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# **Live Expert Station User Guide**

***Release 7.7.0***

**ClairVista, LLC**

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## USER INTERFACE WALKTHROUGH

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**Note:** A PDF version of this guide is available for [download](#).

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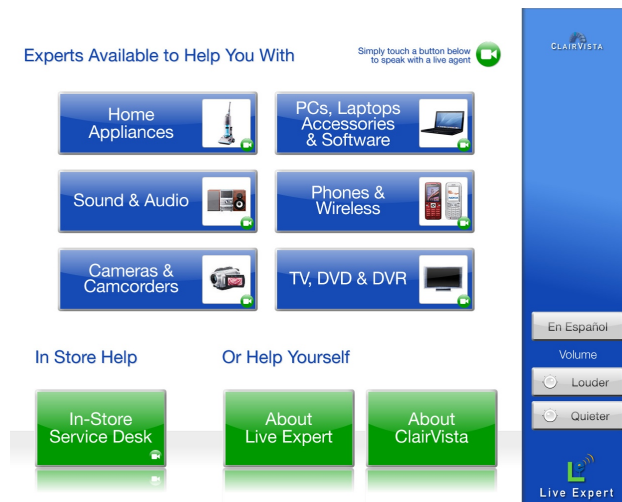
The Live Expert Station user interface is organized into two kiosk screens- top and bottom. This walkthrough covers the many configurable screens available, including the different options, messages, and media content that can be included in the user's Live Expert Station experience.

## UI-01 ATTRACT LOOP AND HOME SCREEN



**Top Display:** VIDEO-01

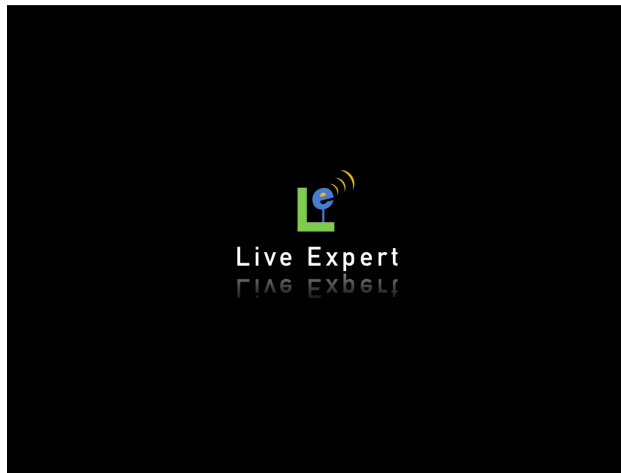
An attract loop plays continuously.



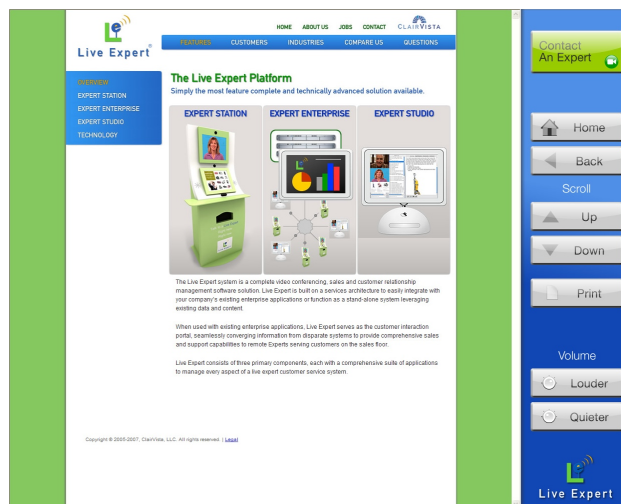
**Bottom Display:** In attract loop mode, the home screen is presented with Expertise Category buttons and optional self service buttons.

## UI-02 SELF-SERVICE CONTENT

Customer elects to browse self service content by selecting one of the self service buttons.



