



Radish ChoiceView 'Voice with Visuals' for Cloud-Based Mobile Customer Support

Two-Way Visuals for Next-Generation Mobile Support

ChoiceView™ technology enhances customer support for mobile callers with instant, simultaneous two-way sharing of visuals while talking or chatting. ChoiceView allows live or automated agents to send ANY visuals while communicating with mobile callers on ANY network, ANY phone. Visual and voice data are joined securely during the transaction. Callers can save received visuals for later use, input text, and share photos or video clips with agents or Interactive Voice Response (IVR) systems. Enterprises can save transaction records.

ChoiceView components are compatible with existing enterprise, web, and network infrastructure:

- **Apps** for Apple and Android smart mobile devices
- **SDK** (software developers kit) to add ChoiceView to branded mobile apps
- **Live Agent** software for Windows-based contact centers or individual PC users
- **Visual IVR API** to visually enable cloud or premises IVRs from many vendors
- **'Click-to-Call-and-View' Widget** to launch ChoiceView from a mobile web site
- A Communications-as-a-Service (CaaS) cloud-based **Platform**.



"Wow, now I see what you're talking about!"™ transactions occur in real time. Callers see and save visuals for later use. Callers can send photos or video clips while talking/chatting with agents or IVRs. *If the mobile data call is dropped, it's automatically reconnected to the same agent or IVR port.*

With ChoiceView, callers are more engaged and understand information 6x better. Businesses improve the mobile experience, have more first-call resolutions, reduce operating costs, increase sales, and efficiently complete transactions. Use cases include customer sales and support, remote patient monitoring, and technical support.

ChoiceView FEATURES	ChoiceView BENEFITS
Enterprise INSTANTLY sends ANY visual data, in real time, to mobile users while talking/chatting. Visuals include photos, forms, coupons, menus, maps, graphics, documents, receipts, tickets, and video clips.	Enterprise improves caller satisfaction, increases first-call resolution, enhances productivity, and improves sales conversion rates. Visuals reduce transaction time and increase accuracy. Comprehension is increased by 6x.
Caller instantly sends photos or video clips from the mobile device while talking/chatting with agent/IVR.	Business uses visual information for better customer, remote patient, or technical support.
Caller SAVES visuals , such as receipts, coupons, tickets, diagrams, or instructions, for later use.	Business doesn't need to email or mail visual info and has a record of the visuals that were sent.
ChoiceView automatically delivers calling party information before agent/IVR answers; transfers to other agents and saves the transaction history.	Caller doesn't repeat information for greater efficiency; business has record of entire transaction.
ChoiceView automatically recovers dropped data sessions with same agent/IVR.	Increases call completions and customer satisfaction.
Cloud-based ChoiceView seamlessly works with existing networks and infrastructure.	No expenditures for new telephony or IT systems.

Try ChoiceView today! Contact us for demos or more information.

See demo videos at www.RadishSystems.com and download free SDK and REST API. Download free ChoiceView app from Apple App Store or Android Market.

