

# See what your customer sees



Snap a Photo

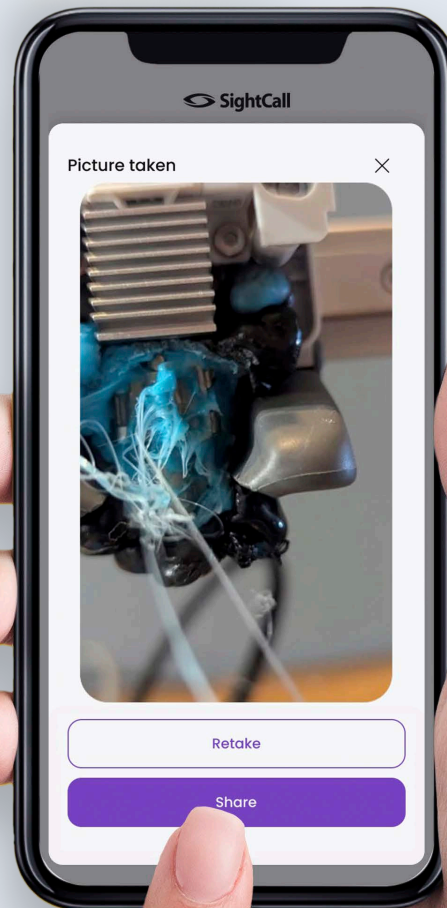


Record a Reel



Live Video

Fully Integrated into  
NICE CXone workflows



**+40%**

First-Call Resolution

**-30%**

Reduced Handle Time

**+20%**

Increased CSAT

## Visual Context Drives Better Outcomes

### Improved FCR

Solve the problem faster  
by **seeing** the problem

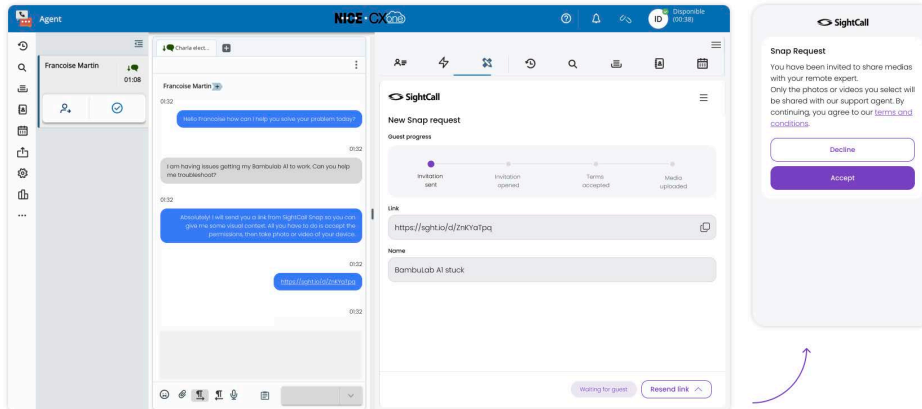
### Trusted by CX Leaders

Field Service, Telehealth,  
Insurance and Retail

### Seamless Experience

Fully embedded in  
NICE CXone, no toggling

## How It Works

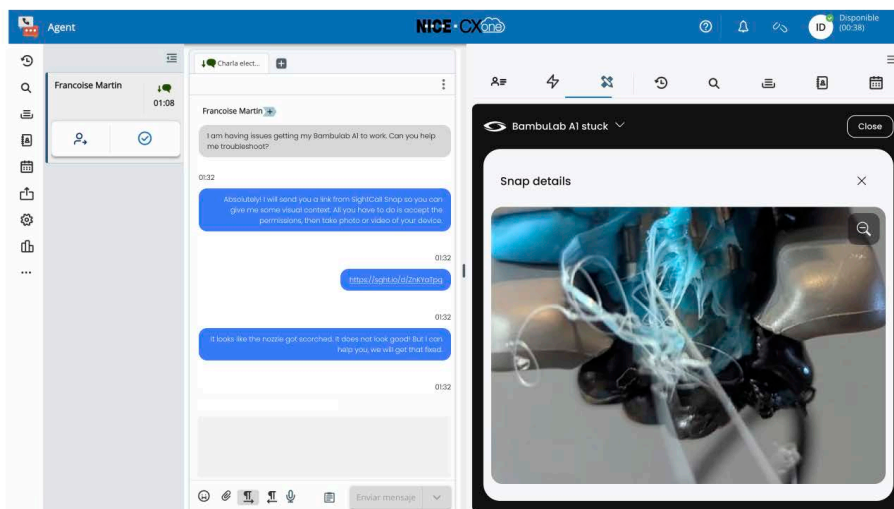
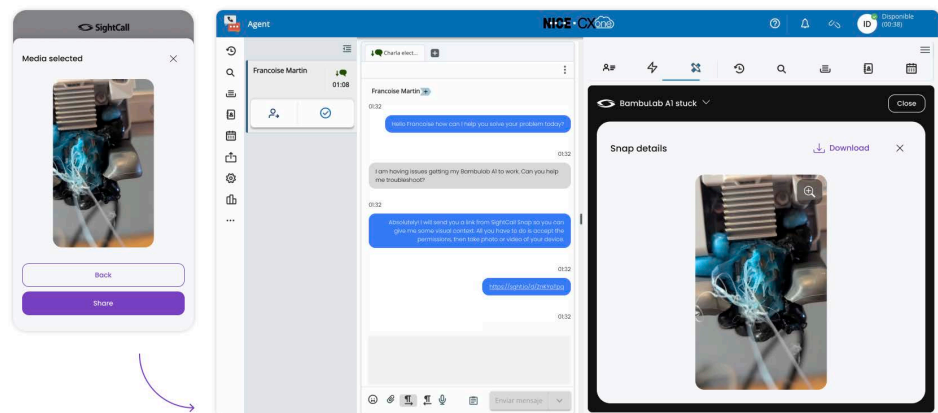


With SightCall VISION, customers capture and share photos or reels in real time, letting agents resolve issues with clarity and confidence.

SightCall VISION adds empathy, clarity, and speed to every interaction, fully integrated with NICE CXone.

Customers show product damage, ID labels, or setup errors or send warranty cards, receipts, error logs.

Why SightCall VISION, why now? Today's contact centers need **faster, more empathetic service.**



SightCall VISION transforms customer interactions with optional live video and adds AR guidance when needed.

Agents see the full context, not just what's typed.

Learn More

Contact Us Through  
the NICE CXexchange



Made For



Field Service



Insurance



Telehealth



Retail