



videodesk Screen-sharing Installation Tutorial

SUMMARY

This document explains how to set up and use videodesk's HD in-browser screen-sharing feature.

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CONFIDENTIAL

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Introduction

Sometimes your customers may require a little extra help when purchasing a product or service on your website.

With screen-sharing, you can provide additional assistance by sharing what you see on your screen, directly through your browser.

Required equipment

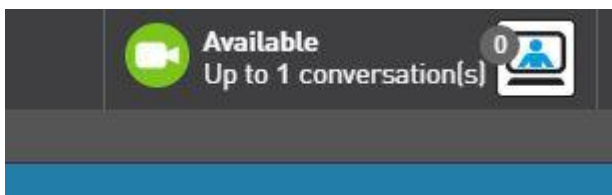
No specific setup or installation is required on your customers' end. However, as this feature requires a Chrome extension (agent-side only), your agents must use computers which run the Chrome browser.

How it works

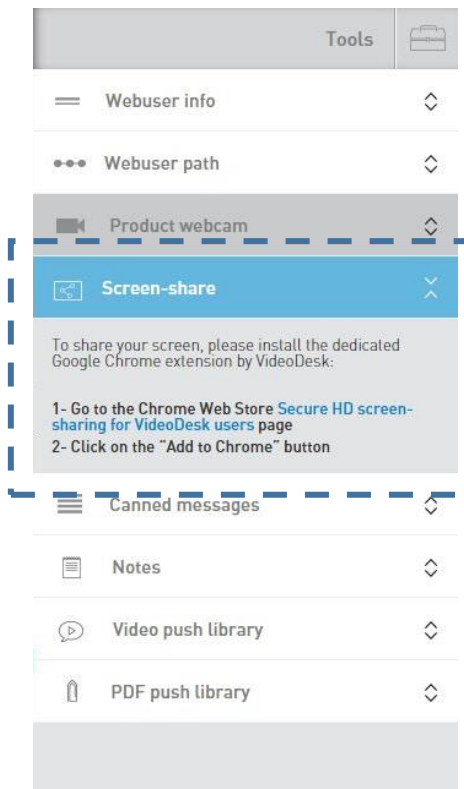
After subscribing to the screen-sharing option, all the agents need to do is to download and install a simple Chrome extension.

In order to install the extension, there are a few steps to follow:

1. Log in to your back-office account.
2. Set your chat status to "Available"



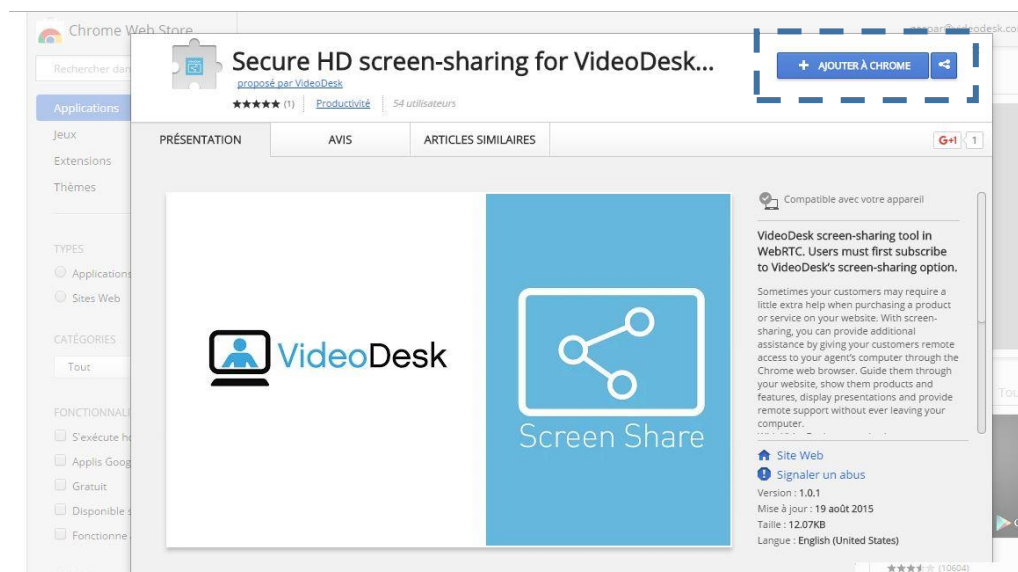
3. Start a text or video call. If necessary, call yourself from a page where the module is installed.
4. Once you have accepted the call, a new option will automatically appear in the videodesk tool-box on the right-hand side of the conversation window. (see screen-shot below)