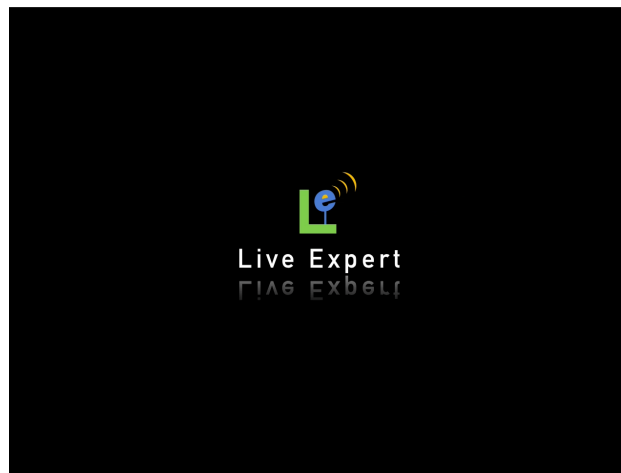
**Top Display:** The top display dims. Focus is on the bottom display.



**Bottom Display:** The customer navigates content just like browsing the web. Browser controls are added to the sidebar as well as a general Contact an Expert button.

## UI-03 CONNECTING TO AN AGENT

The customer requests an agent and the application determines a qualified expert is available to assist the customer.



**Top Display:** The top display dims. Focus is on the bottom display.

  
**Connecting**  
to your expert



**Bottom Display:** MSG-01

An animation is looped to indicate to the customer that the connection is progressing while the application sends an invitation for the expert to accept. This step should take no more than 15 seconds, ideally, only a few.

## UI-04 NO AGENTS AVAILABLE OR STAFFED

There are no agents logged in or available when a customer requests to speak with an agent.



**Top Display:** The top display dims. Focus is on the bottom display.

**We're sorry.**  
**There are no agents  
staffed to take your call.**

Our service is  
regularly available  
between the hours of  
8:00 AM and 10:00 PM.

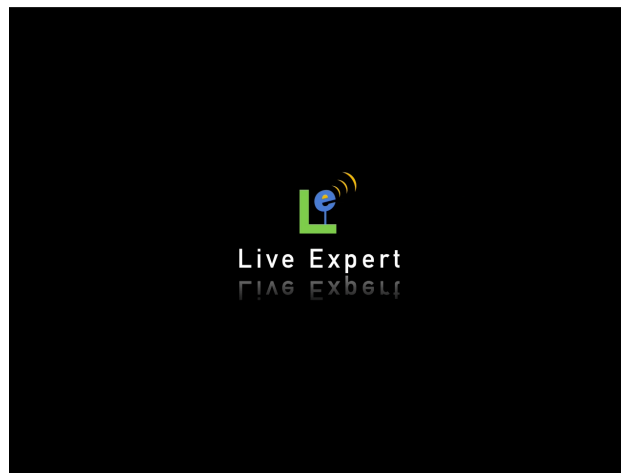


**Bottom Display:** MSG-04

No agents available or staffed.

## UI-05 AGENTS BUSY - WAIT

Agents are logged in, but are busy helping others when a customer requests an agent.



**Top Display:** The top display dims. Focus is on the bottom display.

VIDEO-01: Optionally, a movie can be played to capture the customer's attention while the customer waits for the next agent to become available.

**All agents are busy  
helping other customers.**

Would you like to wait for the  
next available agent?

