ChoiceView™ App

User's Guide for iOS

Contents

1 Quick Start Guide

Tap ChoiceView for a Whole New Way of Communicating by Phone

ChoiceView is an app that allows you to both talk, text, send pictures, and see visual information during a phone call you make to businesses for information or support, or during transactions such as making a purchase. The visual information is typically sent by a ChoiceView-enabled business in response to your inquiry and appears on the screen of your iPhone, iPod touch or iPad during the conversation. Receipt of information is done while communicating with an agent in a contact center or interacting with an Interactive Voice Response (IVR) system.

ChoiceView-enabled contact center agents and IVRs can send a variety of information, including account information, transaction status data, web pages, PDF files, spreadsheets, word processing documents, pictures, videos, maps, and diagrams. The type of information sent is limited only by the imagination of the business sending it. You can even receive specific information an agent has highlighted from any of these supported formats or applications the agent may have open. When receiving a web page, you will be able to further navigate the page received through the ChoiceView App as though you were navigating through your browser.

As a consumer, you have the ability to send pictures to an agent. This is most helpful in situations where a picture can aid you in showing what you are attempting to explain, such as damage claims for insurance purposes or troubleshooting in a technical support environment. Pictures can be taken immediately while you are on the phone or can get selected from stored pictures on your mobile device.

Mobile Devices Supported

You can use ChoiceView with the iPhone, iPad, and iPod touch. ChoiceView is available for worldwide use and supports multiple modes of operation with these devices. For example, ChoiceView could be used to send images to a VoIP enabled iPad located internationally.

Activating and Setting Up ChoiceView

1   Download the free ChoiceView App from the Apple App Store. You can find it by searching for 'ChoiceView' at the App Store or at http://itunes.apple.com/us/app/choiceview/id404719513?mt=8.

2   When you first open ChoiceView, you will see the *Settings* page. Enter and save your phone number and first and last names (name is optional, but preferred). ***Note:*** For iPhone, the phone number entered must match EXACTLY the number assigned to the iPhone by your phone service provider. Otherwise, ChoiceView will not function properly. You can double-check the phone number assigned to your iPhone by accessing Home > Settings > Phone > My Number.

3   For iPad and iPod touch users, once the ChoiceView app has been installed on that device, the application works with any phone including a landline, mobile phone, or VoIP phone (such as Skype). In this case, simply enter the phone number for the phone you will use when making a ChoiceView call on the *Settings* page. You can change this number any time you need to use a different phone.

4   Once you save your telephone information, a *ChoiceView Demonstration* page appears so you can try the app in a demonstration setting. To see ChoiceView in action, tap [ChoiceView DEMO]. This will close the ChoiceView App and dial a ChoiceView-enabled IVR. You will be instructed to stay on the call, press the Home button to return to the iOS device home screen, then tap the ChoiceView App and tap [START]. Just follow the voice prompts to engage in a ChoiceView interactive session. Tap any of the options for talking to Sales, Support, Corporate, or Other Inquiries to experience how your call gets transferred to someone who can continue the conversation and share additional visual information with you. *Note:* To access the ChoiceView Demo again, open the ChoiceView app and tap *Try Demo*. Alternatively, open the ChoiceView app and Tap *Settings > ChoiceView Demonstration > ChoiceView Demo > Call.*
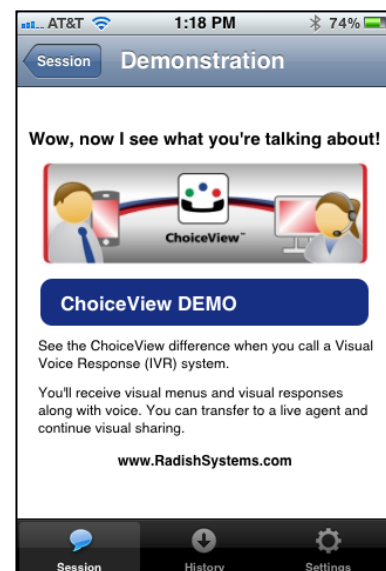
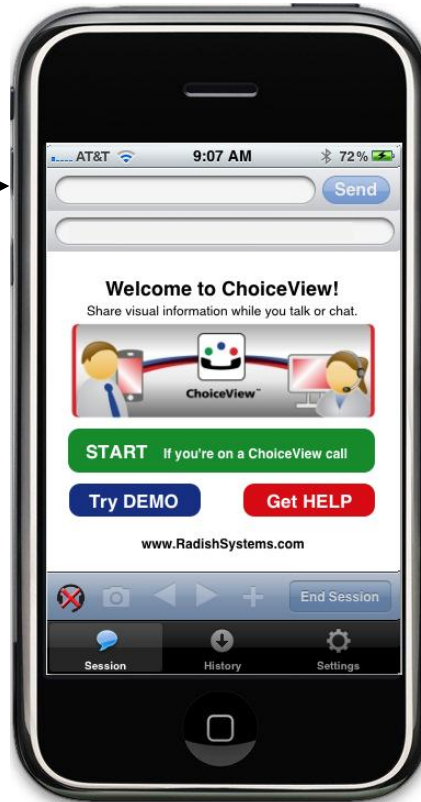## 2 Basics

