



Switch from chat to video with your interlocutor

Video is the perfect channel to **showcase a product** in-store or to **demonstrate a problem** on a device live if you work in the after-sales department. However, your visitors are often more likely to initiate a chat than a video call.

With the iAdvize mobile application, if needed, you can suggest to your chat partner to switch to video to better understand each other!

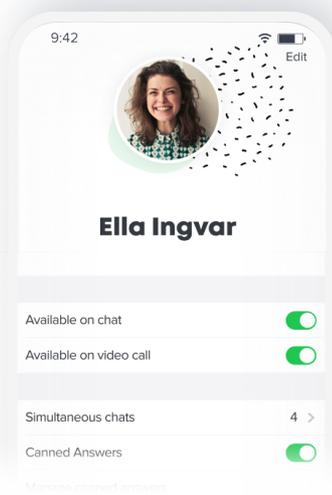
#1 Explain the value of the video call to your visitor

Before suggesting to your visitor to switch to video :

- **explain** to them by message **why** you are offering to switch to video (e.g. to show them how a product works or its size)
- **ask** them if they are **available** to talk to you in person
- you can also **reassure** them: if they are not comfortable showing themselves on screen, they **can turn off their camera**.

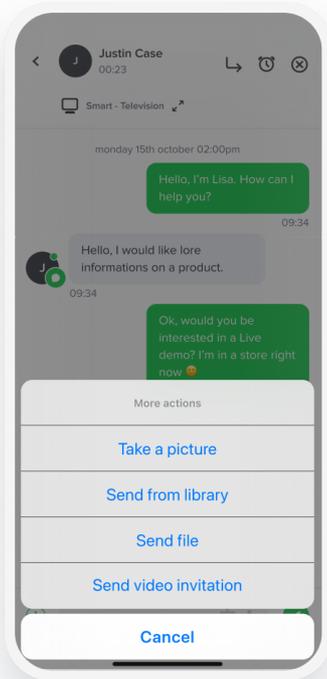
#2 Send your video invitation

Once you have explained your approach, take the time to **finish your other chat conversations** and then snooze or close them.



Then change to **unavailable** on the chat channel to make sure you don't receive any new conversations during your video chat.

Good to know : being unavailable on the chat does not interrupt your ongoing conversation!



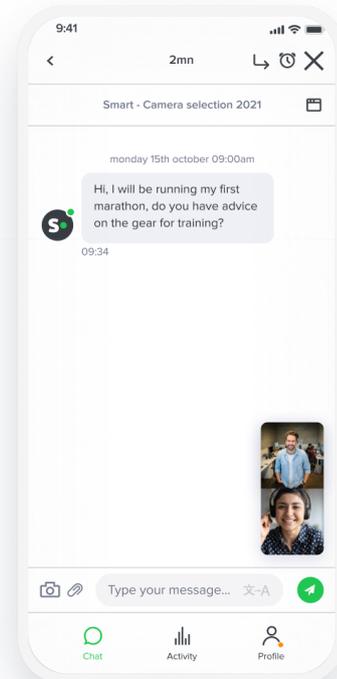
Go back to the current conversation and send your video invitation.

Then click on the "join" button and allow access to your camera and microphone.

As long as the visitor has not accepted your invitation, you have the option to cancel it.

In case of mishandling, you can of course send back an invitation to the video.

Once the visitor has authorized his microphone and camera and has joined you on the visio, you can **talk to each other while continuing to send messages by chat** (which is useful for sending links to products).



#3 Hang up the video and close your chat

When the video call is over, you can hang up. **This does not close your chat:** it is up to you to say goodbye and close the chat (or to snooze it if you are waiting for a answer).

To go further on the video channel, 2 sheets are available:

- Use the iAdvize application for your video conversations
- Tips to conduct your video conversations in iAdvize