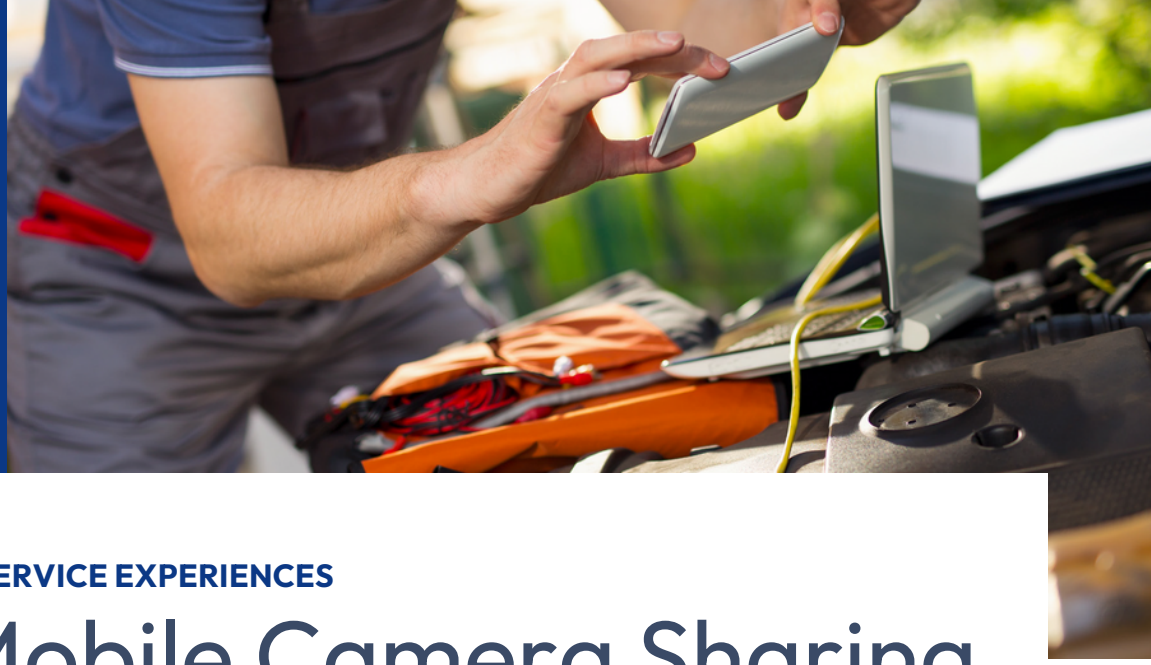


TRANSFORM REMOTE SERVICE EXPERIENCES

Glance Mobile Camera Sharing

KEY BENEFITS

- Glance Mobile Camera Share improves field services outcomes
- Company representatives can offer better service, expertise, or advice to customers or colleagues by experiencing their environment together
- No app or download required for the remote mobile device – the camera sharing session can be invoked via SMS sent to any Android or iOS device
- Toggle to see the front or back camera

Leverage mobile devices to accelerate issue resolution

Glance Mobile Camera Share enables your support agents and enterprise knowledge workers to invoke the mobile device camera of remote customers or technicians. See what they are seeing to more quickly and easily resolve issues, troubleshoot equipment, or offer expert advice — both improving operational efficiencies and offering a great customer experience.

Gesture to guide

With Glance Mobile Camera Share, one click from inside the company representative's system of record launches a simple, onscreen prompt for their customer or colleague to share their mobile device camera. Once connected, the agent sees a live video feed through the camera lens of the customer's or technician's mobile device and can easily troubleshoot and offer real-time guidance.

No installs, downloads, or apps required

By simply harnessing the camera of any Android or iOS device, Glance Mobile Camera Share does not require the customer or field technician to download or install an additional app. The user accepts the prompt that appears from the agent, and the camera session begins.

Fast implementation

Glance Mobile Camera Share is an overlay to your existing telephony solutions. No telephony or workflow changes are required to implement Glance. And minimal agent training is required to get up and running with the solution.

THE GLANCE OMNICHANNEL VISUAL ENGAGEMENT PLATFORM

- Glance Mobile Camera Share
- Glance Mobile App Share
- Glance Cobrowse
- Glance Screen Share
- Glance Agent Video

Glance Mobile Camera Share is one component of the Glance Visual Engagement Platform, which allows enterprises to visually engage with customers across any device, any channel, any time.

Glance takes technology compatibility out of the equation. The Glance Visual Engagement Platform gives the agent one consistent UI, integrated within the enterprise's CRM, ITSM, or call center system. The agent can join a sharing session with just one click regardless of what device or platform the customer is using -- desktop app, desktop or mobile browser, or native mobile app. Your customers appreciate that the sharing session requires no download or plug-in installation.

The agent effortlessly delivers an exceptional human-to-human service, sales, training or tech support experience.

CRM and ITSM integration

You can integrate Glance Mobile Camera Share into Salesforce and other Customer Relationship Management (CRM) or IT Service Management (ITSM) systems. This allows your agents to initiate a camera sharing session with the click of a single button from the customer or case record. It also ensures camera sharing sessions are automatically logged in the database. Glance ensures a frictionless experience for your agent and facilitates automatic data capture that can contribute to your KPI management and a 360-degree view of the customer.

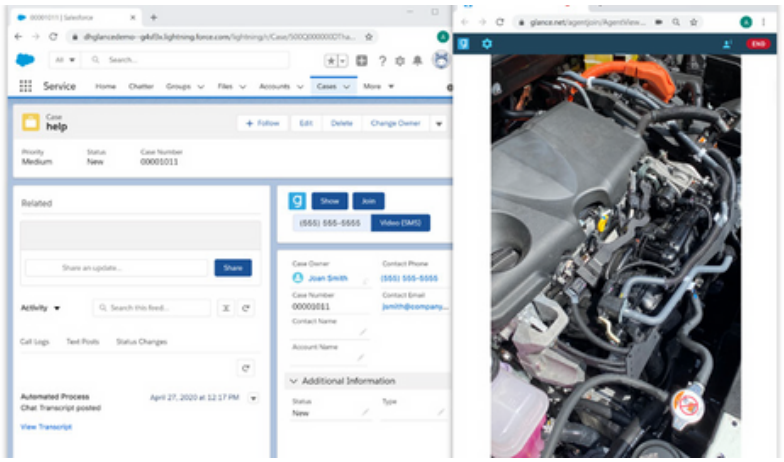
High performance cloud-based service

Glance is a cloud-based service. It requires no proxy or onsite installs. Glance provides a load-balanced global solution with local session services for high performance and virtually unlimited scale.

SDK available

If you have an Android or iOS field services app or customer app, Glance Mobile Camera Share functionality can be easily added to the mobile app via a lightweight SDK.

Requirements: SMS initiation is supported on Safari for iOS devices and Chrome for Android devices.



Your agent can launch the camera share session from the CRM or ITSM contact or case record. The agent clicks the "video" button and instantly views a live video feed from the remote camera operated by the customer or on-site technician. The session is automatically logged in the contact or case record.

glance

Glance transforms the customer experience by enabling collaborative visual engagement. We are one of the world's simplest, most reliable, and secure platforms that enable companies to see, show, and share anything online, creating a frictionless path to great online experiences. Thousands of organizations, from financial services and healthcare to retail, advanced technology and SaaS companies, depend on Glance to bring a personalized experience to their customer service, sales, and support interactions. Glance boosts customer satisfaction and loyalty, increases revenue growth, and cuts operational costs.

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