



SightCall for SAP Field Service Management

Empower your field service organization with the leading visual support technology

SightCall for SAP Field Service Management empowers experts to see and guide field service technicians remotely using live video with AR and AI technology. The enterprise-grade SightCall platform enables field service organizations to improve efficiency through increased accuracy of communication leading to faster problem resolution with reduced rework and service calls. Visual assistance drives service organizations to be more competitive through innovative service delivery.

Increase Expert Productivity

SightCall cuts down on the time, travel, and resources needed to fix problems. Our platform empowers your experts to solve problems quickly and accurately so they spend less time on administrative tasks and more time on work orders.

Faster Issue Resolution

Escalate any conversation to a live visual support session so your experts can see the issue firsthand and provide an effective, informed solution.

Improve Service Experience

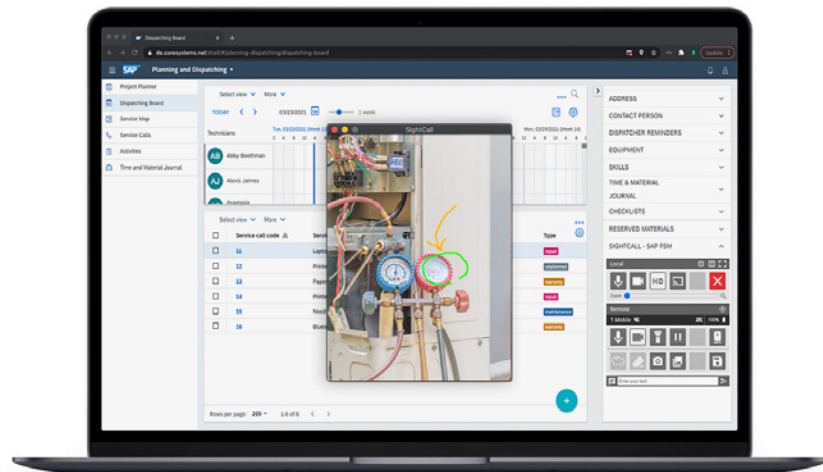
Assessing issues using SightCall reduces unnecessary service calls by ensuring the proper equipment, parts, and skilled technicians are dispatched on the first service call.

Drive Measurable Results with SightCall

↑81% First Time Fix

↓69% Resolution Time

↓41% Training Time

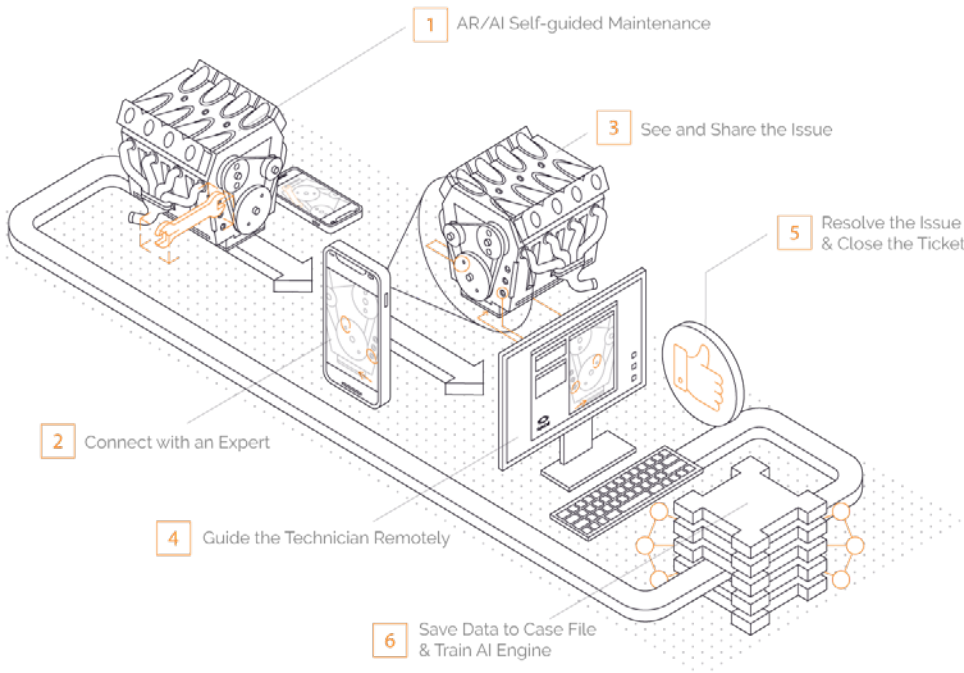


Use Cases



How It Works

SightCall integrates seamlessly into your SAP Field Service Management instance. Our platform works in harmony with your current processes to maximize the impact of your service department.



Features

- Face-to-Face Video
- Simple UI
- Zoom
- Pause Video
- Ultra HD Photos
- Annotation
- Document Sharing
- Video Recording (optional)
- Low Bandwidth Requirements
- Flexible Integrations
- Security Compliance
- Global Multi-Lingual Support
- AR-Enhanced Video Calling
- Mobile, Desktop and Wearables Compatibility
- Screen Sharing and URL Co-Browsing
- Geo Location
- Offline/Online Mode
- Remote Flashlight
- Optical Character Recognition
- Barcode Scan