

Recursive Realtime, Relate & Request

G-Cloud 15 – Service Definition

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Recursive Labs Realtime Visual Engagement Platform

Realtime is the broadest, most advanced customer collaboration solution available today. Enable secure cobrowsing or screen sharing across both the desktop and mobile web as well native mobile apps, all without the need for any type of download or installation required. Integrate seamlessly with any vendor's text chat.

Features

- Omnichannel Cobrowse alongside your customers
- Redact or mask sensitive information
- Automatically direct customers to specific pages
- Rapid implementation with flexible deployment options
- Optionally enter information on behalf of the customer
- Share the browser, an application or the full desktop
- Directly share native mobile applications
- Ability to share external web pages with a constituent
- Support issue escalation seamlessly
- Open APIs and established integrations
- Strict security standards

Benefits

- Enhance the customer experience
- Encourage customer loyalty
- Engage with your customers as they move across channels
- Guide customers through complex actions
- Share documents and make notes
- Record sessions for compliance and training
- Collaborate anywhere on the web or within mobile apps

Using the service

Web browser interface Yes

Supported browsers

- Microsoft Edge
- Firefox
- Chrome
- Safari

Application to install Yes – embedded into websites or mobile apps

Compatible operating systems

- Android
- IOS
- MacOS
- Windows
- Windows Phone

Designed for use on mobile devices Yes

Differences between the mobile and desktop service

Cobrowsing and screen sharing on the desktop and mobile web are exactly the same.

The Recursive Labs Mobile SDK enables a customer to share a native mobile application, including his or her camera for the agent to see what the camera shows.

The same agent interface is used regardless of the end consumers device

Recursive Labs Relate SMS Live Stream Camera Sharing

Relate SMS is the easiest way to see live – just send a text, touch a link and you are streaming live via the remote camera on almost any smartphone. No downloads or app installs required. Video can be either one or two-way with an option for an audio channel as well.

Features

- Simplest way to see remotely right from your workstation
- No downloads or mobile apps required
- One time only use text link for security
- Supports either 1 or 2 way video streams
- Able to add audio where required
- Can be used for issue resolution or easy video chat
- Able to rotor through and use any camera on multi-camera phones
- Easily add up to 10 viewers into the live video stream
- Annotate and send back or easily store still images from the feed
- Works across IOS and Android
- Record video interactions and store them for later reference

Benefits

- See customer issues directly without leaving the office
- Avoid delays and unnecessary site visits
- Resolve issues faster
- Improve constituent satisfaction
- Record sessions for future reference
- Works for issue resolution or simple video chat

Recursive Labs Request Live Inbound Video Calling

Request Live allows you to queue and route inbound video calls placed directly from your website, from an online ad or directly from a QR code. Answer video only or with a cobrowse or screenshare already enabled. Use data directly from the initiating site for routing or context prior to answering the call. All 100% no download, no installation required video chat.

Features

- No download, no installation required
- Take inbound video calls directly from website, ads or QR codes
- Answer video chats with a full cobrowse/screenshare already active
- Use live website data for intelligent routing

Benefits

- Get the constituent to the right person faster
- Launch from brochures or live television ads directly
- Simplify the customer experience
- Improve constituent satisfaction
- Record sessions for future reference

Contact Information

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