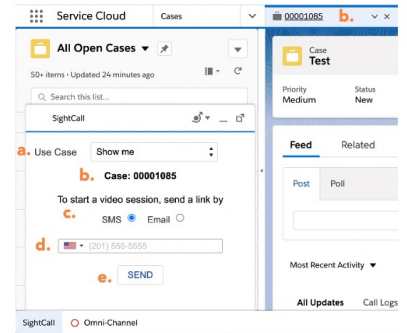
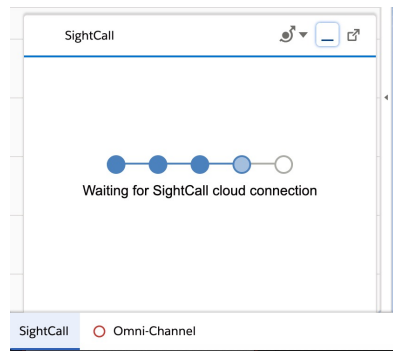
Use case: Select the pre-programmed use case (a).

Reference: The reference will be automatically filled in from the SFDC object from which the call is initiated (b).

Sending **invitations:** Invitations can be sent via SMS or email. If available, this information will be extracted from the SFDC record (c).

Notification: Confirm contact information (d)

Send the invitation message (e).



2 Local options

1. Start/Stop of the Technician Microphone
2. Camera start/stop Technician
3. Switching for SD/HD
4. Agent screen sharing
5. End of the session
6. Remote Zoom
7. Chat



3 Remote control options

1. Start/stop Client microphone
2. Start/Stop Customer's camera
3. Flash on/off
4. Pause / Resume video stream
5. Activate text selection
6. Enable optical character recognition (OCR) capture
7. Annotation circle / free drawing
8. Delete annotations
9. Take an instant photo
10. Notes on the photos (Proposal)
11. Measure AR
12. Save the image
13. Co-navigation
14. Geolocation



Note: The keys marked in white are active, see key 2.

Best Practices-Tips

Before the call:

- Remind the remote user that you will maintain the voice call throughout the process.
- Explain the concept of downloading an app from the App Store/Play Store, depending on the device. There is no charge for the technician to use the app, but you may need to enter your store password, depending on your security settings or the last time the store was used.
- Identify the device to determine if you want to send an invitation via SMS (for a smartphone) or email (for a SIM-free tablet).
- Use the SightCall Quick Start Guide to walk a technician or customer through the steps to start a call.
- For Android users, they can click "Continue" after downloading the app and go straight to a live video call, for iOS users, they have to go back to the original SMS and click the link again (this is due to permissions in iOS).

Best practices

During the call

- A quick look to judge the battery status of the technician's/client's phone. If it's below 10%, it may be worth recommending that the user recharge their device or use a different one.
- Remind the user that they can click on the link in their text message if they lose the connection at any time to reconnect to the call.
- If possible, pause the video or switch to an "HD snapshot", which significantly reduces the amount of data used.
- Remember that you can only apply annotations to a "paused" or "HD snapshot" video stream - not to a live video stream.
- The left mouse button is used to make annotations on still images. Clicking in the "Lasso" annotation mode creates an orange circle on the image. Clicking and dragging the mouse in the "Free" annotation mode allows you to draw.