



# Video Elevation in 8x8 Engage

## Revolutionize Customer Experience with One-Way Video

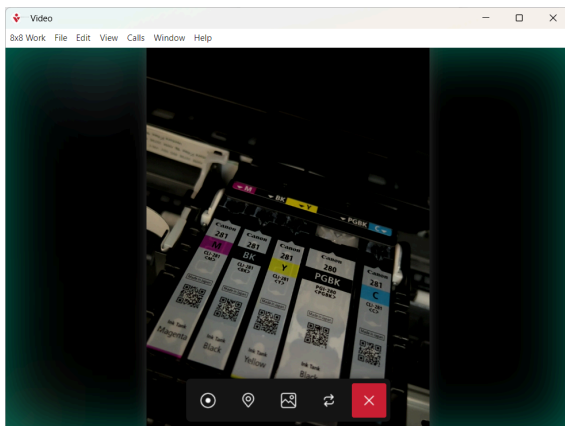
Video Elevation is an interaction channel within 8x8 Engage that enables customers to instantly share one-way video. This feature helps users resolve issues that would otherwise require lengthy phone exchanges or costly in-person visits.

With video channels, businesses can enhance customer service by offering:

- Remote fixes and field service support
- Efficient troubleshooting for technical issues
- Engaging onboarding experiences

## How It Works

1. During a customer call, the 8x8 Engage user sends an SMS with a link to the customer's mobile phone.
2. The customer clicks the link, instantly opening their phone's camera—no app required!
3. The customer points the camera at the issue.
4. The 8x8 Engage user sees the problem and troubleshoots while remaining on the call.



## Key benefits

- **Faster Problem Resolution**  
Quickly address issues like product assembly, equipment diagnosis, and repairs—reducing resolution times.
- **Enhanced Customer Satisfaction**  
Minimize frustration from lengthy explanations and eliminate the need for costly in-person visits.
- **User-Friendly**  
Offer a simple, intuitive solution for all users, regardless of their technical skills.
- **Visual Assistance**  
Provide step-by-step guidance on using devices or software.
- **Secure and Private**  
Ensure privacy and data protection with every connection.
- **Permission-Based Controls**  
Capture screenshots, location data, or switch camera views only with the customer's consent.

**Leverage Video Elevation to streamline support, reduce costs, and elevate customer satisfaction.**