SightCall for ServiceNow

Supercharge your customer and field service workflows with remote video support

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

Increase 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.

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.
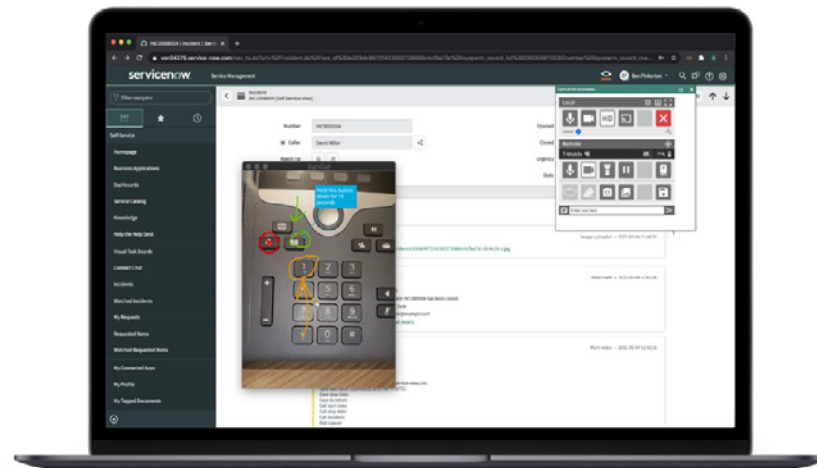
Improve Service Experience

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

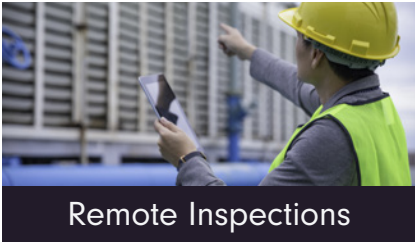↑**81%** First Time Fix

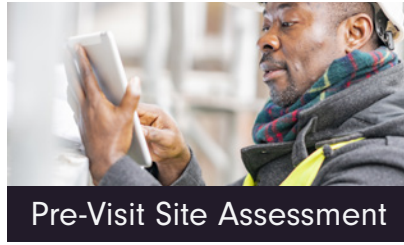↓**69%** Resolution Time

↓**41%** Training Time

Use Cases

Customer Support

Remote Assisted Repair

Remote Inspections
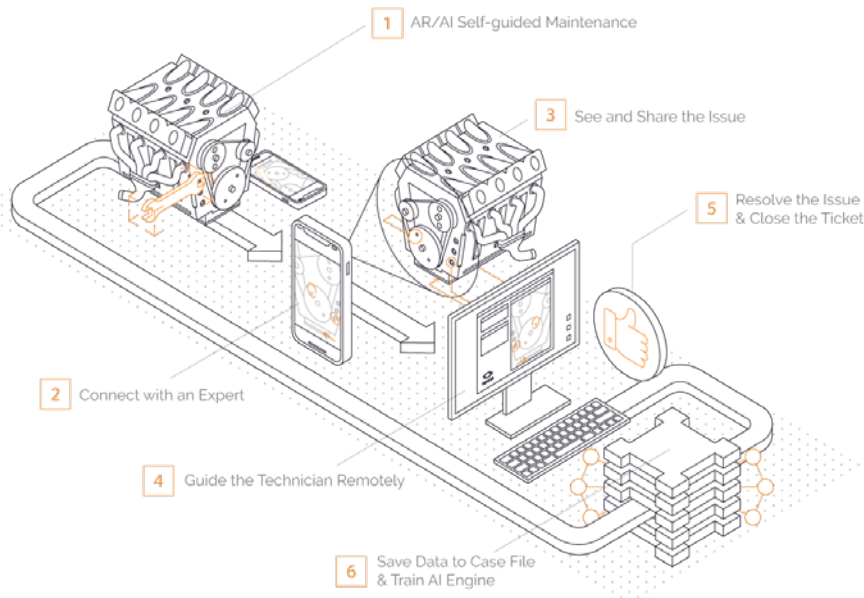

Pre-Visit Site Assessment

Remote Diagnostics

Technician Training

How It Works

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

1. AR/AI Self-guided Maintenance
2. Connect with an Expert
3. See and Share the Issue
4. Guide the Technician Remotely
5. Resolve the Issue & Close the Ticket
6. Save Data to Case File & Train AI Engine

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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