

Share Visual Information during a Phone Call

With the ChoiceView App, users see visuals sent by a ChoiceView-enabled live or automated agent. While viewing the information, customers, field technicians, and other stakeholders talk and/or chat with the agent to quickly complete a session. Callers also send photos, video clips, forms, and text messages back.



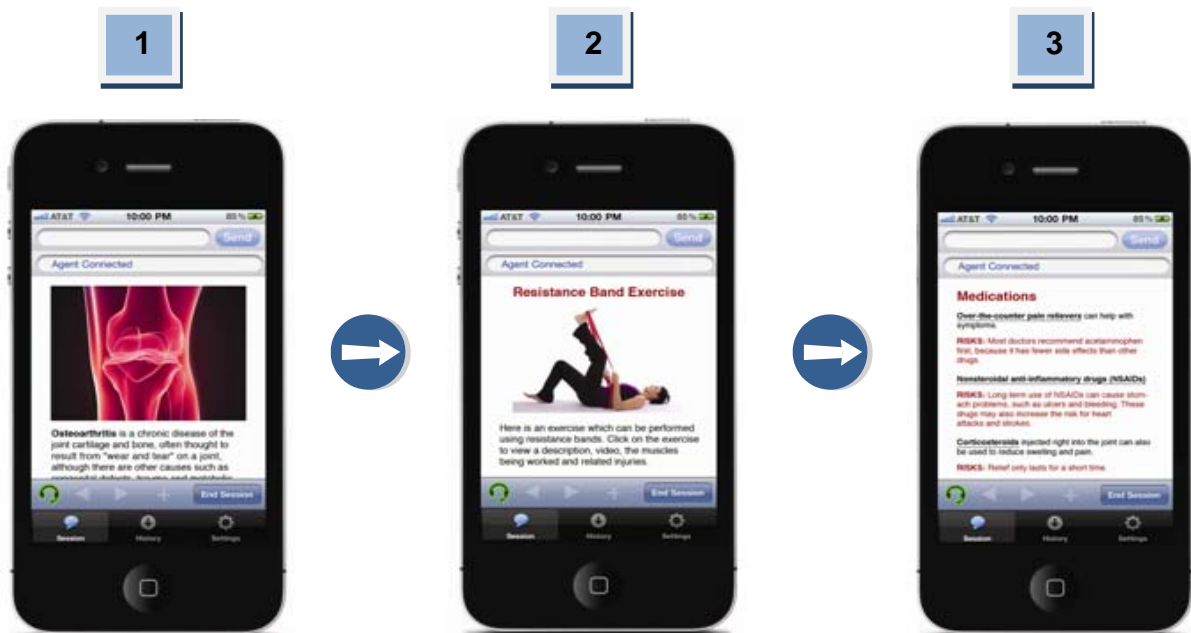
Users participate in the call while viewing menus, diagrams, maps, photos, videos, or just about any visual sent by an agent or Interactive Voice Response (IVR) system.

Studies published in *Brain Rules* show that both seeing and hearing information improves problem solving and recall by more than 600 percent over just hearing it!

"Sharing visual information during a voice call greatly enhances learning, understanding, and memory. With ChoiceView, you will achieve communication and learning objectives in less time with greater impact." Steven Peskin, MD, FACP, EVP and Chief Medical Officer, Horizon Healthcare

"One picture is worth a thousand words"

When you see and hear information at the same time, transactions are easier, faster, and more rewarding. For example, an employee calls his employer's ChoiceView-enabled contracted nurse about continued knee pain that keeps him from going to work. The nurse sends and explains 1. his condition as osteoarthritis, 2. exercises he should do at home, and 3. previously-prescribed meds he should take. He saves the visuals by tapping '+' on the ChoiceView screen. Later, he presses the 'History' button to view them again.



By both talking about and seeing the information via his easily accessible smartphone, the employee quickly understands his condition and its remedies. He also receives the encouragement to adhere to the prescribed regimen. He does the exercises, takes the medications, and is quickly back to work. The employer is satisfied with reduced absenteeism and improved productivity.



