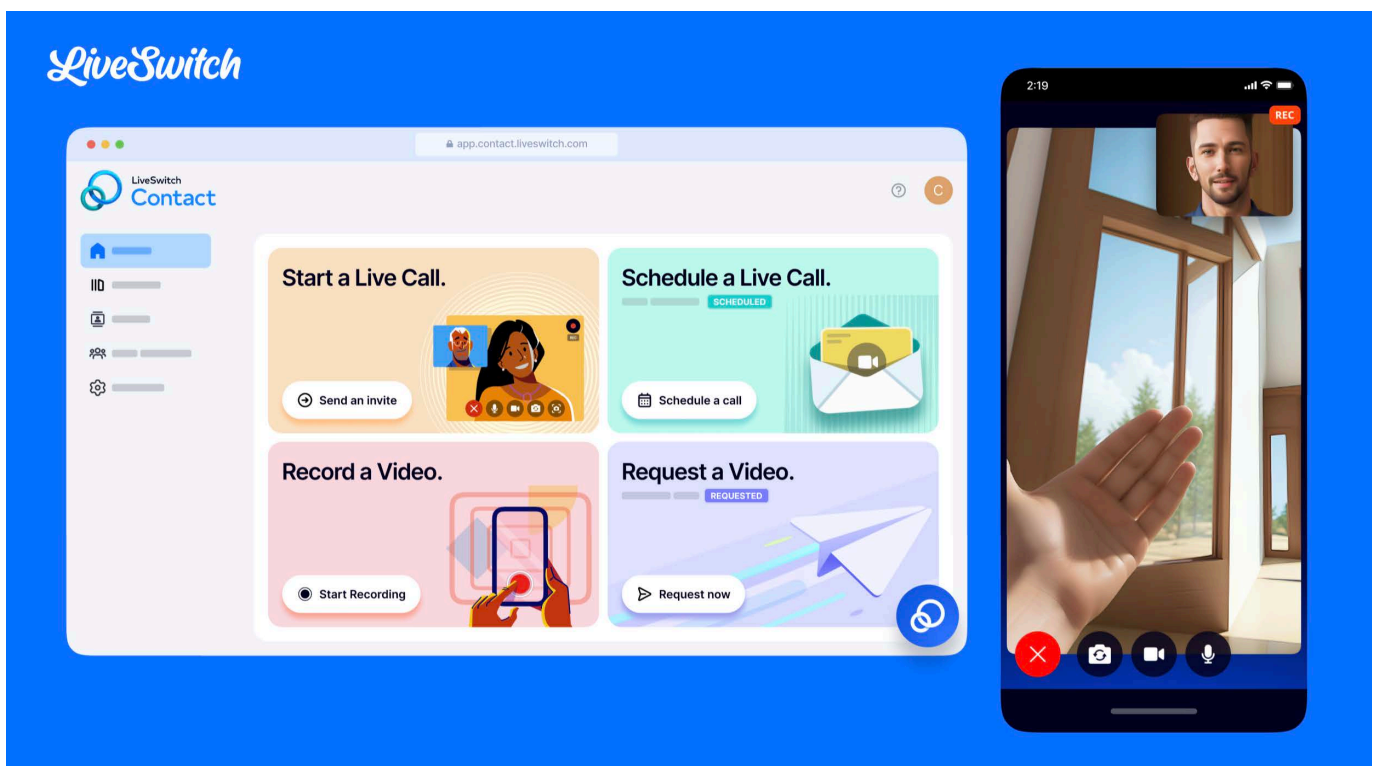


LiveSwitch Contact 2.0 - Fact Sheet

A full guide of the enhancements made to LiveSwitch Contact.

January 2024



Our mission is to Build Human Connection. As LiveSwitch Contact became more intertwined with our customer's day-to-day operations, there was a clear need to expand the platform.

The second generation of the LiveSwitch Contact platform was developed to connect businesses with their customers on the most human level possible without requiring in-person contact. Updates include:

- Scheduling of live calls
- Integrating scheduled calls with personal calendars
- Tracking and sending notifications for upcoming calls and requested videos
- Increasing workplace flexibility including copying managers on videos and reassigning customers to other team members
- Supporting more day-of-operations activities, like uploading snapshots from field operators' cameras to the customer records

This guide outlines all of the changes you will see in the LiveSwitch Contact platform.

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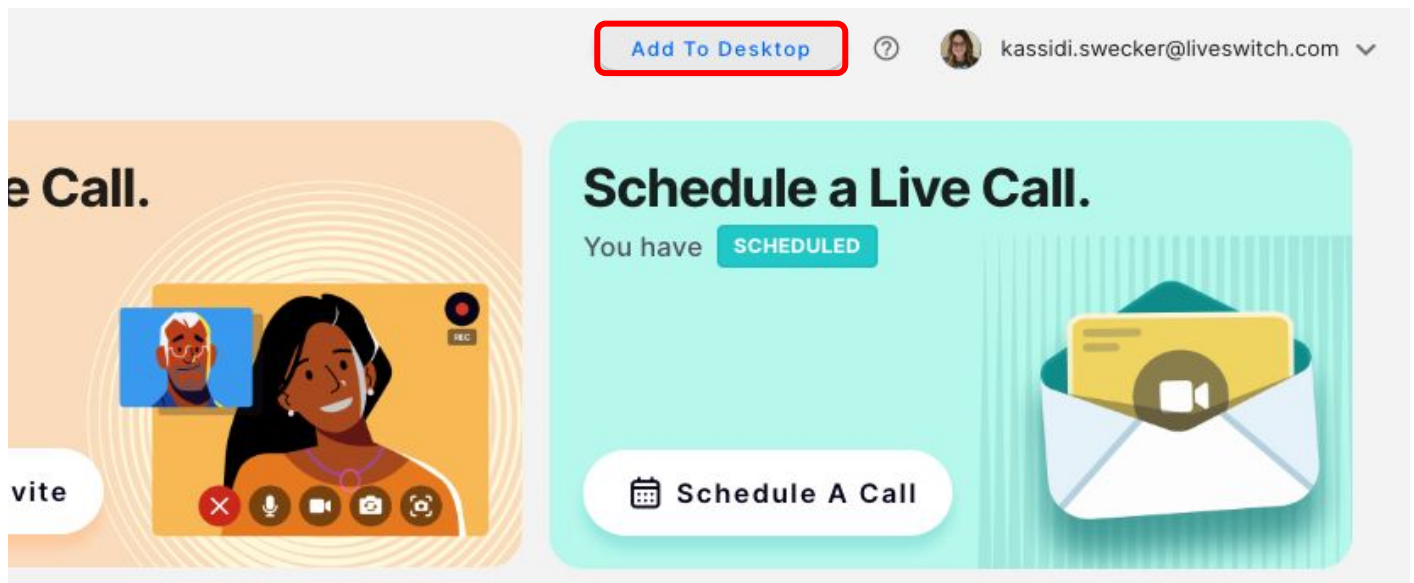
Customer Support

17	How to Contact Our Team
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PLATFORM CHANGES

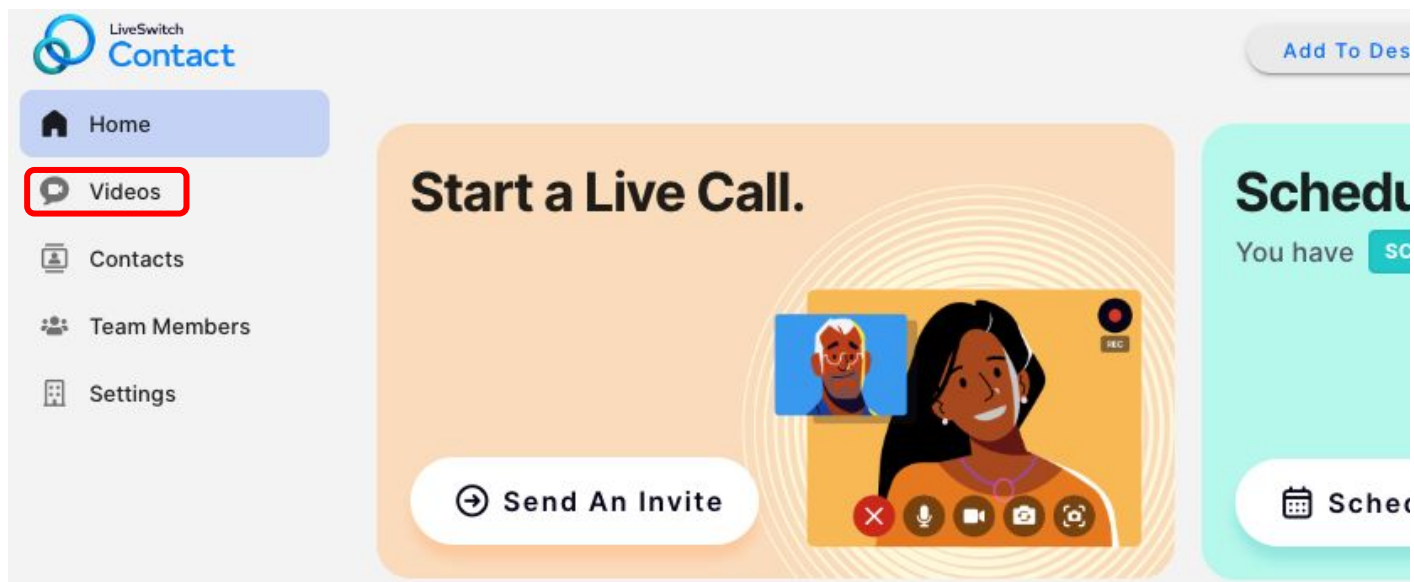
Desktop Icon

- There is now an option to install a desktop icon for LiveSwitch Contact. This allows for quick navigation to the LiveSwitch Contact platform from the home screen of your device.
 - Upon signing in, there is an "Add to Desktop" button at the top right of the screen next to account name. This button will remain present until it is installed or the request is dismissed.

