



Video Engagement powered by SightCall



Empower agents with easy-to-use tools to deliver personalized experiences and solutions tailored to the customer's exact needs

SightCall is the #1 video engagement platform digitally transforming customer service through human-guided and self-guided experiences enhanced by Augmented Reality (AR) and Artificial Intelligence (AI) technology. Integrated within the Five9 platform, SightCall enables contact center agents to see and guide customers remotely with live video. With SightCall, agents are given the power to see what the customer sees and fully understand the issue before proceeding with a resolution, creating a seamless omnichannel experience for the agent and customer. Language barriers and misunderstandings are replaced by empathy and clear contextual data to allow problem resolution in the moments that matter.

Create Personalized Customer Experiences

Enrich communication between agent and customer by adding live video to interactions. This allows the agent to see customer issues firsthand and equips them to offer personalized support to address the customer's unique needs, resulting in increased customer satisfaction and trust.

Resolve Issues Quickly

Escalate any conversation to a live video session so customer engagement and contact center experts can see issues firsthand and provide an effective, informed solution that improves experience and reduces product returns.

Improve Agent Productivity

Arm your agents with the tools needed to amaze your customers. SightCall's rich AR and AI enabled toolkit empowers agents with flexible resources to adjust for any customer need. Deliver supportive and dynamic customer service that strengthens customer connections and encourages engagement.

How does it work?



Initiate SightCall with ease from any omni-channel conversation (even voice!) directly within the Five9 case file



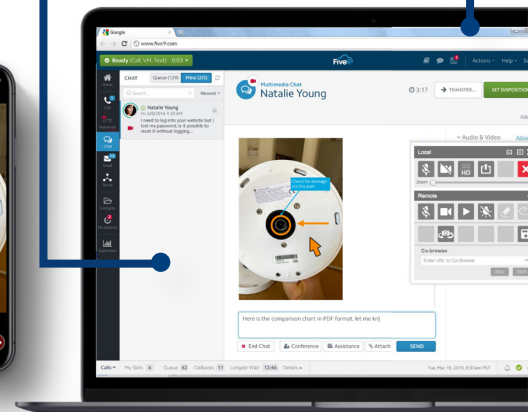
Understand the customer's issue with high-definition video



Guide the customer to fast resolution with Augmented Reality and annotations



Delight the customer with personalized support, and the agent with frictionless integration



**Drive Measurable Results
with SightCall**

↑81%
First Time Fix

↓69%
Resolution Time

↑31pts
Net Promoter Score

Use Cases

SightCall's flexible platform enables enterprises to create custom use cases that map features to pre-determined workflows



Customer / Patient Support



Product Troubleshooting



Quality Control



Installation Support



Warranty Verification



Personalized Sales

GE Healthcare



BRAVE™

L'ORÉAL



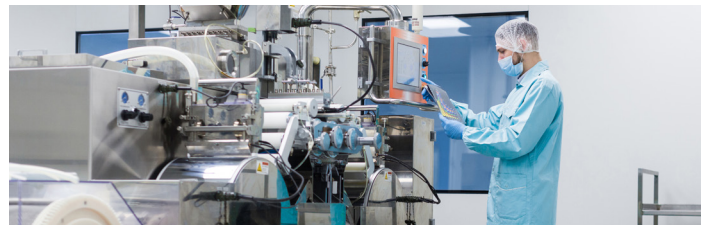
Telefónica

Industry Solutions

SightCall is a trusted leader across industries, with best-in-class security and compliance including SOC 2 Type II, GDPR, CCPA and HIPAA



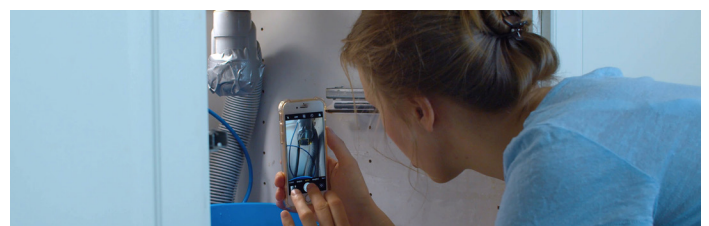
Retail



Manufacturing



Healthcare



Insurance