Yes

No



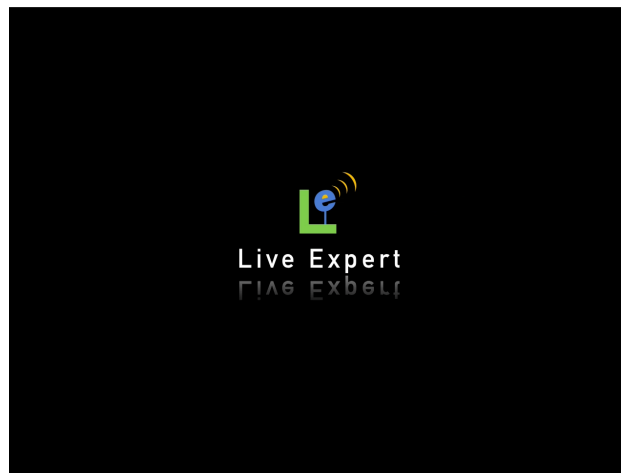
**Bottom Display:** MSG-02

A message indicating that all agents are busy helping other customers. Customers are presented with the option to either wait for the next available agent or exit the station.



## UI-06 CONNECT TO NEXT AVAILABLE AGENT

The customer elects to wait for the next available agent.



**Top Display:** The top display dims. Focus is on the bottom display.

**We'll connect you to the  
next available agent.**

(Of course, if you change your mind,  
you can use the cancel button below.)

Cancel

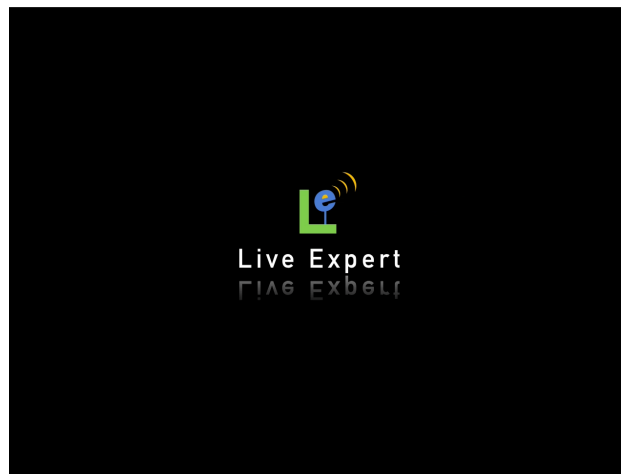


**Bottom Display:** MSG-03

A message is displayed indicating that the customer will be connected to the next available agent.

## UI-07 CONTINUE TO WAIT

The customer elected to wait for the next available agent and the configurable timer was reached. The application interacts with the customer to indicate that he or she hasn't been forgotten and is still in queue for the next available agent.



**Top Display:** The top display dims. Focus is on the bottom display.

VIDEO-02 A video can be played.

**This is taking longer  
than we expected.**

Would you like to continue to wait?

Yes

No

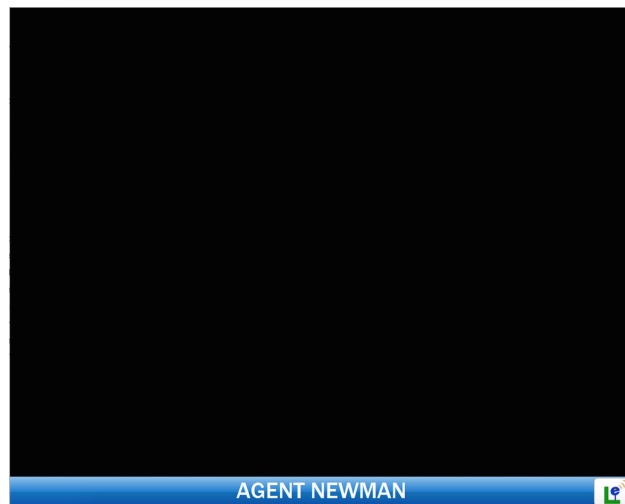


**Bottom Display:** MSG-07

A message is displayed indicating that the wait is taking longer than expected.

## UI-08 VIDEO CALL

The customer and agent are connected in a video call.



**Top Display:** The agent appears for the customer. The agent's name is displayed as indicated in the Display Name field set in the Expert Enterprise.