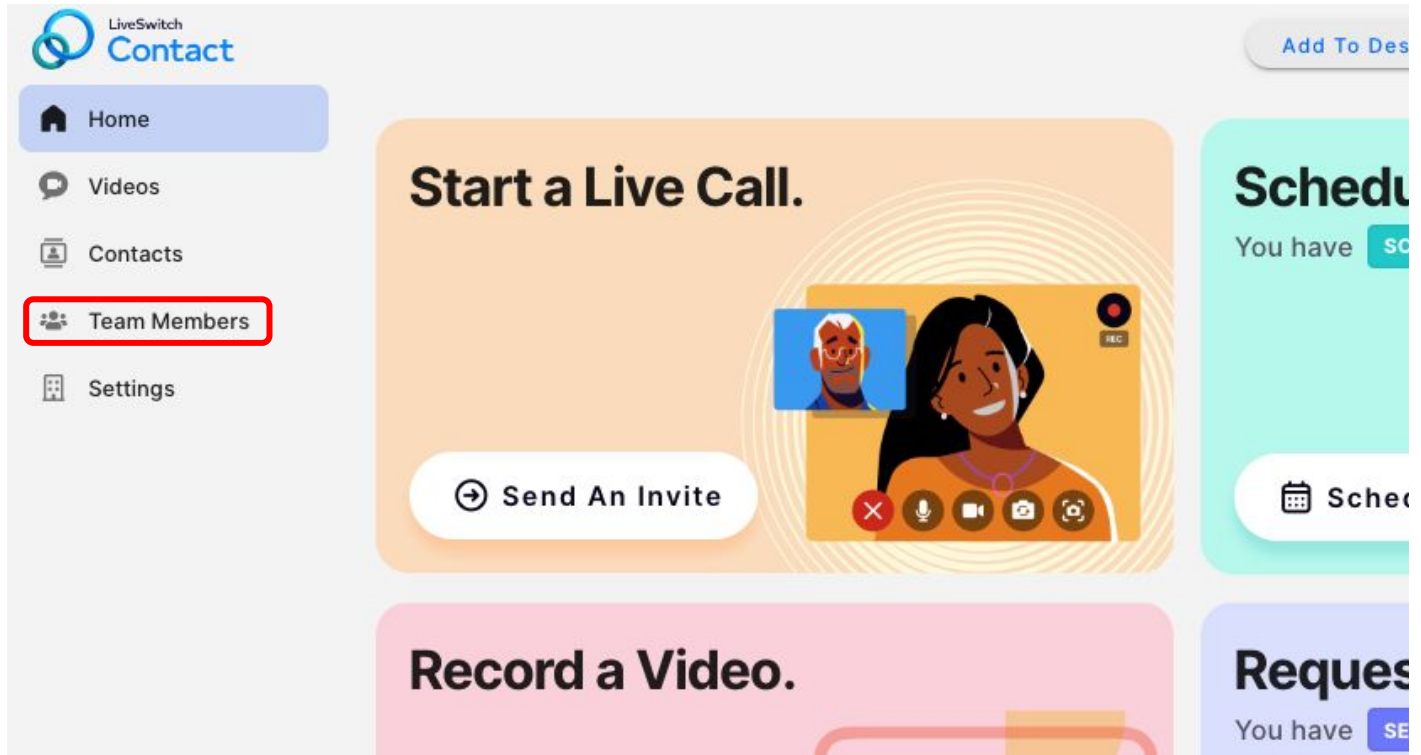


Naming

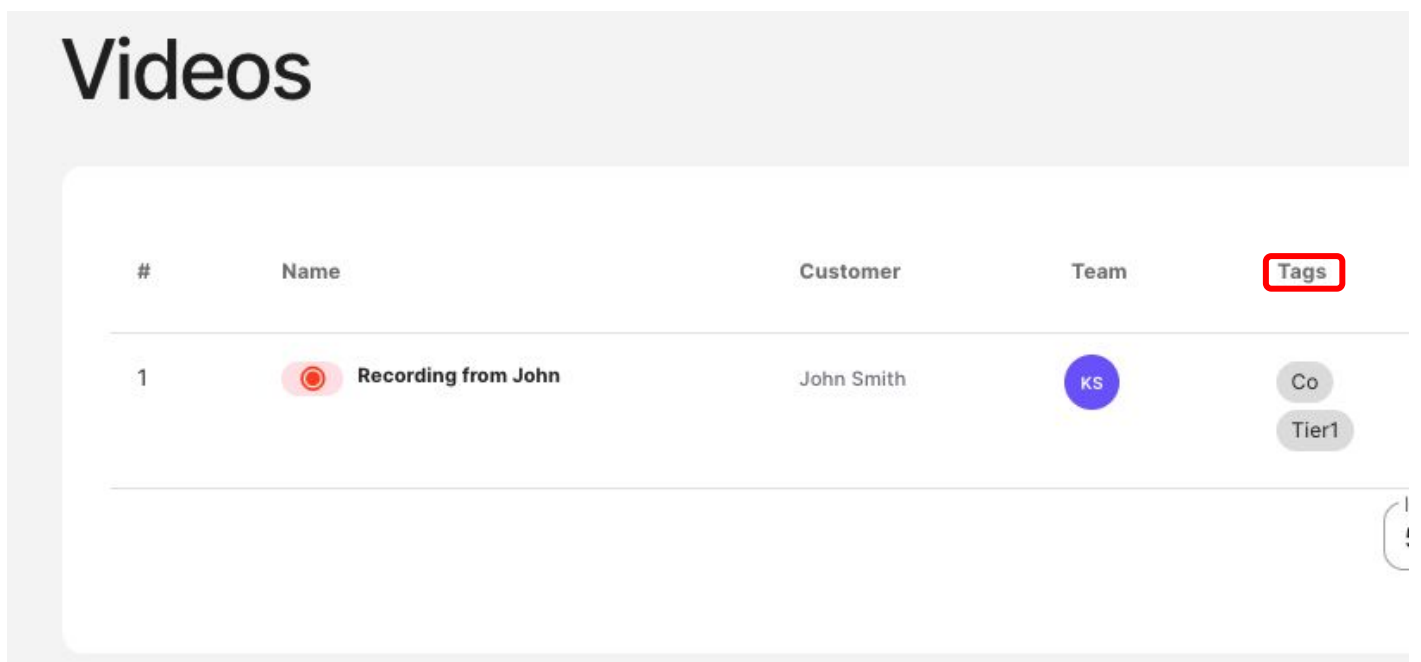
- "Conversations" has been renamed "Videos".



- "Team" has been renamed "Team Members."

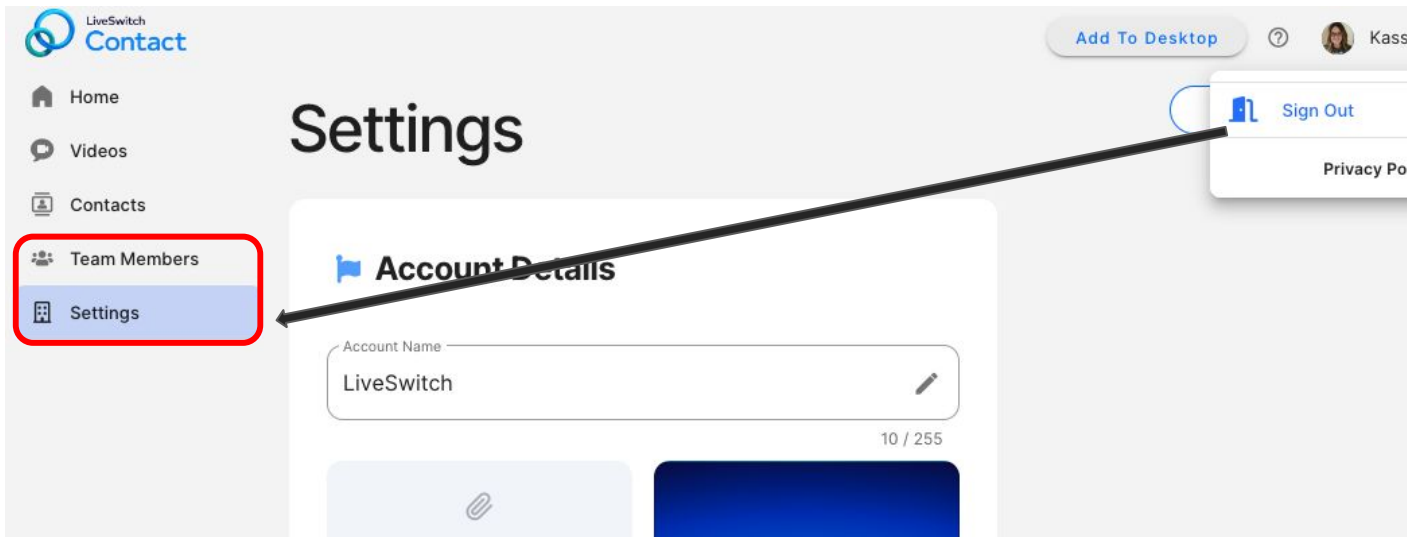


- "Labels" has been renamed "Tags".