ChoiceView at a Glance

Tap here to display the keyboard that allows you to write text messages to agent. Tap *Send* to send message.

See text messages received from agent or ChoiceView operation status messages.

This is the Session page. All visual information sent by the agent gets viewed in this area.
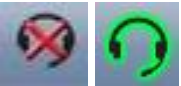
Connection Icon

End Session button

ChoiceView Buttons

Item/Buttons	What it Means
Send Chat Box (at top of page)	Allows you to type a text message to the agent. This is especially useful should you lose your telephone connection, as it allows you to continue your transaction without having to start over again by dialing back to the organization and speaking with a new agent. It is also useful when you have established a data connection/chat session only, Tap *Send* to send message.
Receive Chat Box (below Send Chat Box)	Used to receive messages from the agent. Sending and receiving text messages is useful when the voice connection gets dropped, when ChoiceView is accessed from a mobile web site as a data-only session, or when using a mobile device with a data connection, but without a phone connection. This box also displays the status of ChoiceView, such as "Waiting for Agent" or "Agent Connected," And "End Session."
Session Page - Center of Display	Initially says "Welcome to ChoiceView," this *Session* page is the area of display where you will see visual information sent to you by the agent.
START	Tap this button to initiate a ChoiceView session once you have established a phone call with an Interactive Voice Response system or agent.
Try DEMO	Allows you 24/7 access to an Interactive Voice Response system that is ChoiceView enabled. When you tap this button, you are taken to a "Demonstration" page. Tap the ChoiceView DEMO button, followed by tapping *Call*. When the IVR answers your call, you will be instructed to tap your *Home* button, reopen the ChoiceView app, and tap START. The IVR system will deliver visual menus and visual content that showcases ChoiceView capabilities. Tapping *Talk to Sales, Talk to Support,* or *Talk to Corporate* seamlessly transfers you to a representative who can share additional visual content.
Get HELP	Available 24/7, this establishes a ChoiceView chat session. Similar to online chat, not only can you chat with a Radish representative, we can also share visual content with you.
	This connection icon will automatically turn green when you establish a ChoiceView session. When this happens, the Receive Chat Box will read "Agent Connected." A red "X" connection status indicates no session has been established. A yellow connection status indicates that you have tapped

