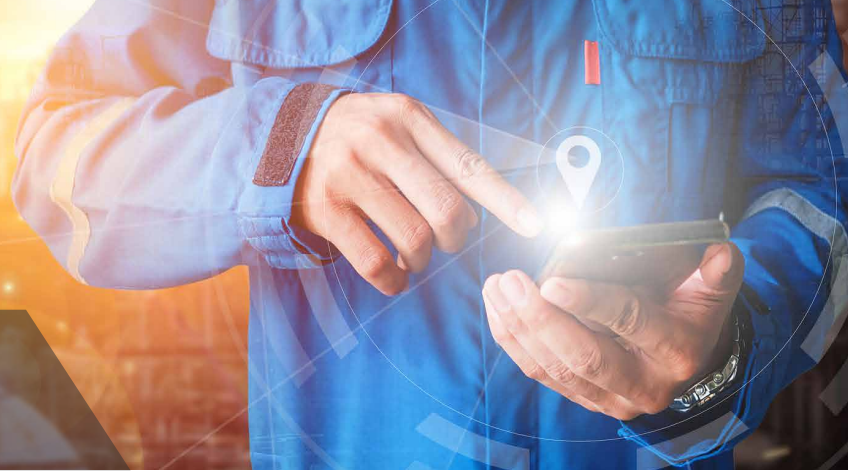




available on
AppExchange



SightCall for Salesforce Service Cloud

Transform your field operations with the world's
#1 Visual Support Technology and #1 CRM for Service

Improve first call resolution, boost customer satisfaction and reduce truck rolls with SightCall for Salesforce Service Cloud - the only omnichannel integration for live visual support with Augmented Reality (AR) and Artificial Intelligence (AI) insights. SightCall's real-time collaboration platform empowers every service employee to be successful, giving them the ability to see and resolve complex technical issues with the guidance of a remote expert.

Ensure Technician Success

Request and receive immediate visual guidance from your work order within the Field Service Lightning App.

Make The Most Of Your Workforce's Skills

Empower your most skilled technicians to handle jobs remotely, giving them the freedom to focus on high value customers and supporting complex repairs in the field.

Deliver On Service Expectations

See what your customer sees and provide fast, personalized support that reduces downtime, exceeds expectations and improves first call resolution.

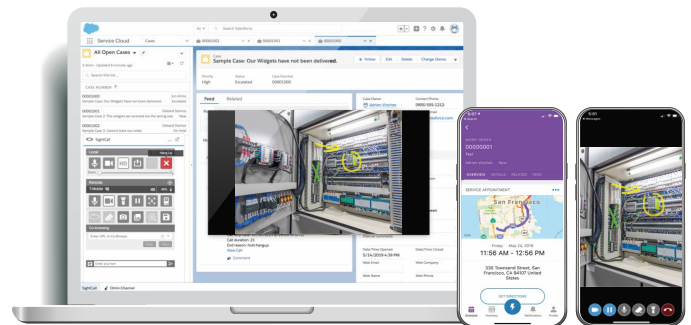
Drives Measurable ROI with Visual Support

↑ 81%* FIRST TIME FIX

↓ 69%* RESOLUTION TIME

↓ 41%* TRAINING TIME

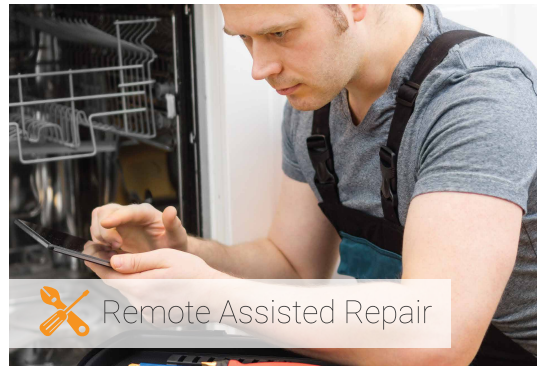
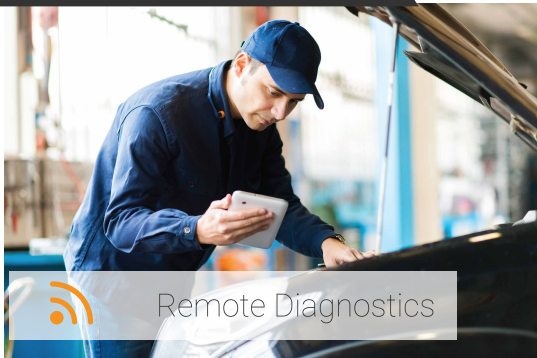
*TSC AR Report - 2017






Harness the Power of Einstein AI

Make customers happier and technicians more productive with AI-powered predictions, image recognition, recommendations, and chatbots.

Use Cases



Product Features Include

-  AR Smart Measure
-  AR-Enhanced Video Calling
-  Artificial Intelligence (AI) Problem Identification & Analysis
-  Salesforce Omni-Channel Integration & Call Routing
-  Computer Vision
-  Mobile, Desktop and Wearables Compatibility
-  Screen Sharing and URL Push to Co-Browse
-  Capture and Share HD Images
-  Telestration and Live pointer
-  Global Roaming
-  Geo Location
-  Offline/Online Mode
-  Chatbot
-  Remote Flashlight
-  Optical Character Recognition

For a full list of features or to schedule a demo, contact bizdev@sightcall.com



available on AppExchange

SightCall Visual Support | www.sightcall.com | bizdev@sightcall.com

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