Navigation

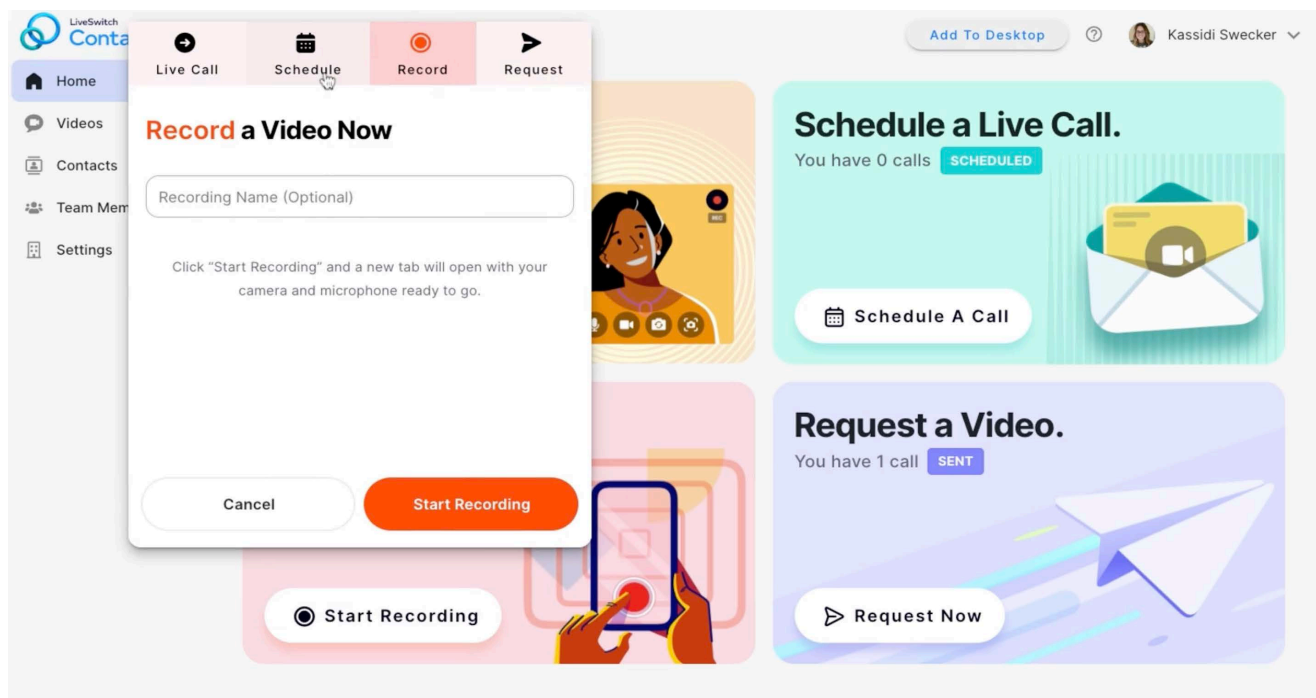
- "Settings" and "Team Members" access have been moved from the right dropdown menu to the main menu column on the left side of the dashboard.



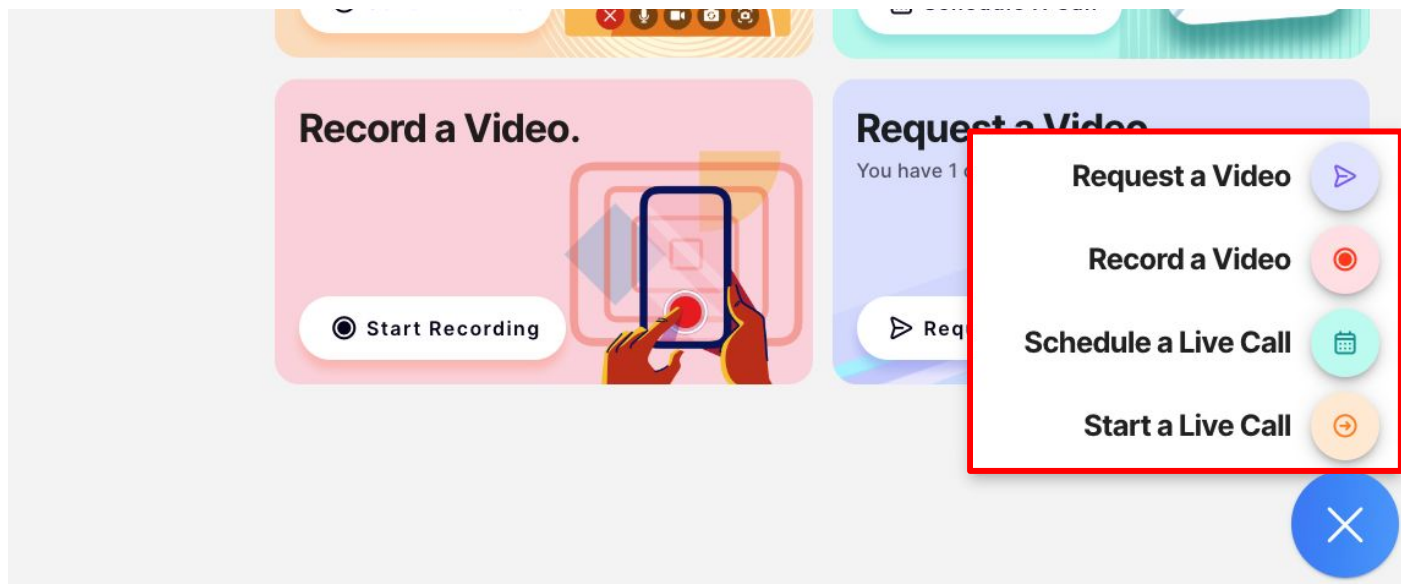
PAGE CHANGES

Home Screen

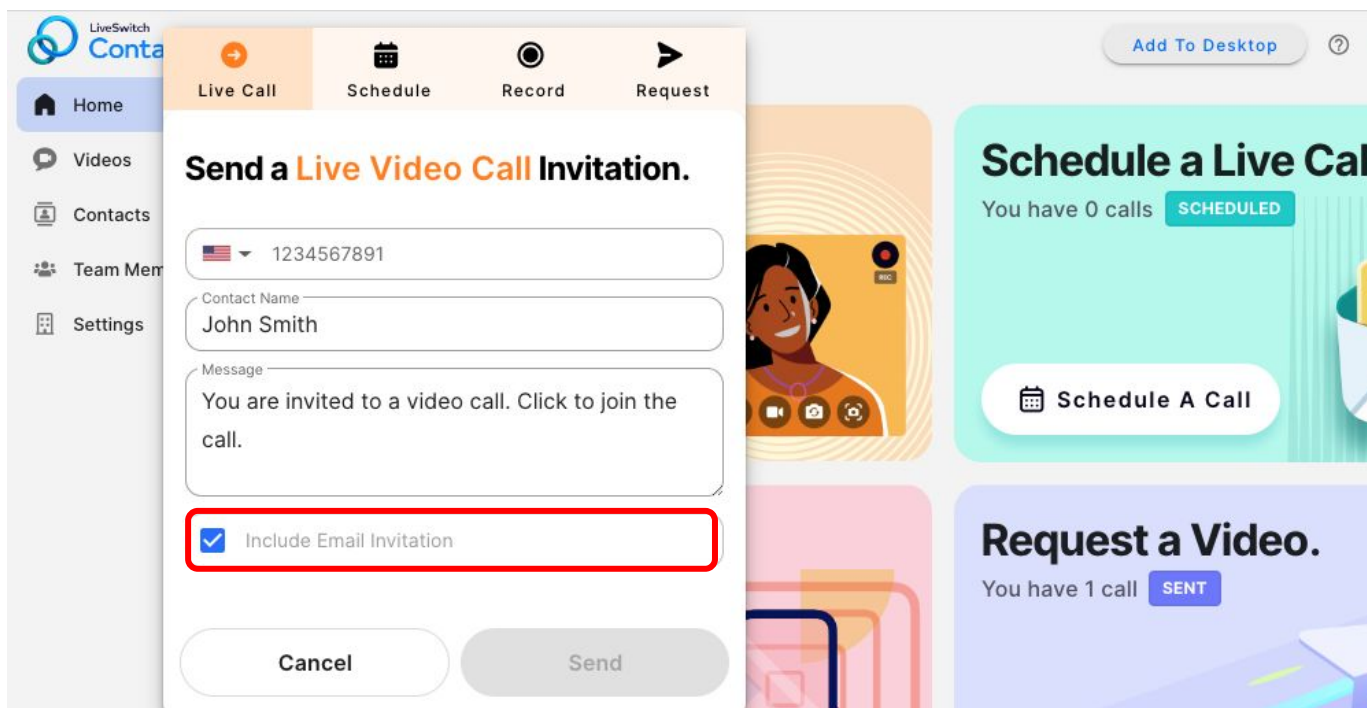
- Upon clicking an option on the home screen, a pop-up appears. There is now an option to toggle between options within the pop-up.