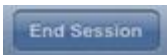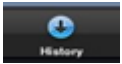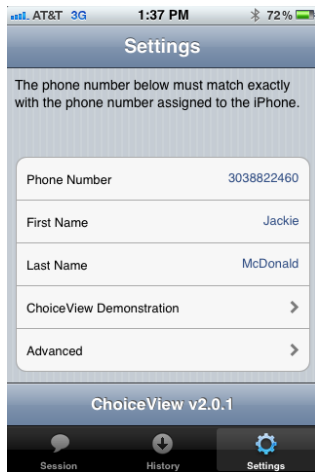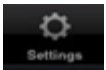|	
	the *Start* button and are waiting to get connected to an agent or IVR. When this happens, you will see a "Waiting for Agent" status.
	Allows you to instantly take and send a photo or video clip from your camera or send these items from the photo or camera library of your iOS device, all while speaking to an agent.
	During a session, these arrows allow you to move between pages of information sent by the IVR or agent. If you don't save these pages to *History* prior to ending your session, they will no longer be available for viewing.
	Tapping this button allows you to save the current information you are viewing into a *History* folder for later review.
	Tap to end a session at any time. Once ended, you will no longer be able to receive any visual information from the IVR or agent unless you establish another session.
	Pressing this takes you back to the iPhone Home page
	Used to review pages you saved during ChoiceView sessions. You can flick between saved pages in the *History* view. To see the full page, tap the page. You can further "pinch out" to enlarge the view. To return to the *History* view, tap the *History* Arrow in the upper left.
	Opens the *Settings* page and allows you to update your iPhone telephone number, along with your first and last names (names optional). If you have made any changes, tap the *Save* button. From this *Settings* screen, you can also activate the *ChoiceView Demonstration* page as shown on Page 3. You can exit *Settings* and return to the *Session* page at any time, without saving any changes, by tapping the *Session* button **Note***: For iPhone, your entered phone number must match EXACTLY the number assigned to the iPhone by your phone service provider. Otherwise, ChoiceView will not function properly. You can double check the phone number assigned to your iPhone by accessing Home > Settings > Phone > My Number. For iPad and iPod touch, ChoiceView works with any phone including a landline or other mobile phone, so simply enter the number for the phone you will use when making a ChoiceView call. **Note: Do not modify any *Advanced* settings unless instructed to do so by Radish personnel.**

History Pages at a Glance

Tap to delete this page
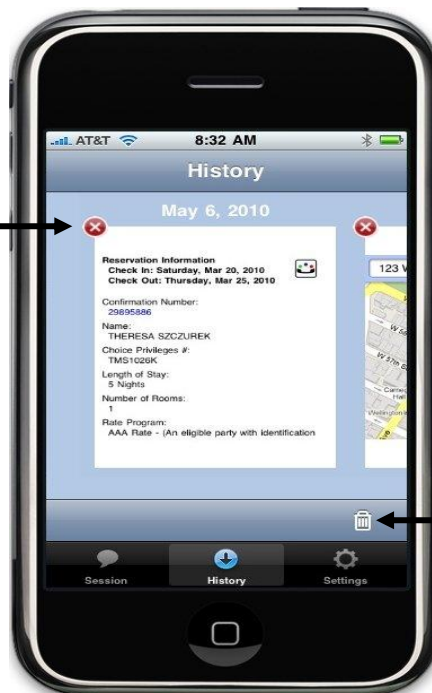
Tap the *Trash Can* icon to delete this page
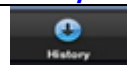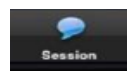
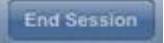| Item/Buttons	What it Means
History	This displays previously saved visual information. You can flick through multiple pages to review their content. To enlarge the display, double tap the page. From here, you can pinch out to further enlarge the display.
	Allows you to permanently delete the page you are viewing. You can also permanently delete a page by tapping the red 'X' in the upper left hand corner.
Session	Tapping this button allows you to return to your *Session* page view.

3 Using ChoiceView

Getting Started

ChoiceView sessions can be established with or without making a phone call. ChoiceView can be launched directly from the ChoiceView App or from a website link. See page 7 for more information about launching from a website link.

ChoiceView and a Phone Call

1 Tap the ChoiceView icon

2 The "Welcome to ChoiceView" *Session* page appears. Before tapping , be sure you're already on a call with a ChoiceView agent or IVR or that you've launched ChoiceView from a website link (see below).

3 Tap to begin your ChoiceView session. A "Waiting for Agent" message appears in the 2nd text box at the top of the page. Once connected the status message changes to "Agent Connected" and the headset icon in the lower bar turns to green. This is your indication the agent or IVR can now send visual information to your iOS device.