ChoiceView™

ChoiceView App

Save Time and Increase Conversion Rates

Smart device users often either abandon mobile web sessions altogether or need assistance with completing a transaction. By clicking the ChoiceView link on the website, the user's previous browsing history is captured and provided to an agent. The agent can intelligently answer the call without having the user repeat themselves or start over from scratch. By quickly providing helpful visual information, the transaction can get closed out quickly, resulting in a sale and a customer that may have been lost.



While viewing a mobile website catalog, a public relations firm account manager has settled on a flower arrangement to congratulate a client on recent media coverage. She finds entering credit card information on her phone to be cumbersome. She taps the ChoiceView link and is immediately connected to a representative who reviews the current order information.

Using ChoiceView, the agent suggests and shows the caller different arrangements and complimentary products. As a result, the customer selects an upgraded package. The rep closes out the sale and sends a purchase confirmation, which the customer saves in History.

The account manager is pleased with her purchase, the client is delighted with the gift, the flower company captured a sale it may have lost, and the entire transaction took mere minutes to complete. Expect another order from this happy customer!



Key Features*	Significant Benefits
Visual information during phone call. User immediately sees visual data displayed on smart device or browser display sent by live or automated agent during voice and/or chat session.	Faster transactions. Increased understanding and satisfaction when user sees diagrams, order status, photos, maps, procedures, videos, visual IVR menus, etc. while talking or chatting.
Data entry. User can enter complex or sensitive data on a form sent by the agent, rather than speaking it back.	Improved privacy and accuracy from alternative means to transfer information back to the agent. Sensitive info will not be overheard.
Phone or website launch. User makes normal phone call using Favorites, Contacts, or Keypad or taps ChoiceView link on a mobile website, with or without a phone call.	Flexibility. User has convenient ways to connect with ChoiceView-enabled organizations. Fewer abandonments and more completed transactions when user has easy way to get additional information.
Phone integration with mobile devices and computers. User can talk on any phone while viewing visual information on smartphone, tablet, laptop, or desktop. Supports all phones, all networks.	Expanded power and capability of mobile device or browser with a call from any phone. User can participate in true integrated voice/data transactions.
History. User taps '+' to store visual data and retrieves it by pressing 'History.' Data is saved until user deletes it.	Improved efficiency through easily accessible received data. No need to write anything down. User can retrieve information for reference.
Data session recovery. If data session is dropped, ChoiceView automatically reinstates connection.	More transactions completed quickly when calls are reconnected. Less frustration because user doesn't need to repeat information.
Intelligent call answer. When launched from a mobile website, context history from web session is provided to agent before answer.	Less time, no repeating. Agent knows exactly how to deal with the incoming call resulting in improved user and agent satisfaction.
SendView. End user can send photos, video clips, forms, and text messages directly to agent and/or IVR.	Improves understanding and comprehension. Saves time and increases accuracy.
Web App provides browser implementation. Launched via link in text or email, from bookmark, or manually from spoken URL (or web address). Supports http or https operation and viewing of commonly used files, not just html.	Saves time. No need to download mobile app. Expands reach to all callers with a browser, not just mobile device users. Easily branded for organizations.

* Not all features are available on Web App.

Get the ChoiceView App NOW for free!

- Mobile App is available at the Apple App Store or Android Play.
- Distribute ChoiceView Mobile App via an Apple Enterprise license directly to your users or license the ChoiceView Software Developers Kit (SDK) to make your organization's iOS mobile app ChoiceView-enabled.
- Web App works with browsers. (No need to download anything, just stay on call & go to specified website.)

System Requirements: ChoiceView Mobile App runs on an OS or Android smartphone or tablet with an Internet connection and works for transactions with all ChoiceView-enabled organizations. ChoiceView Web App allows any caller with a browser and an Internet connection on a smartphone, tablet, laptop, or desktop to view visuals during transactions with all ChoiceView-enabled organizations.

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