

PRODUCT BRIEF

# StreamCore®

Remote visual assistance

StreamCore is an **interactive video tool** that allows companies to quickly see and solve support inquiries remotely – accelerating diagnosis and resolution times, including:

## No App Download

Send an SMS with the invite link to start the Stream call. No app download is required, so your customers can quickly get started.

## AR-Enabled Annotation tools

Identify, document, and visually guide your customer's needs quickly and clearly using our laser pointer and mark-up tools powered by augmented reality.

## OCR Model & Serial Number Capture

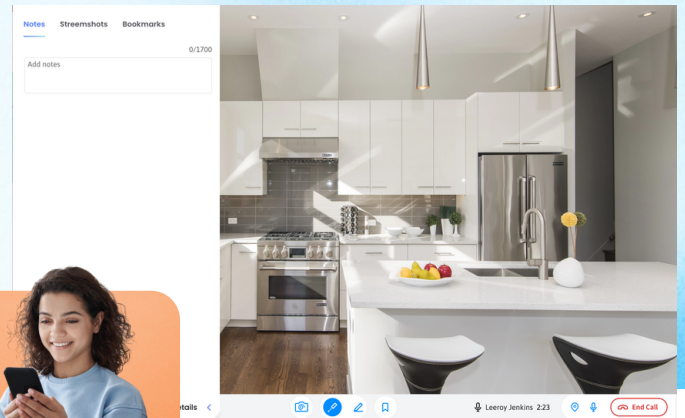
Record any model or serial number with a StreamShot® photo and built-in StreamVision® AI.

## Cloud-hosted archive

GPS location, high-resolution photos, videos, and all customer data are captured in one easy-to-access place. Secure and efficient cloud storage gives your team easy access to call recordings, captured data, and more.

## Integrate into existing workflows

Stream quickly connects to your CRM or customer contact tool, adding interactive video to your existing workflows. Maximize your customization with Stream® SDKs, API, and custom integration options.



## Meet

**Communicate with your customers** on their terms. Start a video call on any channel or device by simply sending a link – no account creation or app download required.

## See

**Accelerate diagnosis** to save time and eliminate jargon or language barriers. See what your customer sees – to eliminate lengthy explanations and misunderstandings.

## Connect

**Unleash the power of your team** with secure data sharing – capture key details (part and model numbers) for easy sharing with other team members or for further follow-up.

# Find a plan right for you:

## FEATURE SHEET



### Pro

All you need to get started:

No App Download	App-free so your customers can quickly get started with the SMS invite link.
Stroom Calls & Video Chat	Stroom call includes video via the expert and customer cameras. The customer camera defaults to front-facing.
Stroom Recordings	Access full-length cloud-hosted video recording of your Stroom calls via the call details page. Archive retention varies by pricing plan.
AR-enabled Annotation Tools	Identify, document, and visually guide your customer's needs quickly and clearly using our laser pointer and marker tools powered by augmented reality.
StroomShot® Photos	Take full-res photos using our smart algorithm to extract key details automatically. Edit and annotate the StroomShot post-call to add context.
OCR Model & Serial Number Capture	Record any model or serial number with a StroomShot® photo and built-in StroomVision® AI.
Bookmarks	Flag key moments and details during a Stroom video call without interruption. Revisit and edit those critical events in the recorded video post-call for quick and easy review.
Call Disposition	Record the results of each Stroom call to document outcomes or identify any follow-up actions – customizable to your workflows.
Reports	Access on-demand data of your team's Stroom usage. Make proactive, informed decisions to enhance team performance based on historical data.
Online Support	Find education and support through our community forum and online resources.



### Business

For mid-size teams. Everything you get with Pro, plus:

Geo Location Capture	Get real-time geo-location and the address of your customers.
Share Links	Use anonymous share links for sharing of view-only call details to non-Stroom active account users such as partners or customers.
Post-Stroom Redirect URL	Customize where your customer is sent after the Stroom call has ended to reinforce your support content or product messaging.
CSAT Surveys	Capture customer satisfaction (CSAT) data to gain valuable insight and feedback on their experience. Use Stroom out-of-the-box survey or redirect to your URL.
In-Stroom Custom Branding	Add your watermarked brand logo to be displayed during the Stroom calls.
Single Sign-On (SSO)	Access Stroom using single sign-on (SSO), increasing security and simplicity for users.
Customer Success Manager	Work with your assigned customer success manager for onboarding and ongoing support.

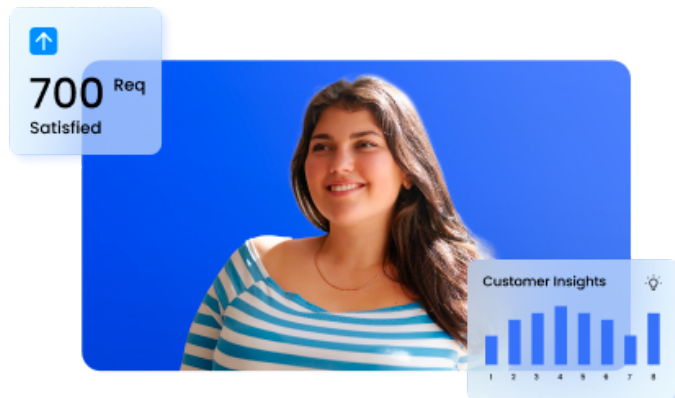


### Enterprise

Fit Stroom into your tools and workflows. Everything you get with Business, plus:

Multiple Workspaces	Create subaccounts in more than one workspace to manage across multiple teams or brands.
Stroom Embed	Add a Stroom iFrame into your CRM or customer contact tools to efficiently add interactive video to your existing workflows.
REST API	Access to Stroom's API to build custom integrations, run reports, and customize.
Mobile SDK	Use to our mobile SDKs for integration into your native apps.
Priority Support	Designated support & priority support ticket routing.

# Explore the benefits of remote video support powered by Stroom:



## Reduce costs



Reduce truck rolls, travel time, and travel-related expenditures.

## Boost first-call resolutions



Ensure you have the right tools and equipment for increased project efficiencies.

## Improve NPS scores



Adding remote visual assistance improves CX and results in higher NPS scores.

## Reduce warranty budgets



Eliminate escalated support requests and reduce case handle times with increased accuracy in replacement parts.

## Remove jargon & language barriers



Transcend language and communication barriers and improve training with visual context.

## Expand into new markets



Leverage virtual estimates and contractor networks to grow into new geographic markets.

## Respond faster to business challenges



Offer safer, virtual visits and build resiliency into your organization.

## Reimagine client experiences



Uplevel your customer support interactions with a white-glove touch from anywhere and on any device.

// **When using Stroom, we fix 53.6% of problems without having to send out a technician.** //

StroomCore® is an enterprise-class, remote visual assistance tool using out-of-the-box augmented reality (AR) capabilities. By adding an interactive, no-download video collaboration tool, companies can quickly see and solve remotely - accelerating diagnosis and support resolution times. With Stroom's APIs or SDK, remote AR-enabled video tools can embed and/or integrate into native apps and existing workflows.

To learn more or get started, visit [stroom.com](https://stroom.com) or [contact us here](#).