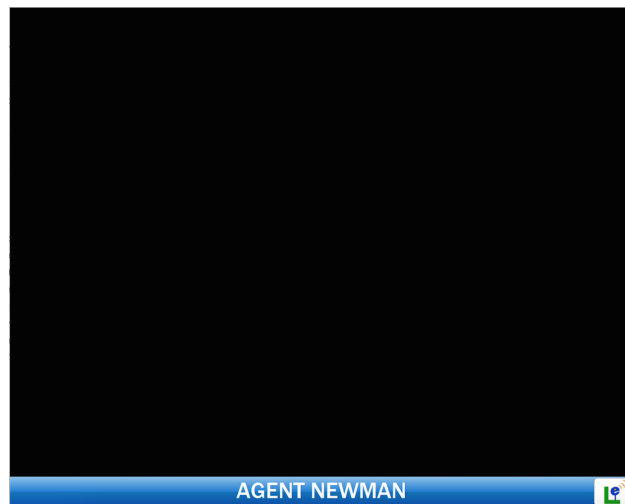


**Bottom Display:** MSG-09

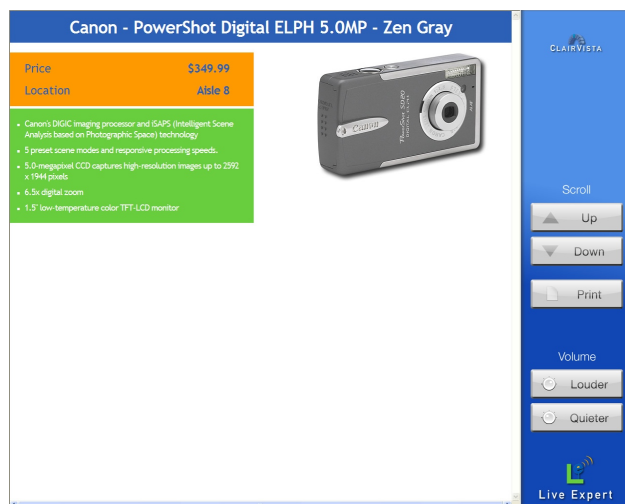
Call begins.

## UI-09 VIDEO CALL - CONTENT SHARING

An example of sharing Live Expert database-store data with the customer.



**Top Display:** The agent.



**Bottom Display:**

*Product Summary*

The data and the display styles are customizable for Live Expert stored data. Browser controls are displayed in the sidebar.

Other examples of content sharing:

*Live Expert Database*

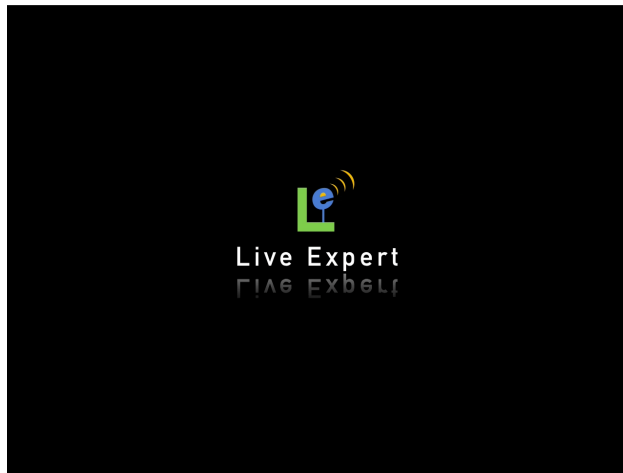
- Large product images
- Product specs
- Product comparison lists
- Product-specific pages from retail web sites

*Other*

- Web sites and pages
- Videos (FLASH, WMV)
- PDF

## UI-10 SURVEY QUESTION

At the conclusion of the video call, the customer is presented with a question about the service.



**Top Display:** The top display dims.

Was your agent helpful?

