MediaCast® Video Presence

"Get Personal"

MediaCast Video Presence adds intelligent video call routing to interactive digital signage solutions enabling live 2-way video conversations when and where they are needed most.

MediaCast Video Presence revolutionizes customer service and support with intelligent video call routing and live 2-way, face-to-face video conversations between customers and remote agents.

MediaCast Video Presence

MediaCast Video Presence extends the capabilities of interactive digital signage by enabling a customer to have a live, 2-way face-to-face conversation with a remote expert. Delivering the world's first intelligent, cloud-based video call routing solution, MediaCast Video Presence delivers a truly unique and innovative level of personal interaction.

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- Live, 2-way , Face-to-Face Video Telepresence – provides highest level of service and support with a personal touch
- Intelligent Video Call Routing - connect customers to the right expert based on viewer interactions and on-screen selections
- Extensible Agent "Hunt Groups"– assign agents to defined "hunt groups" logically mapped to characteristics such as product expertise, language, or specific offerings
- Cloud-based Software as a Service (SaaS) solution – no software to configure, highly secure, scales as needs grow
- Flexible Agent Control – agents can go "off line," place video calls hold, and transfer video calls to other agents
- Agent Call Analytics – log files capture call time, duration, and other characteristics such as most popular customer selections
- Integrated with MediaCast CMS (Content Management System) - for content and playlist delivery and management
- Monitoring, Alerts and Reports – complete log files and reports on media assets played, or customer interaction "touch points," via CMS
- Works with MediaCast Video Presence-certified Players and CMS systems

MEDIATILE ADVANTAGES

- **PERSONAL, RELEVANT & ENGAGING:** With our MediaCast *personal advantage* you can create and deliver a highly engaging and relevant experience for your viewers. Improve your communication effectiveness and achieve your ROI/ROO goals in record time with record results.

- **EASY TO USE:** Our cloud-based MediaCast Systems give you complete, secure and scalable control right from your web browser. Easily create or access internet content then schedule the right playlists to the right place and time all remotely through the cloud.

- **SIMPLE TO DEPLOY:** Our cloud-connected media players, all-in-one displays and kiosks make deploying and operating a network amazingly simple, flexible and secure. With 3G/4G cellular *just add power*™, or connect to on-site LAN or Wi-Fi.

DIGIAWARDS 1ST PLACE Digital Signage magazine 2012

First Place CTIA Emerging Technology Awards

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powered by mediacast®

mediatile® 'get personal' with mediacast®

MediaCast Video Presence Functions (partial specification)

	Standard / (O)ptional
Intelligent Video Call Routing	
Live 2-Way, Face-To-Face Video Support	✓
Video Call Routing based on Viewer's On-Screen Interactions	✓
Video Call Routing based on Customer-Defined Hunt Groups	✓
Video Call Routing based on "Available" Agents	✓
Video Call Routing based on "Display" or "Groups of Displays"	✓
Video Call Routing based on Active "Content" or "Playlist"	✓
Remote Agent (Attendant) Functions	
Video Call Routing (to Agent)	✓
Agent Call Forwarding (Pooling)	✓
Video Call Hold	✓
Video Call Transfer	✓
Take Agent Off-Line	✓
Take Agent Groups Off-Line	✓
Agent Control of Display Zone(s) – Via CMS	✓
Remote Agent Administration	
Create Agents	✓
Suspend Agents	✓
Remove Agents	✓
Define Agent "Hunt Groups"	✓
Live Monitoring of Agent Activity	✓
Monitoring / Reporting	
Call Time	✓
Call Duration	✓
Agent Routing History	✓
Agent "Availability" History	✓
Agent "On-Call" History	✓
Agent Hardware Platform	
Web-browser with support for Flash	✓
Min 2Mbps UP/DOWN Network	✓
High-Definition Camera	✓
Headphones/Mic	✓
Agent Application is Cloud-Based	✓
Display Hardware / Media Player	
MediaCast Video Presence-Certified Hardware Only	✓
MediaCast Video Presence-Certified Player Software	✓
HumanKiosk (HDRP) Hardware Designed Reference Platform	O
Content Management System	
Integrated with MediaCast Content Management System	✓
Support for other CMS through SDK*	O

*additional setup or services required

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