

## Release notes – WebRTC video

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## 1 Introduction

This document contains release notes for Vergic Engage WebRTC video chat module. The intended reader of this document are customers and partners working with Vergic Engage platform.

The Vergic Engage WebRTC solution supports video and voice through a standardized browser-based method of connecting to web cameras and microphones and where peer to peer connections improves latency and reduces bottlenecks.

More information about WebRTC and the technology can be found here, <https://en.wikipedia.org/wiki/WebRTC>.

## 2 Summary

The Vergic Engage Video chat module is seamlessly integrated with the Vergic Engage agent and visitor user interface meaning the following functionality is available as standard:

- Plug-in free technology for video as well as co-browsing and document sharing
- Possibility to switch between communication channels, from voice (telephone) to video and/or chat through Phone2co-browse, from chat to video and/or voice etc. Channels are interchangeable and possible to combine
- Integrated co-browsing and collaboration tools meaning that the agent and visitor can collaborate on web forms, help navigate and/or follow the visitor on the web page
- WebRTC is a per account feature and it can be disabled
- Video/voice interaction is always initiated by the agent

Among the large web browsers WebRTC is currently supported by Chrome, Firefox, Safari and Microsoft Edge. The support includes Desktop, Tablet and Mobile devices.

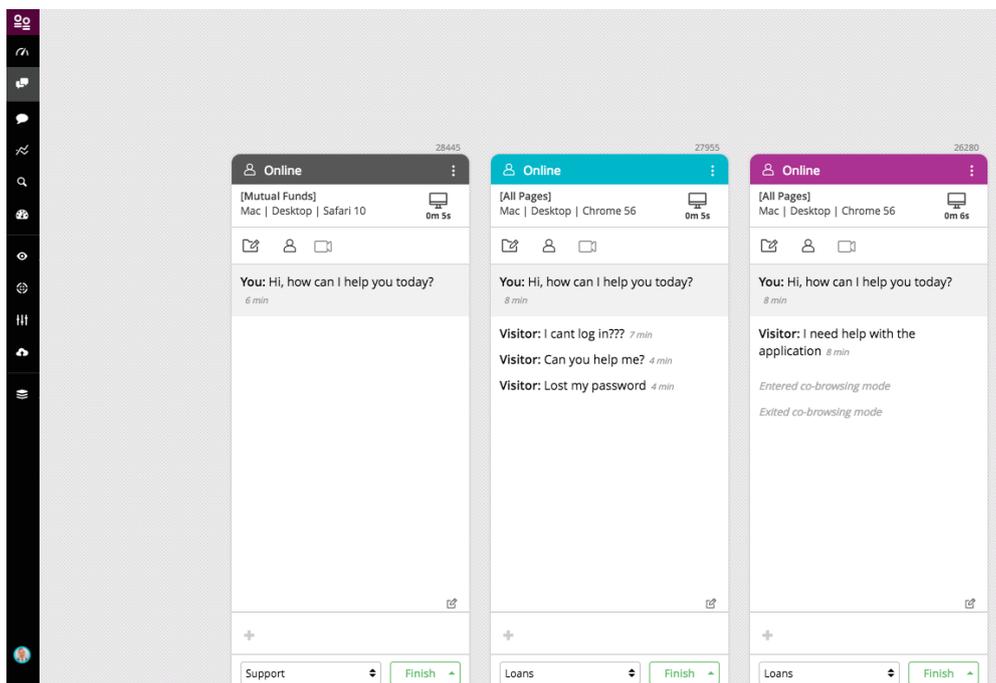
## 3 User guide

### 3.1 Agent

#### 3.1.1 Initiate a session

If WebRTC is enabled on the account the video icon is shown. The agent can only initiate one video chat session and there is nothing preventing the agent from changing active video chat session to another dialog at any time.

Clicking the button will initiate a video chat session. This session can run in parallel with a co-browse and text chat/telephone session.



Default the browser will ask the agent for permission to use the camera and microphone. The agent can allow Vergic Engage to always use these resources. Immediately after the session will load.

The default browser setting will also ask the customer for camera access in the same way.