4 In certain situations, such as when your call gets dropped, you may find it useful to chat with the agent using text messaging. If you wish to do so, type your message in the top text box and tap the *Send* button. You will receive text message responses from the agent in the 2nd text box. The agent can also send visual content to you during the course of the chat session.

5 Save any information you've received from the agent you wish to retain by tapping the button. Tap "*Yes*" or "*No*" to save to your History folder.

6 When your conversation has ended and you wish to end your session, tap the button. You will be asked if you want to end the session. This is to avoid accidentally closing a live ChoiceView session. Tap "*Yes*" or "*No*". Once you have tapped "*Yes*", the text message "End Session" will be displayed in the Receive Chat Box and the Connection Icon will change to red. In all cases, and especially, when interacting with a ChoiceView-enabled IVR, be sure to end your phone call. For iPhone users, end your call by accessing Home>Phone>End.

7 You can review the information you received by tapping the *History* button and flicking through the saved pages.

8   When you're through using ChoiceView, you can close the app by pressing the device's Home button. ***Note:*** Be sure you have tapped the *End Session* button prior to returning to the home page.

## SendView - Using the Camera for Instant Photo and Video Sharing

With the SendView functionality within ChoiceView, you can easily send a photo or existing video clip from any iOS device. You can take real time pictures and send them immediately to the agent with whom you are speaking. Or you can send a photo or video clip that's already stored in your photo or camera library.

To take a picture and send it to an agent -

1. Tap [ ]. Select *Live Camera.* The camera app opens, where you can choose *Live Camera* to take a picture.
2. Tap *Use* to send what you've taken to the agent. Tap *Retake* if you would like to take your picture again. If you are sending a video clip from one of your camera libraries, you have the option to preview it prior to sending by tapping the ▶ button.
3. If you have taken a photo or video and have decided you no longer wish to send any of these items to the agent, tap *Retake* on the *Preview* screen followed by tapping the *Cancel* button from within the camera app.

To send a picture or video from your photo library or camera roll –

1. Tap [ ]. Select *Photo Library or Camera Roll.* The camera app opens, allowing you to preview existing thumbnails of photos and video clips.
2. Tap the item you wish to send to the agent. What you have selected will get sent immediately.
3. If you no longer wish to select and item from your camera roll or photo library, tap *Cancel.*
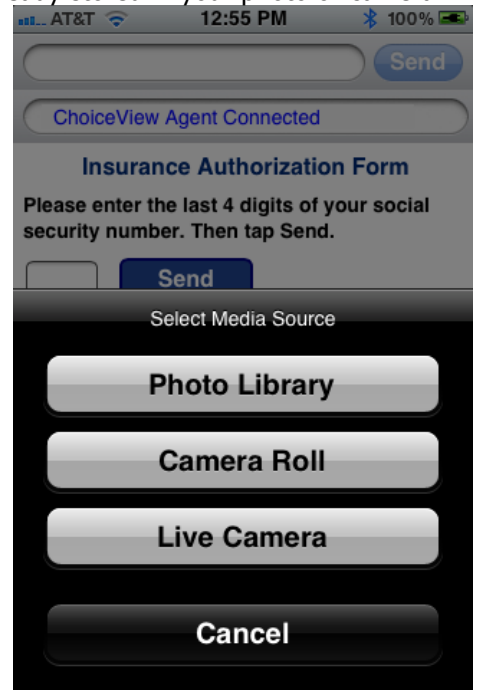
Using ChoiceView with a Separate Phone

It's easy to use ChoiceView with an iPad, iPod touch, and even an iPhone together with <u>any</u> other phone, whether it's a land line, mobile phone, or a VoIP phone app that's installed on your ChoiceView-enabled mobile device. In ChoiceView > Settings, enter the phone number you will be using for calling. After that, make your phone call. Return to the *Session* page and tap [START]. Visual information you receive from the agent or IVR is displayed in the ChoiceView *Session* page on your mobile device. ***Note:*** Should you use a different phone for your next ChoiceView session, be sure to change the phone number in the *Settings* page.