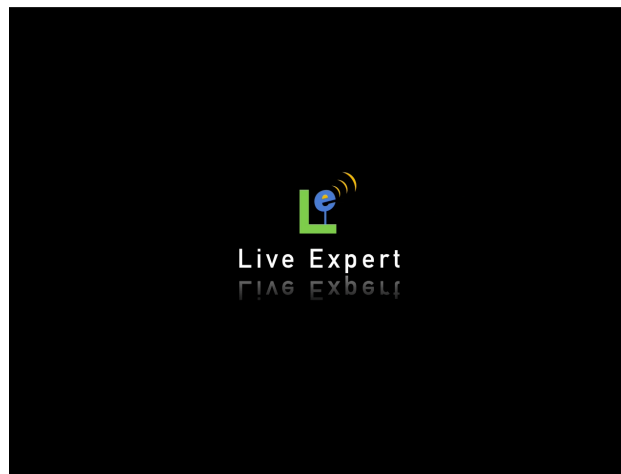


**Bottom Display:** MSG-05

The customer is presented with a survey question.

## UI-11 SURVEY RESPONSE

Live Expert has good manners. The message is displayed for a configurable number of seconds and then the Expert Station returns to Attract Loop mode.



**Top Display:** The top display dims.

Thank you for using

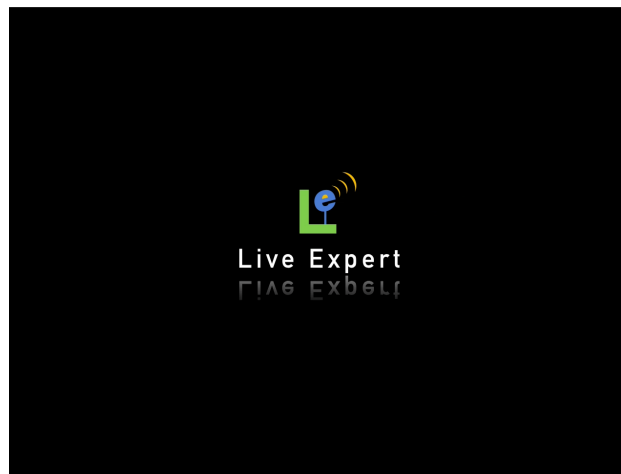


**Bottom Display:** MSG-06

A survey response message is presented.

## UI-12 COMMUNICATIONS ERROR

Sometimes unexpected things happen. If the Expert Station loses connection to the Enterprise or a video call is interrupted, the communications error message is displayed until the Expert Station successfully reconnects to the Enterprise (it tries once each minute in these cases)



**Top Display:** The top display dims.

We are experiencing a  
communications difficulty.  
We will have it resolved soon.



**Bottom Display:** MSG-08

A communications error is displayed for the customer.



## UI-13 MOVIE EXAMPLES

Links to the Live Expert standard implementation movies.



Fig. 14.1: Standard Attract Loop can be found [here](#).

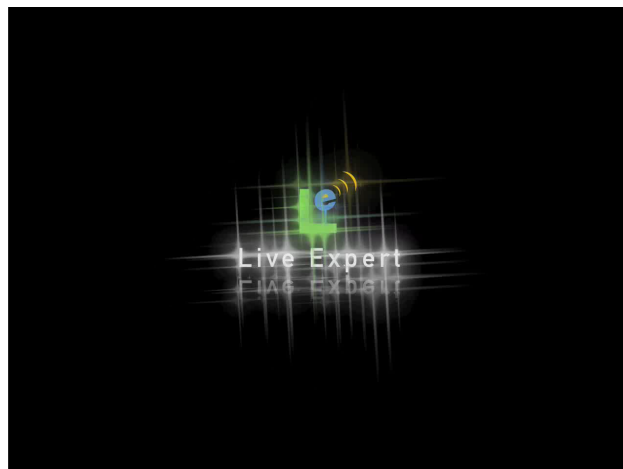


Fig. 14.2: A [fade](#) animation used when the top display dims.



Fig. 14.3: Wait1. and Wait2. animations.