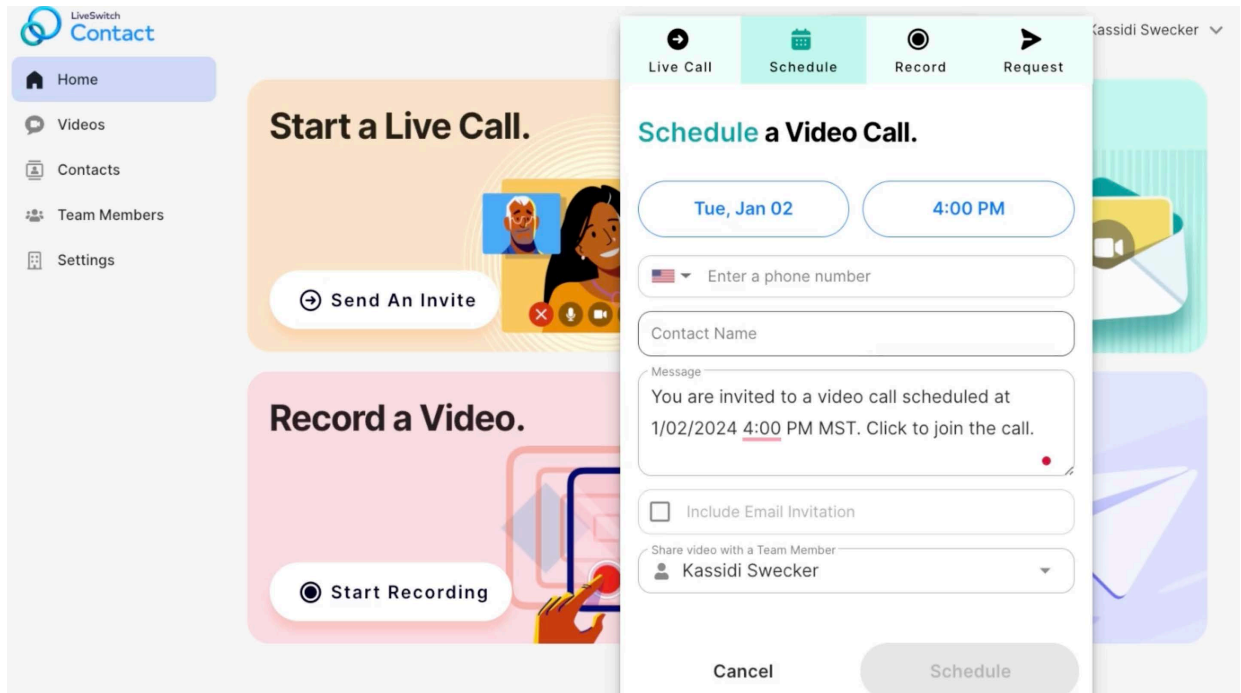
- New options have been added to the blue button in the bottom right corner of the screen. Upon clicking the button, "Request a Video", "Record a Video", "Schedule a Live Call", and "Start a Live Call" will all appear as options.



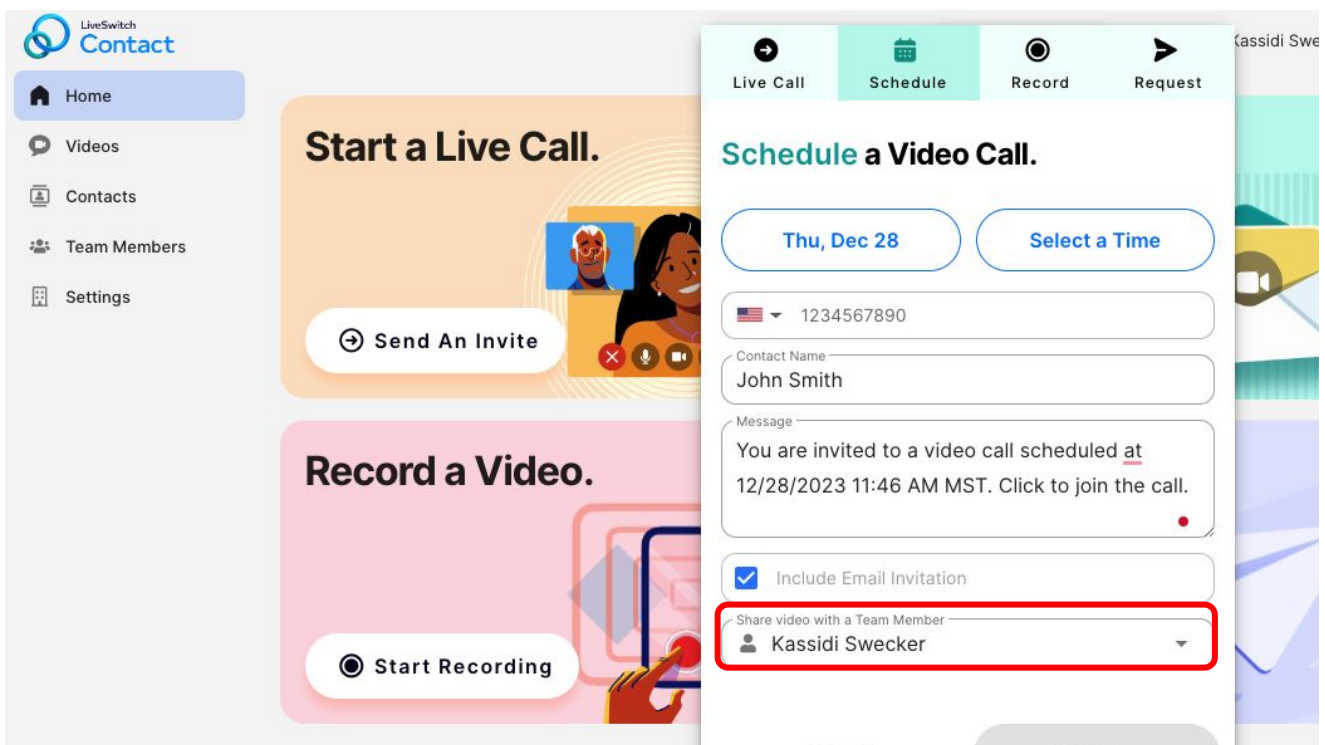
- All call types can be searched by contact name and phone number.
- There is an option to send video requests to an email address in addition to the required phone number.



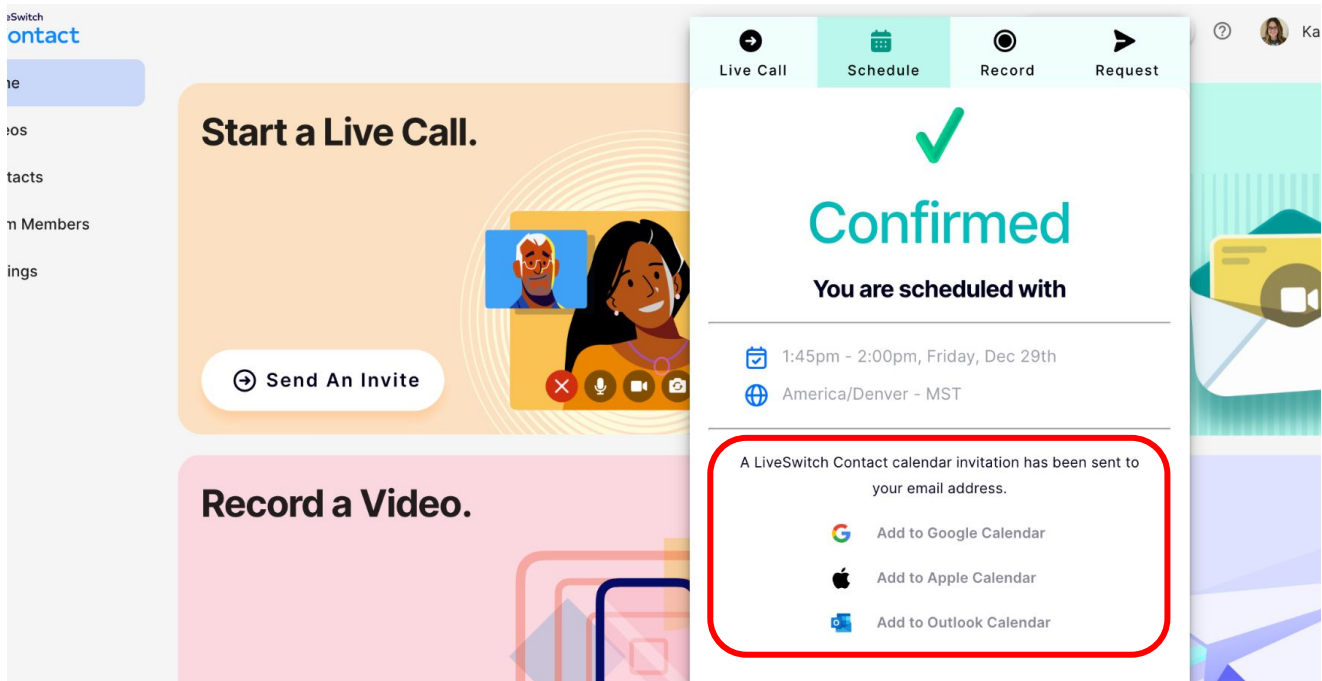
- The “Schedule a Live Call” option has been added to the home screen.
 - A date and time can be selected for a future call within the pop-up.



