

ResponsEye: enabling effective service delivery with live video footage



ResponsEye enables a caller with a smartphone to stream live footage directly from their phone's camera into the call centre, providing vital live footage. Together, with the caller's location, which is provided by way of GPS coordinates, the call handler can make a more informed decision on mobilising the correct resources and, where required, share the live stream with colleagues, supervisors and field engineers.

INSIGHT



RESPONSE



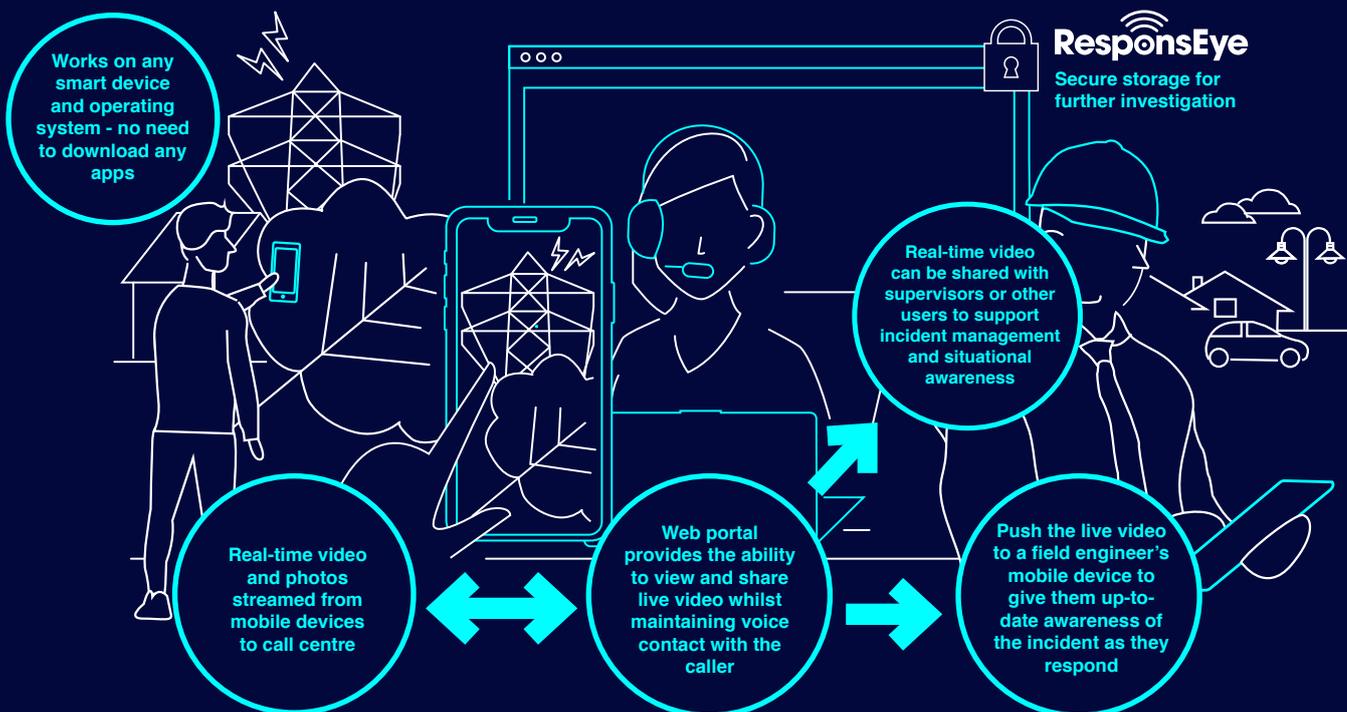
SERVICE

Situational awareness for Call Handlers

When a customer calls their service provider, for example Insurance, Utility or other service, with a claim or query, it is important for customer service to be able to respond effectively with the most appropriate response. ResponsEye live footage offers instant 'on scene eyes' to the call handler; providing immediate **INSIGHT** which helps them to assess the scenario and, with caller's location visible, to better select the appropriate **RESPONSE** to the call – either as a 'real-time', immediate response or for a 'slow-time' follow up – in order to deliver the **SERVICE** expected by the customer.

Service Information for Field Workers

ResponsEye live footage can also provide invaluable additional information to field workers who have been mobilised in response to the scenario. The information provided, supplementing that which was initially taken from the call, can provide further **INSIGHT** to the field worker helping them to deliver the appropriate **RESPONSE** and deliver an efficient and effective **SERVICE** to the customer. Additionally all the media is recorded securely to support further investigation or training needs. The service is securely hosted and scalable for use in any organisation.





System Features

- No app required - works on any smart device and operating system
- Confirms and maps dynamically updated caller location via GPS coordinates, to speed response
- Secure, one-time-use link sent by SMS or email
- Real-time live video stream viewable by call handlers and shared with supervisors as appropriate
- Maintains voice contact with caller while images are transmitted
- Still images available in lower signal coverage
- Secure & accredited cloud-hosted service
- Can reduce hoax call mobilisations



Service Delivery Benefits

- Knowing what is going on in real time is critical – Quick and informed assessment of the situation helps deliver an effective response and return the service to normal quicker
- Arriving uninformed risks having to make a return journey – Rescheduling of workloads and impacting customer service can be avoided by having more information to hand
- Media can be shared with partners – When the response is outsourced or delivered by a third party
- Hoaxes or misuse of valuable resources is expensive - Categorising situations quickly reduces costs
- Call Centre ready application that is secure and scalable - Easy to adopt service with minimal training
- Easy and quick assessment of situations - Efficient dispatch decisions means effective use of resources
- Provides location services - Real-time, dynamic updates of a caller's GPS location on the built-in mapping ensures effective and accurate dispatch of support, and geo-tagging of footage received

How it Works

ResponseEye does not require anyone to download and install an app. Instead it works via SMS text message or email. The call handler simply sends a text or an email to the smartphone of the caller. By clicking on the URL link contained within the text message or email, a secure 'one-time-use' live video stream is enabled*. The stream allows the call handler to see the incident, assess how serious it is and decide what and how many resources to deploy. The caller's location is provided to the call handler via GPS coordinates, which are both automatically plotted on an onscreen map and dynamically refreshed, providing visible, real-time updates to their position, even if they are moving.

With the latest updates the call handler is able to review multiple incoming streams from different callers in one session to provide even better situational awareness. These streams can also be shared with colleagues and/or supervisors to further support decision making and streamed live to field engineers in the field to give the eyes on an incident before arriving at the scene, aiding a swift response.

Importantly, no footage is stored on the user's device. And if the caller has poor signal, or the device doesn't support video, they can opt to send still photo images instead.

The video captured by ResponseEye can be downloaded and sent using standard systems to the field worker or partner organisation. The media can also be stored for future reference and used in assessing claims or for training as appropriate.

* subject to handset compatibility



Capita Secure Solutions & Services
Methuen Park
Bath Road
Chippenham
Wiltshire SN14 0TW
United Kingdom

✉ sss.info@capita.co.uk
👉 www.capita-sss.com

Capita

ResponseEye