



Video Engagement Like You've Never Seen Before

No apps, no downloads, just instant two-way video interactions with your customers.

Live support with the click of a link

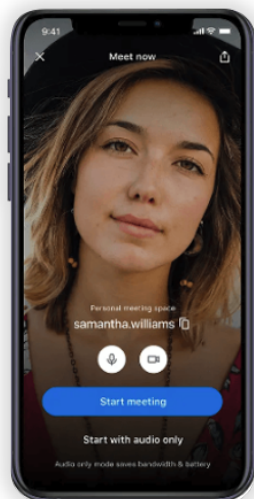
Gone are the days of long phone calls and emailed screenshots. 8x8's **Video Interaction solution** lets customers start a live video chat with agents to get real-time personalised service.

8x8 Video Interaction is completely web-based and designed for mobile phones, meaning customers don't need to deal with downloads. Once they click your link, you'll both be connected.

With our video API, problems can be diagnosed or solved remotely, so you can save time, reduce waste, create efficiencies, and streamline processes.

Just three easy steps:

1. Click the link in the SMS.
2. Enable access to join the call.
3. Connect with an agent.



Key benefits

- **More efficient field service:** Enable your specialists to work with your field teams remotely to provide expert help when needed
- **Virtual engagements:** Provide face-to-face interactions with customers, even when you can't be together in-person
- **Solve complex issues:** Video interactions enable agents to fully explain complex solutions and give hands-on guidance
- **Quick and easy connection:** No app, no download means customers can join video interactions with the click of a link, sent via SMS
- **Easy reporting:** Annotation and chat during a video call can provide additional ways to help customers while keeping records for later review

So much more than video

- **Join with no download required:** Give customers a quick link to a web-based interface
- **Take photos:** Allow customers to take photos and share them with the agent
- **Annotation:** Mark up the live video, images, and documents to point out specific items
- **Video call logs and reports:** Access call logs and shared images in the portal
- **Chat:** Send chat messages during the video interaction
- **Remote camera control:** Control your customer's camera when needed
- **Send GPS location:** Obtain the location of your customers' device for faster troubleshooting
- **Automatic call distribution:** Connect customers quickly to available agents
- **Video and audio recording:** Record your video interactions for reference or review
- **Integrate into other platforms:** Launch a Video Interaction call from a web browser or integrate into your own app
- **Admin dashboard:** View the dashboard to see a customer's history
- **Agent console:** Give agents easy access to a web-based console