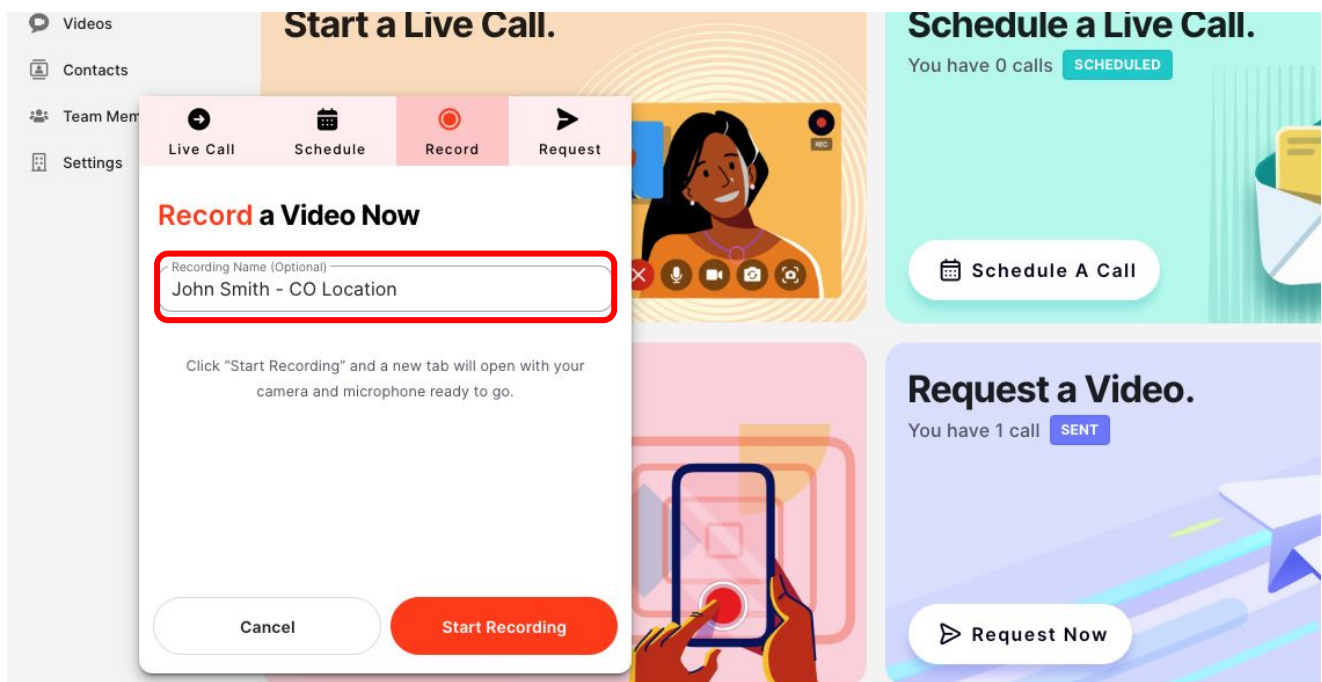
- The scheduled call can be shared with a team member by selecting their name in the “Share Video with Team Member” dropdown.



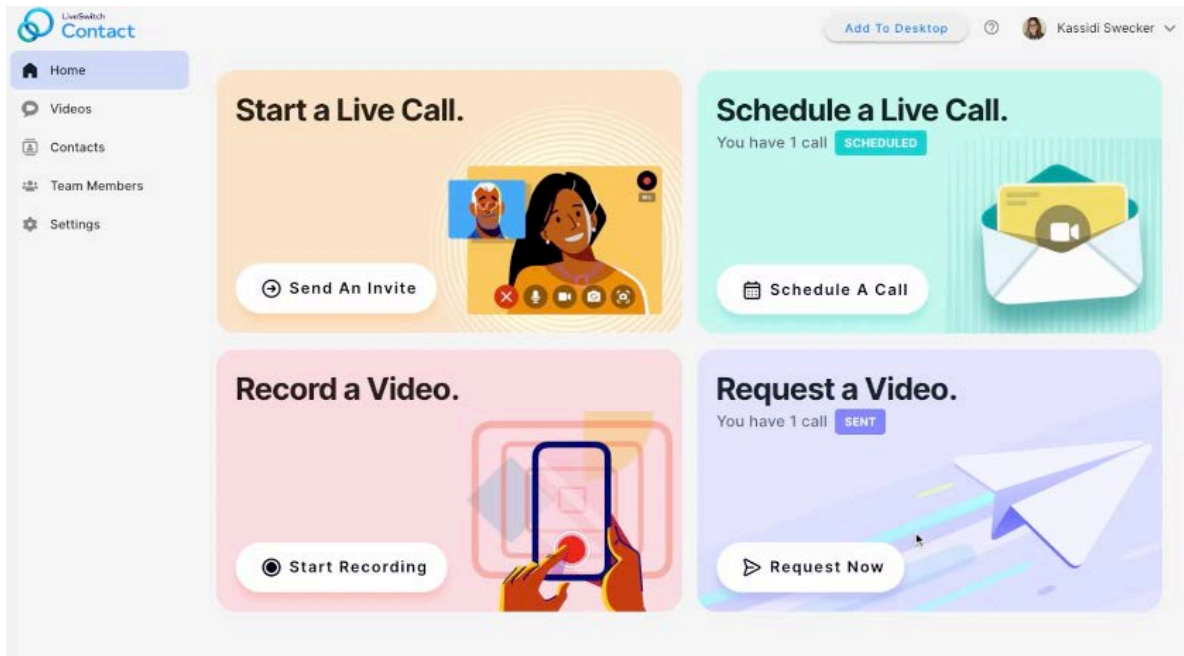
- On the Scheduled Calls confirmation page, the call can be added to Google, Outlook, and Apple calendars by selecting the desired option.



- Changes to the "Record a Video Now" option on the home screen.
 - Before starting a recorded video, the recording can be named for easy organization and future reference.

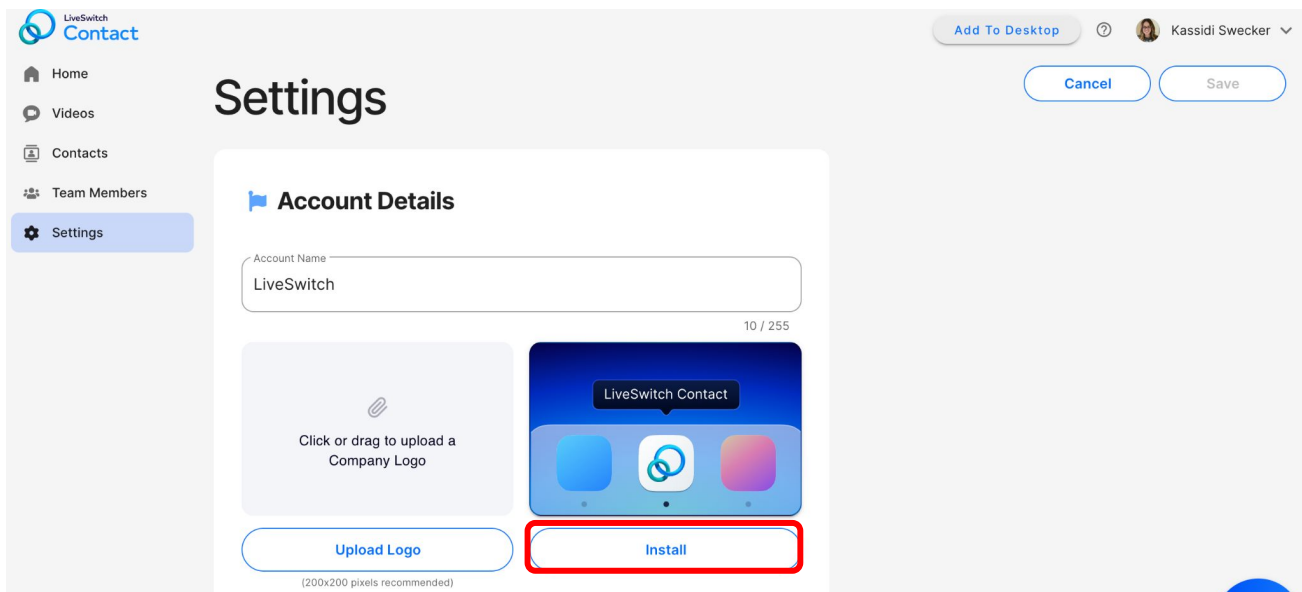


- Tracking has been added within the "Schedule a Live Call" and "Request a Video" options on the home screen.
 - Under the "Schedule a Live Call" and "Request a Video" options, the number of upcoming calls and outstanding requests that have not been completed will be displayed. If "Scheduled" or "Sent" is clicked, the list of calls will be filtered to just show scheduled calls or outstanding video requests.