#### 3.1.2 View modes in an on-going session

Below an on-going WebRTC video session is shown (agent view). The video toolbar holds functionality to toggle the camera and microphone on/off. The video window can also be toggled to different modes. The WebRTC solution has three modes:

- Default – The video window is attached to the dialog panel. Hovering the agent view will increase its size
- Floating window – The window is detached from the dialog panel and the agent can position the window
- Full screen – The video window is maximized into full screen mode

The screenshot displays the Vergic helpdesk interface with three active chat sessions and a transfer notification. On the left is a vertical toolbar with various icons. The top right corner features a notification: "In Transfer Left loan application" with a 95% completion indicator. The three chat sessions are:

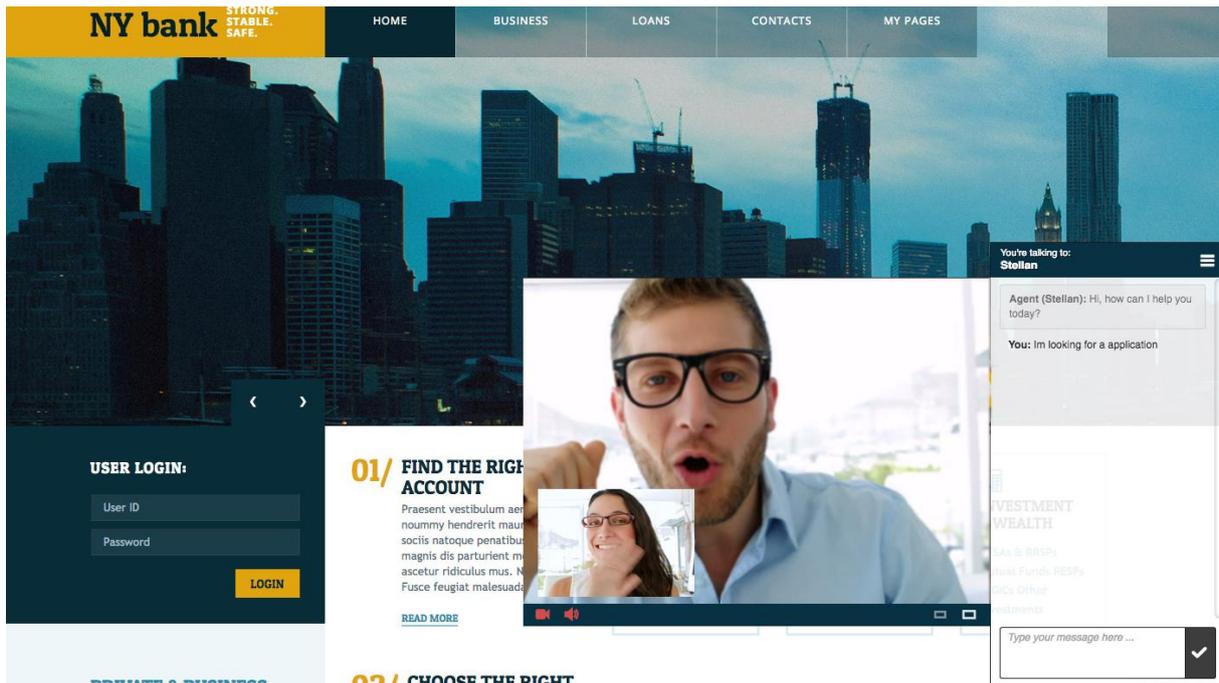
- Session 1 (ID: 5970):** Status: Online. Visitor: "Visitor requesting help Win | Desktop | Firefox 53 4m 53s". Message: "You: Hello, my name is Mathias, how can I be of assistance? 3 min".
- Session 2 (ID: 27955):** Status: Online. Visitor: "[All Pages] Mac | Desktop | Chrome 56 4m 30s". Messages: "You: Hi, how can I help you today? 7 min", "Visitor: I cant log in??? 6 min", "Visitor: Can you help me? 3 min", "Visitor: Lost my password 2 min".
- Session 3 (ID: 26280):** Status: Online. Visitor: "[All Pages] Mac | Desktop | Chrome 56 4m 30s". Messages: "You: Hi, how can I help you today? 7 min", "Visitor: I need help with the application 6 min", "Entered co-browsing mode", "Exited co-browsing mode".

Each chat session includes a "Loans" dropdown menu and a "Finish" button at the bottom.

## 3.2 Customer

Below the customer user interface is shown. The customer also has the ability to toggle different views:

- Default – The video window is attached to the dialog panel. Hovering the agent view will increase its size
- Floating window – The window is detached from the dialog panel and the agent can position the window
- Full screen – The video window is maximized into full screen mode



## 3.3 Online training video

The online training video includes a chapter on video chat,  
<https://vimeo.com/album/4522661/video/212248342#t=17:13>.