Launching ChoiceView from a Website Link

1   To sample this feature, access www.radishsystems.com/choiceview/user/favorites.html from the browser on your mobile device. Enter the phone number 3213092786 and Account RADISH and tap *Phone Call* from the menu selection that appears. The ChoiceView App will automatically open on your mobile device.
2   Tap *Start*. The ChoiceView App will close at this time to place a phone call to a ChoiceView agent.
3   Once the phone call has been placed, the ChoiceView app will automatically restart for you and ready to receive visual content while you speak on the phone.

Launching a Data-Only ChoiceView Session from a Website Link

1   To sample this feature, access www.radishsystems.com/choiceview/user/favorites.html from your mobile device enter the Account RADISH and tap *Text Message* from the menu selection that appears. The ChoiceView App will automatically start. Initially you will see a 'Waiting for Agent' message. Please wait, as you will get connected to an agent and will be able to communicate using the text messaging feature. Visual information can also be sent for you to review during your session with the agent.

Launching ChoiceView from Another App

If your company has its own iPhone, iPod touch, or iPad app, you can easily add the integrated voice and data capabilities of ChoiceView into your app through the use of the ChoiceView Software Developer's Kit (SDK). Please contact us at Info@RadishSystems.com or visit our web site for more information or to download the SDK.

Loss of Data or Telephone Connection

Depending on your physical location and other conditions, you can possibly lose data connectivity on your mobile device without losing the phone call. If you're engaged in a ChoiceView session during this time, you will still be able to speak with the agent or listen to the IVR, as the voice connection is not lost. If data connectivity is lost, you will receive a warning notification with a button for retrying. Once the data connection is restored on your mobile device, tap *Yes* to retry. If the retry successfully re-establishes the ChoiceView session within two minutes, you'll resume the session as before. Otherwise, a new ChoiceView session will be initiated and the contact center agent or IVR will do the rest.

Note: There may be times when you have what appears to be an adequate Wifi or 3G connection, yet you may receive the warning notification as above with loss of visual sharing. If you receive this message, always attempt to re-establish the ChoiceView session by tapping *Yes* to retry, as more often than not, data connectivity was temporarily impeded. After you have had three unsuccessful attempts to re-establish the ChoiceView session, no further attempts will be made by the App. In that case, try closing the ChoiceView App and restarting it. You might also try moving to a location that provides better receptivity.

There are times when your call may drop and you lose your voice connection to the contact center agent. When this happens, you don't have to hang up and call back to start over again. You can continue your transaction through the text messaging feature available in ChoiceView. The agent with whom you were speaking can continue to send you visual information so you can complete your transaction. In addtion, that same agent could call you back since they have your telephone number.

Ending a ChoiceView Session

Typically in a ChoiceView session, the contact center agent will end both the phone call and the data session at the appropriate time. In this case, the phone call will end automatically and the Connection icon in the ChoiceView App will change to red. At this point, you can exit ChoiceView by simply pressing the Home button.

You can also choose to end a ChoiceView session at any time from your side. Just tap the *End Session* button and confirm. The Connection icon will change to red. Then end the phone call as you normally would.

In ending a ChoiceView session, DO NOT simply press the Home button. This will abruptly stop the ChoiceView App. The ChoiceView system will believe that you've temporarily lost data connectivity from your mobile device. If you open ChoiceView again within the next two minutes and tap *Start*, the ChoiceView system automatically will re-establish a data connection to the ChoiceView-enabled contact center from your most recent session.

4 Learning More, Service and Support

There's more information about using ChoiceView on the web.

The following table describes where to get the latest information on ChoiceView and service information.

To Learn About	Do This
ChoiceView Service & Support	Go to http://www.radishsystems.com/support or tap **Get HELP** from your ChoiceView app
The latest about ChoiceView	Go to http://www.radishsystems.com
ChoiceView Demonstration	Tap **Try DEMO** . Or you can open ChoiceView on your iOS device, tap *Settings*, tap *ChoiceView Demonstration*, tap **Try DEMO**
Cannot connect with Agent or IVR system	Make sure your telephone number is entered correctly on the *Settings* page and that the business you are calling is ChoiceView enabled.