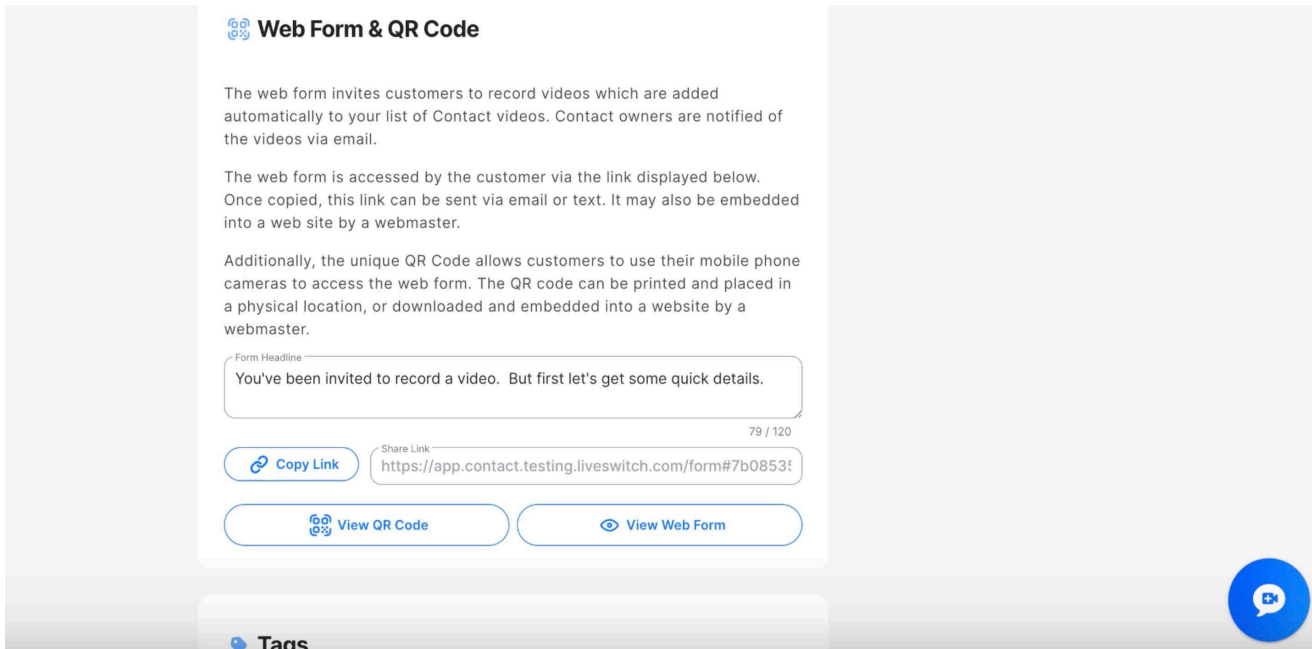


Settings Page

- There is an option to install a desktop icon for LiveSwitch Contact on the "Settings" page. This allows for quick navigation to the LiveSwitch Contact platform from the desktop of your device. Once installed, the button will disappear.

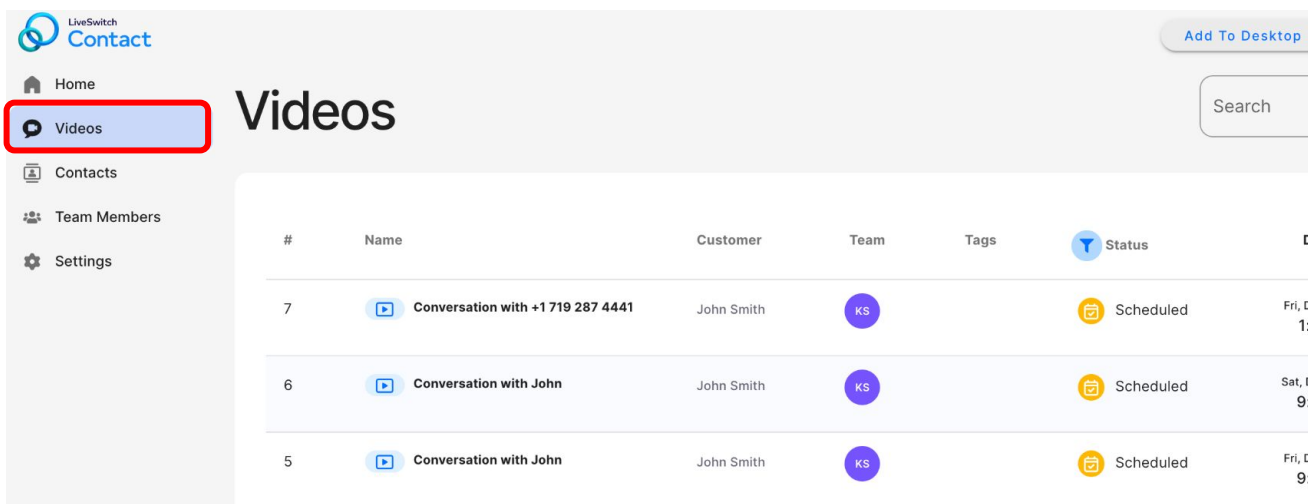


- “Self-Service Recording Link” has been renamed “Web Form & QR Code”.
 - A “View QR Code” button has been added. This is a unique QR code for your account and upon scanning, the web form will open. When the form is completed by a client, a unique recording link is created that can be used to record a video that will automatically upload to the video library. The QR code can be printed or downloaded.
 - A “Preview” button has been added to quickly preview the web form and the form can easily be shared by selecting “Copy Link”.









Videos Page (formerly Conversations)

- “Conversations” has been renamed “Videos” in the main menu column on the left side of the dashboard.







- Under the "Name" column, there are new icons that appear next to the name. The red beacon represents recordings and the blue video box represents video calls.

The screenshot shows the 'Videos' section of the LiveSwitch Contact interface. On the left is a navigation menu with 'Home', 'Videos', 'Contacts', 'Team Members', and 'Settings'. The main area displays a table with the following data:

#	Name	Customer	Team	Tags
2	 Conversation with John	John Smith		
1	 Recording from John	John Smith		 

- The "Labels" column has been renamed "Tags".

This close-up screenshot focuses on the table header and the first row. The 'Tags' column header is highlighted with a red box. The first row shows a red beacon icon next to the name 'Recording from John'.

#	Name	Customer	Team	Tags
1	 Recording from John	John Smith		 

- The "Started By" column has been replaced with "Team". A bubble with the initials of any assigned team member will appear instead of the team member's name.

The screenshot shows the LiveSwitch Contact interface. On the left is a navigation menu with 'Home', 'Videos', 'Contacts', 'Team Members', and 'Settings'. The main area is titled 'Videos' and contains a table with the following columns: '#', 'Name', 'Customer', 'Team', 'Tags', and 'Status'. Two rows are visible:

#	Name	Customer	Team	Tags	Status
7	Conversation with +1 719 287 4441	John Smith	KS		Scheduled
6	Conversation with John	John Smith	KS		Scheduled

- "Scheduled" has been added as an option in the "Status" column.

The screenshot shows the LiveSwitch interface with the 'Videos' section. The user 'Kassidi Swecker' is logged in. The table has columns: '#', 'Name', 'Customer', 'Team', 'Tags', 'Status', and 'Date'. Two rows are visible:

#	Name	Customer	Team	Tags	Status	Date
7	Conversation with +1 719 287 4441	John Smith	KS		Scheduled	Fri, Dec 29 2023 1:45 PM
6	Conversation with John	John Smith	KS		Scheduled	Sat, Dec 30 2023 9:00 AM

- In the "Date" column, the way dates are displayed has been reduced to limit screen clutter. For example, 1/4/2023 3:53 pm EST will now show as 2 days ago.

Videos

#	Name	Customer	Team	Tags	Status	Date ↓	
8	Recording from John Smith	John Smith	KS	Co Tier2 Urgent	Reviewed	2 hours ago	
7	Conversation with +1719 287 4441	John Smith	KS		Scheduled	4 days ago	
6	Conversation with John	John Smith	KS		Scheduled	3 days ago	
5	Conversation with John	John Smith	KS		Scheduled	4 days ago	
4	Conversation with John	John Smith	KS		Scheduled	4 days ago	
3	Conversation with John	John Smith	KS		Scheduled	4 days ago	

