SightCall for Microsoft Dynamics 365

Transform your customer service organization with the leading visual support technology

SightCall for Microsoft Dynamics 365 combines SightCall's industry-leading visual support platform with the power of Microsoft Dynamics 365. Remote experts see and guide customers remotely using live video from a mobile device with AR and AI technology. The enterprise-grade SightCall platform enables customer service organizations to improve customer experience and reduce costs as they deliver innovative service with a competitive edge.

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 that they spend less time on administrative tasks and more time on customer issues.
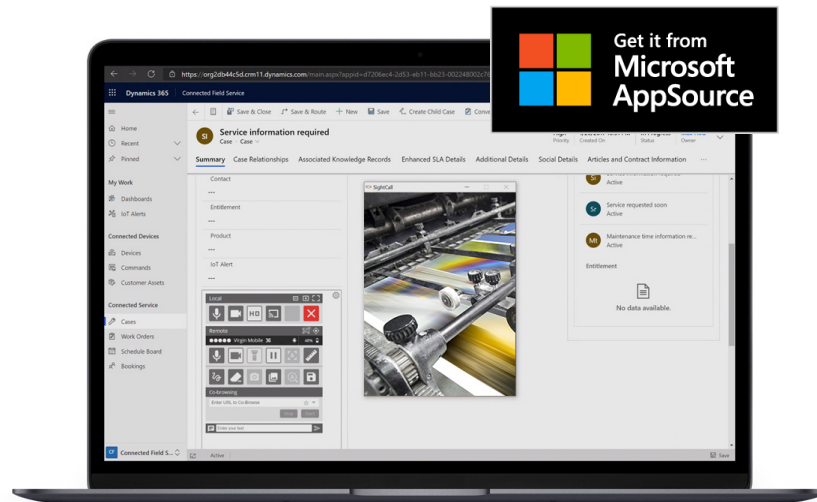
Faster Issue Resolution

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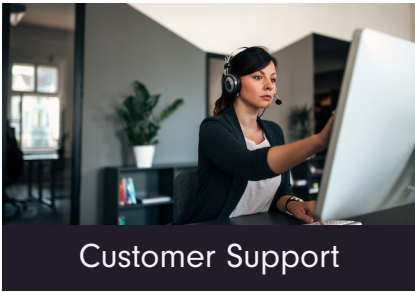
Improve Service Experience

Enrich the service experience by adding live video to your customer interaction. With SightCall, you can engage and support customers in new and exciting ways and provide fast, personalized support that improves the customer experience.

Drive Measurable Results with SightCall

↑**81%** First Time Fix

↓**69%** Resolution Time

↓**41%** Training Time

Get it from Microsoft AppSource

Use Cases

Customer Support

Remote Assisted Repair
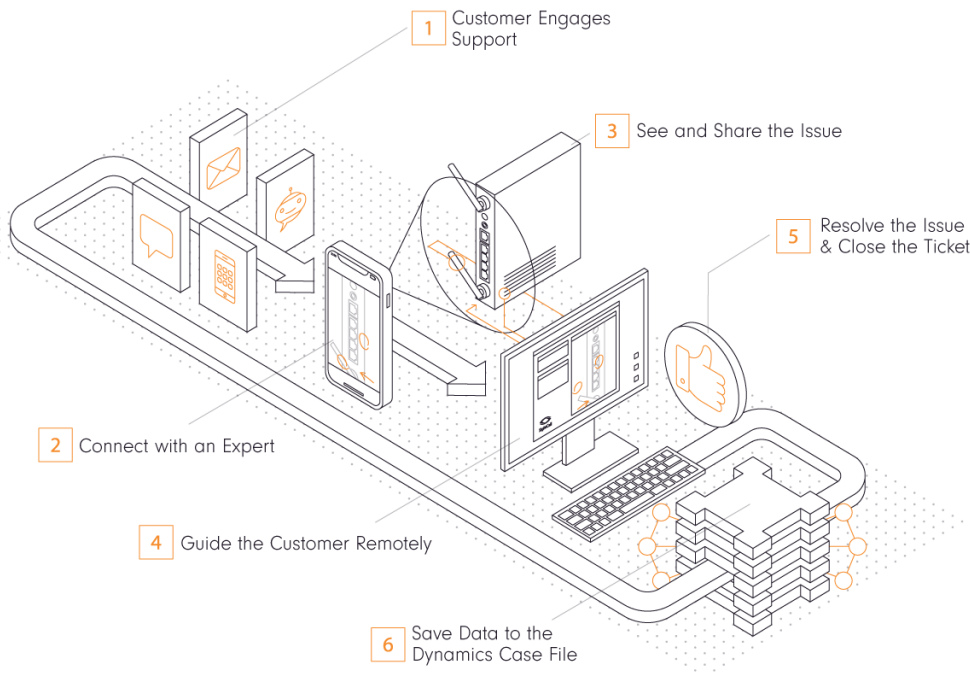

Pre-Visit Assessment

Remote Inspections

How It Works

SightCall integrates seamlessly into your Microsoft Dynamics 365 instance. Our platform works in harmony with your current processes to maximize the impact of your service department.

1 Customer Engages Support
2 Connect with an Expert
3 See and Share the Issue
4 Guide the Customer Remotely
5 Resolve the Issue & Close the Ticket
6 Save Data to the Dynamics Case File

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**

SightCall Visual Support

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