7twenty Limitless Engagement

VIDEO CHAT

The system comprises a video chat component that enables additional front-end authentication, recording the call in real time and transferring it to the call archives for future use or transfers it to the agent.

The video chat component can be used in 2 channels:

WEB Channel - the customer opens a video call using the WebRTC component (no installation is required by the customer) and uses their computer camera and microphone

Mobile App (Android and iPhone) – can make a video call using the app, embedding it as a separate app or as part of the organization's applications

- If the call is via the mobile, it is necessary to install dedicated software for making Smart Phone calls

- All video chat calls are automatically recorded, with a recording disable option when requiredWeb

- RTC standard protocol usedVideo quality is determined by the maximum transfer rate of the network of each party separately

- The system will connect to the RED5 or the more reliable Wowza system

- The module allows a video call alongside a text chat

API AND INTEGRATION

The system has an API service in the form of WS which enables the following:

- Creation / update / deletion of sets of snapshots, PDF formats including the transfer of a new/updated PDF

- Sending a PDF directly to the caller when selecting PDF format

- Withdrawal of the total conversation including all associated call files (Snapshots, PDF and any other file which the agent chose to upload to the conversation)

- At the end of the call, the system can send the conversation with various details and file archives i.e. PDF, photos and video files to any WS service that can support it

- CRM integrationEach file in the system can be sent to the whitening or anti-virus system, The server can be placed anywhere in the organization whether it is on LAN, DMZ or outside

- It is possible to limit the size of photos which are transferred and also disable files to which the whitening or anti-virus systems responded "abnormalities"

- The system works through a flexible topology