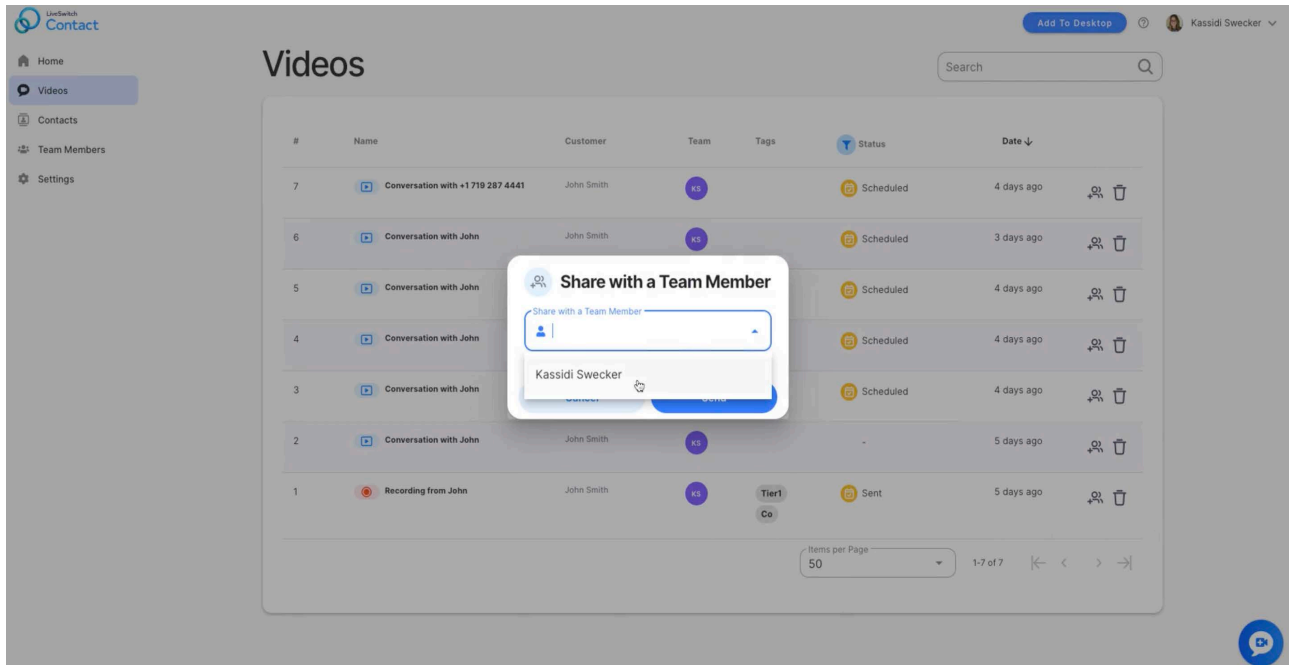
- A "Delete" option has been added in the last column of all video records to easily delete the record without having to open it first.

Add To Desktop ? Kassidi Swecker ▼

Videos

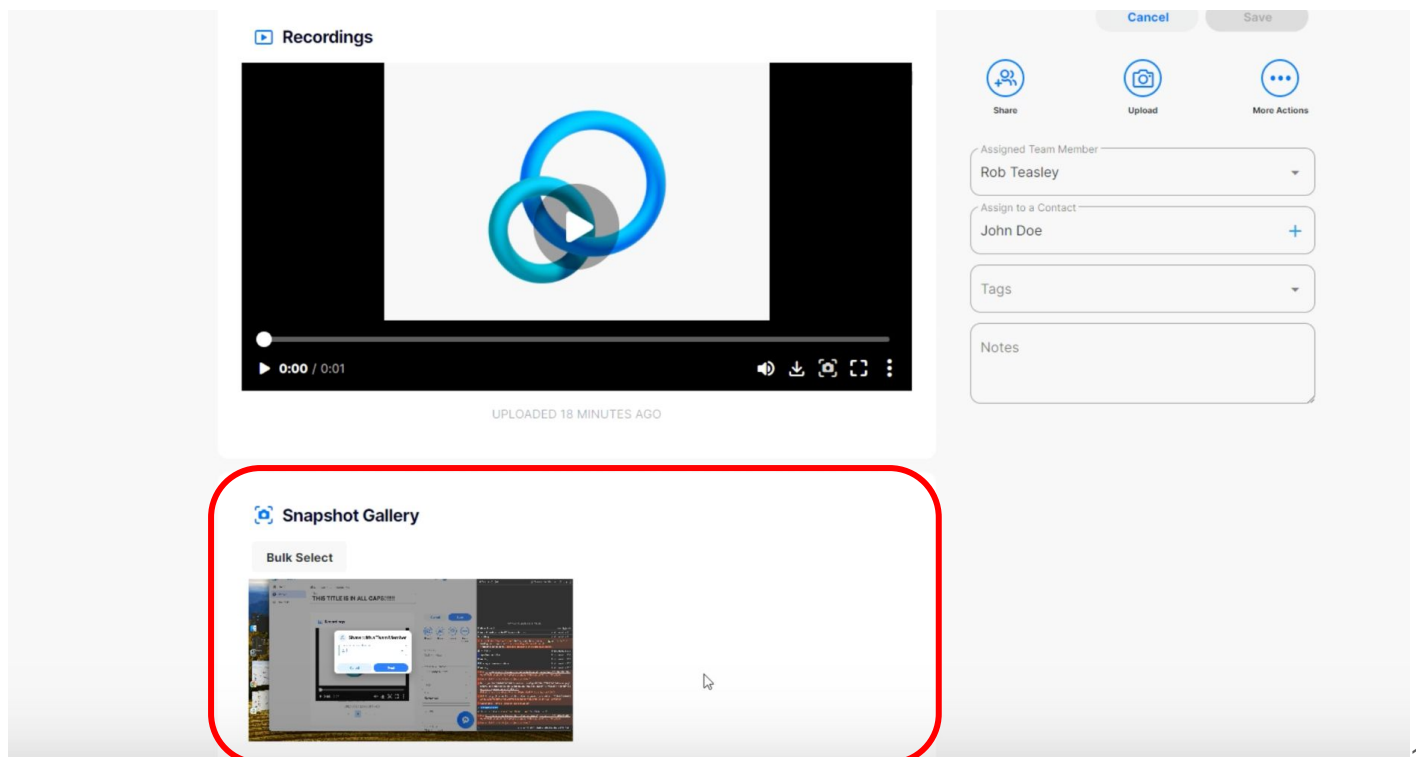
#	Name	Customer	Team	Tags	Status	Date ↓	
7	Conversation with +1719 287 4441	John Smith	KS		Scheduled	Fri, Dec 29 2023 1:45 PM	
6	Conversation with John	John Smith	KS		Scheduled	Sat, Dec 30 2023 9:00 AM	

- The live video call can be shared with a team member by selecting "Share" on the video record. It can also be shared with the new "Share" icon within the video details page.

