Be my eyes is an innovative company that has been developing their own solutions since 2012 and has become the biggest online community for blind and low-vision people. The idea takes its origin from Hans Jorgen Wiberg, a Danish furniture craftsman, who is visually impaired himself. His friend helped him with this app by saying that he used video calls to connect with family and friends in order to ask what is around him. Understanding the fact that visually impaired people needed a little assistance to solve every day tasks, he decided to implement the similar mechanism with video calls so that blind and low-vision people became more independent from their friends and families.

The Be my eyes app was launched on IOS in 2015 and within 24 hours the app had more than 10 000 users. The app enables the phygital concept through relationship between a visually impaired person and a volunteer. A person with disabilities submits requests through the app, waiting for an available volunteer to respond. Be my eyes users are able to ask for help in over 180 languages, making it accessible all over the world. There was high demand for making app cross-platform, as a result Be my eyes was launched on Android in 2017. This step led to even higher popularity with 1.5 million signed people as volunteers. This year Microsoft decided to support this project and helped to expand Specialized Help opening hours to 24/7. In 2023 Be my eyes app in collaboration with OpenAI introduced Be my AI, powered by GPT-4. This technology is powerful in proving blind or low vision people with better navigation and independence. Being integrated into existing app, the technology allows users to upload images from their smartphones without any additional plugins or extensions. Having received an image from a user, GPT-4 tries to process the photo and vocalize it. However, if GPT-4 encounters any problems, the app will automatically offer users to be connected to a volunteer.

The Be My Eyes Work app creates an accessible workspace for blind or low-vision people. ***AI software automatically connects to colleagues or even a fully outsourced service of support creates a phygital experience that enables to use the Be My Eyes Work app for daily work-related tasks, downloading software and developing skills.[[1]](#footnote-1)*** Besides, it helps the employment rate to increase among the impaired people and makes smart cities inclusive for everybody.

Nowadays, the app has 6.7 million active volunteers and 500 000 blind and low-vision people.

<https://bemyeyes.com/>

1. Соріб я не розумію це речення 😭 [↑](#footnote-ref-1)