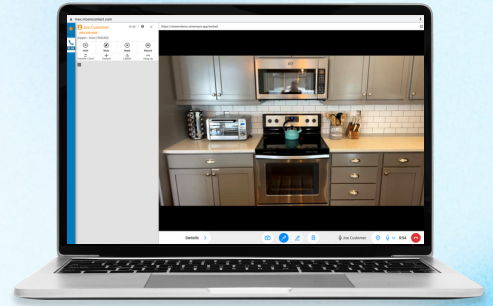


DATA SHEET

StreamCore® for CXone

Remote visual assistance



StreamCore is an **interactive video tool** that allows companies to quickly see and solve support inquiries remotely - accelerating diagnosis and resolution times, including:

No App Download

Send an SMS with the invite link to start the Stream call. No app download is required, so your customers can quickly get started.

AR-Enabled Annotation tools

Identify, document, and visually guide your customer's needs quickly and clearly using our laser pointer and mark-up tools powered by augmented reality.

OCR Model & Serial Number Capture

Record any model or serial number with a StreamShot® photo and built-in StreamVision® AI.

Cloud-hosted archive

GPS location, high-resolution photos, videos, and all customer data are captured in one easy-to-access place. Secure and efficient cloud storage gives your team easy access to call recordings, captured data, and more.

Integrate into existing workflows

Stream quickly connects to your CRM or customer contact tool, adding interactive video to your existing workflows. Maximize your customization with Stream® SDKs, API, and custom integration options.

Meet

Communicate with your customers on their terms. Start a video call on any channel or device by simply sending a link - no account creation or app download required.

See

Accelerate diagnosis to save time and eliminate jargon or language barriers. See what your customer sees - to eliminate lengthy explanations and misunderstandings.

Connect

Unleash the power of your team with secure data sharing - capture key details (part and model numbers) for easy sharing with other team members or for further follow-up.

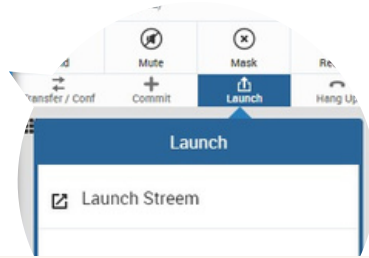
HOW IT WORKS

1. Take a call as usual

If your call came through a Stroom-enabled queue, you'll see a Stroom option in the 'Launch' menu.

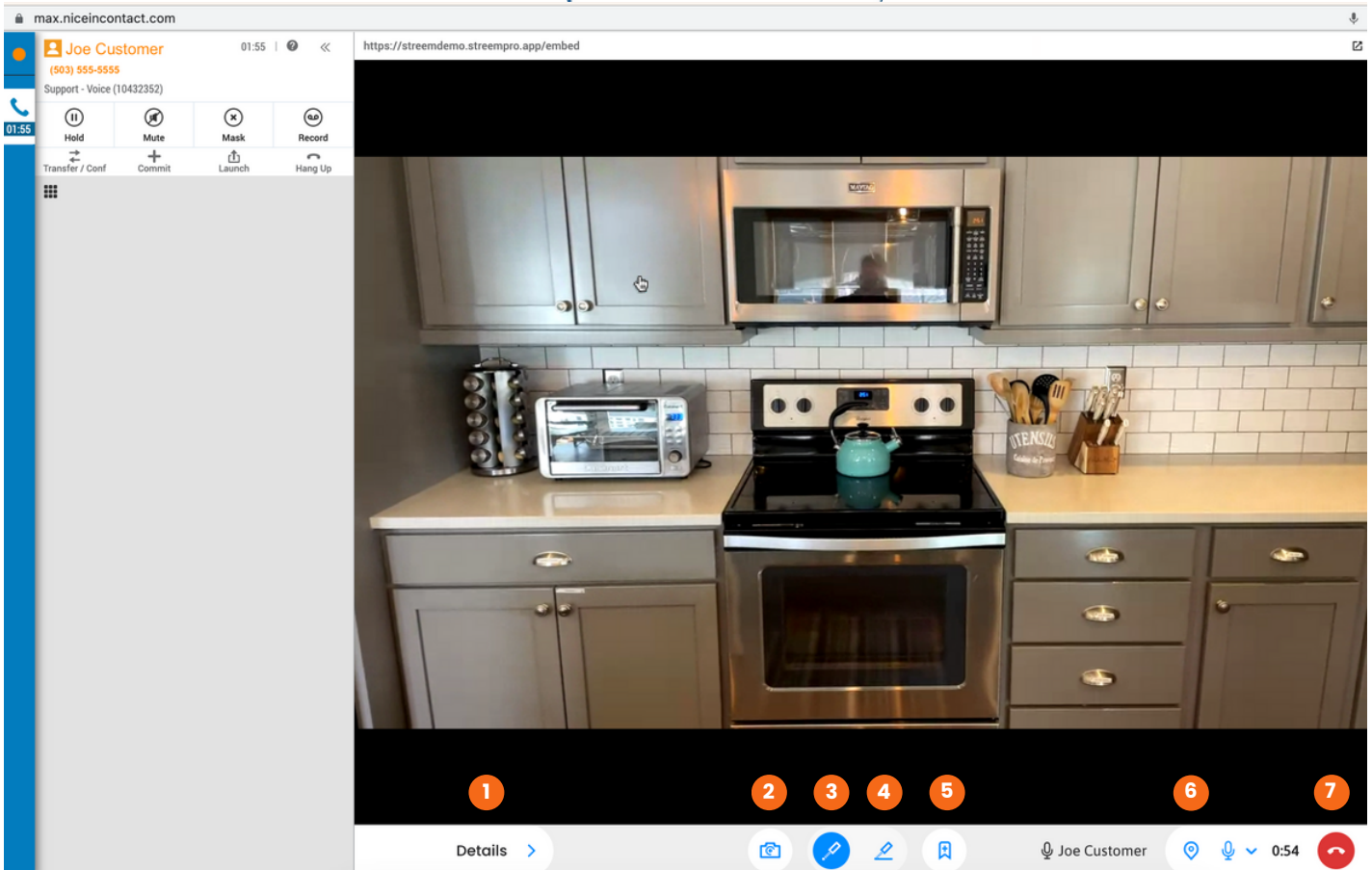
2. Jump to Stroom

Click 'Launch Stroom' to pre-fill an invite with your customer's contact info. Make sure they can receive text messages at the listed number, correct it if needed, and then click 'Send Invite'.



3. Connect with your customer

They'll get a text message containing a personalized link. They won't need an app or account; after following the link they can connect to you right from their mobile browser.



- 1 Call Details**
Browse through data collected during Stroom calls, including StroomShots and video recordings. Enter call notes for easy follow up with your customers.
- 2 StroomShot® Photos**
Take a full-res photo embedded with depth and scale information. Stroom automatically detects and transcribes model and serial numbers in the shot.
- 3 Laser Pointer**
Your default tool — lets you point and gesture by moving a pointer around the customer's screen.
- 4 Marker**
Draw on the screen to outline areas or indicate movements. Lines fade away shortly to minimize clutter.
- 5 Bookmarks**
Flag key moments and details during a Stroom call without interruption.
- 6 Geo Location Capture**
When your customer approves the request, you'll get their exact location and estimated street address.
- 7 End Stroom**
Your original voice call will keep going.