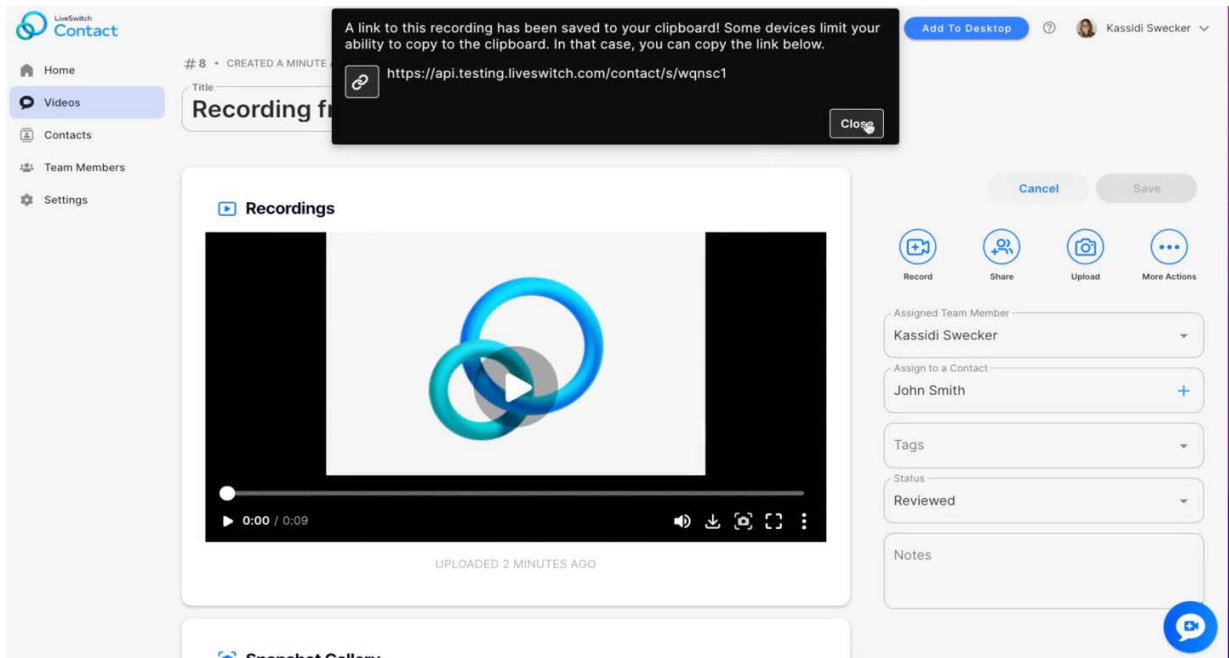


Video Details Page

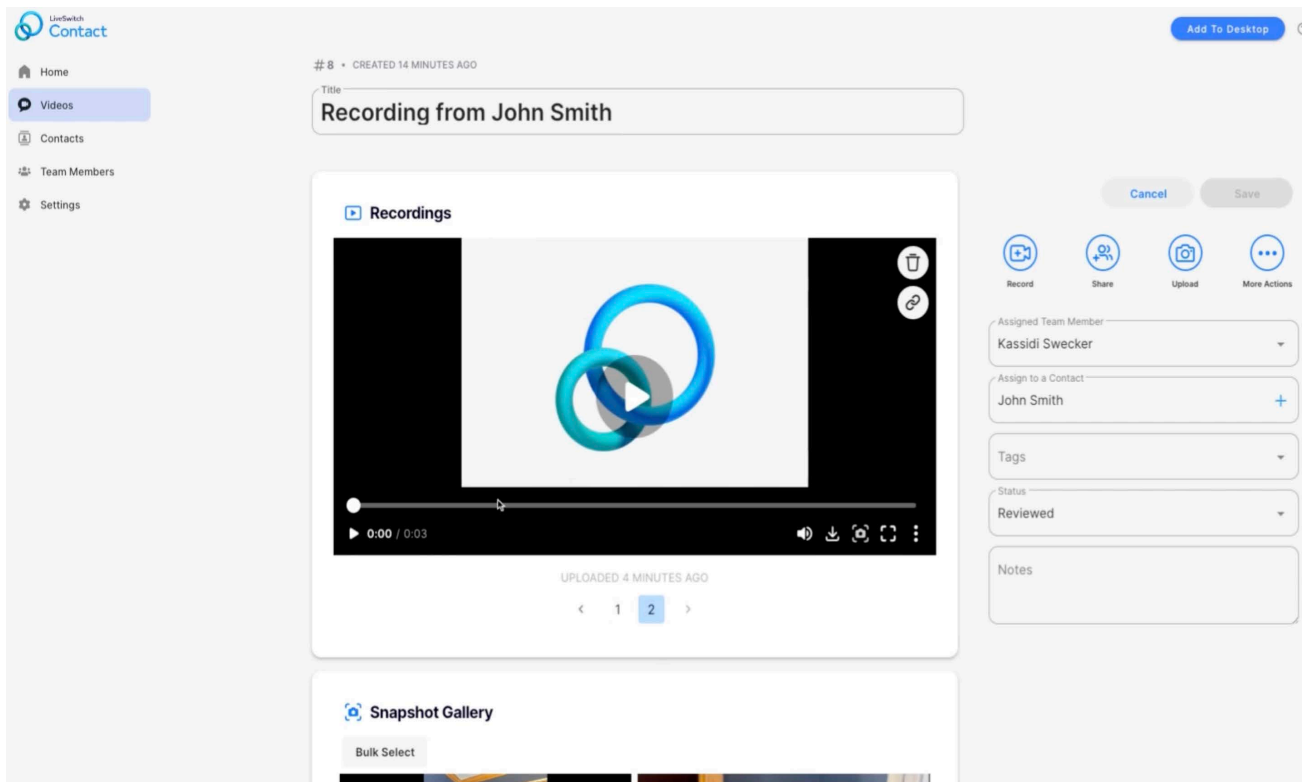
- The "Snapshot Gallery" has been moved from the right to the left side of the page.



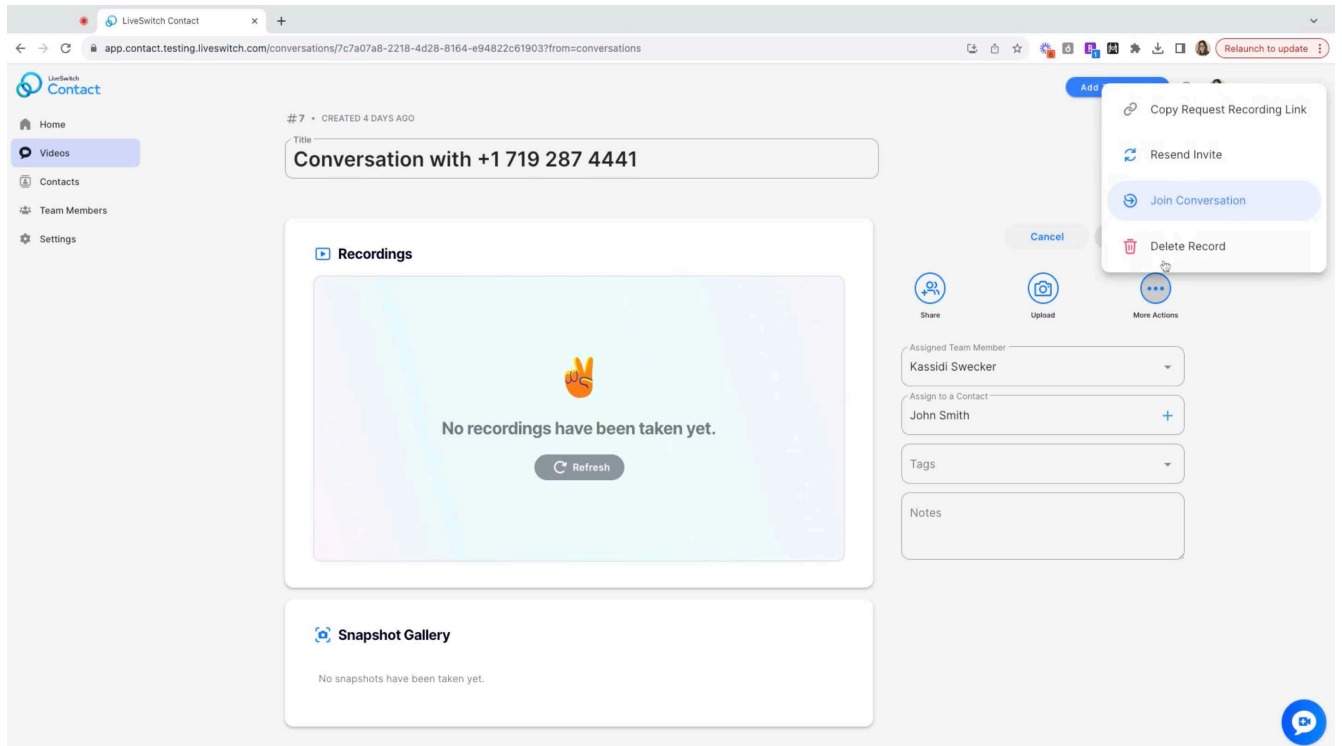
- The video player has been moved to the left side of the page. Upon hovering over the video, the "Copy Link" and "Delete" options are available.



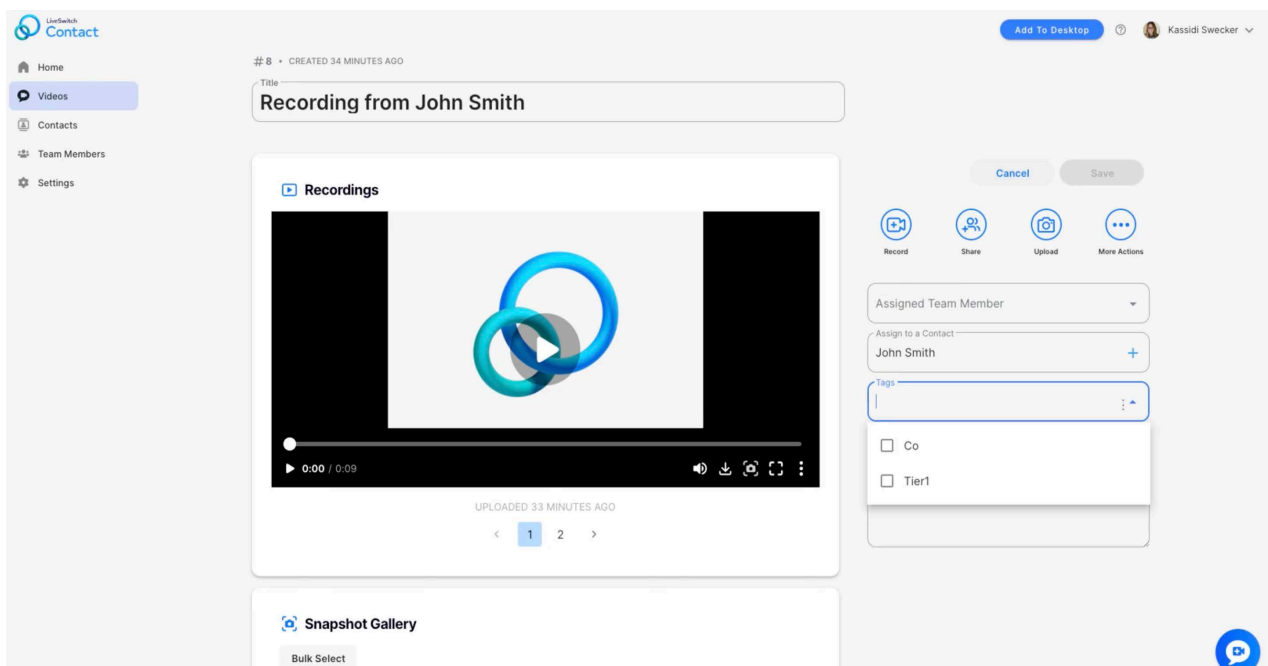
- To the right of the video player, there is a new control center.
 - For recordings, there is the option to record another video that will be added to the record as a second video. Live and scheduled calls will not see this icon.
 - Share the video.
 - Upload snapshots.



- More Actions
 - Copy the request link.
 - Resend the invite to the phone number or email originally used
 - Join or rejoin a live conversation.
 - Delete the record.



- Reassign the record to another team member, add tags, and input notes.



Customer Support

Our team is standing by to answer your questions and provide support. Contact us at any time over the phone or email.

T [1-888-379-6686](tel:1-888-379-6686)

E help@liveswitch.com

W www.liveswitch.com/contact-2.0-faqs