5. In order to download the extension, click on the “[Secure HD screen-sharing for videodesk users](#)” link. This is a direct link to the Chrome Web Store.

If the link does not work, please follow the direct URL: https://chrome.google.com/webstore/detail/secure-hd-screen-sharing/nggfchbilglbkemaicnobohipenaghee?utm_source=chrome-app-launcher-info-dialog

6. On the Chrome Web Store, click on the “Add to Chrome” button, on the top right-hand side of the window. (see screen-shot below)



7. Install the extension
8. Once the extension is installed, close the on-going conversation

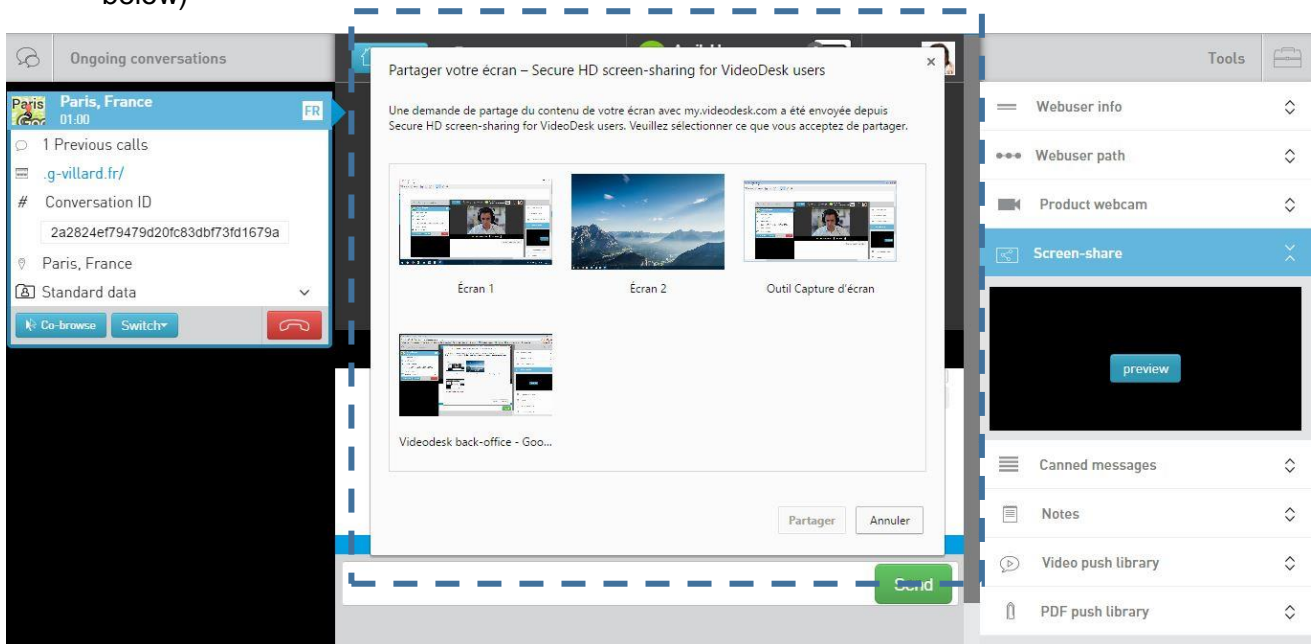
9. Refresh your back-office

10. Initiate another text or video chat conversation

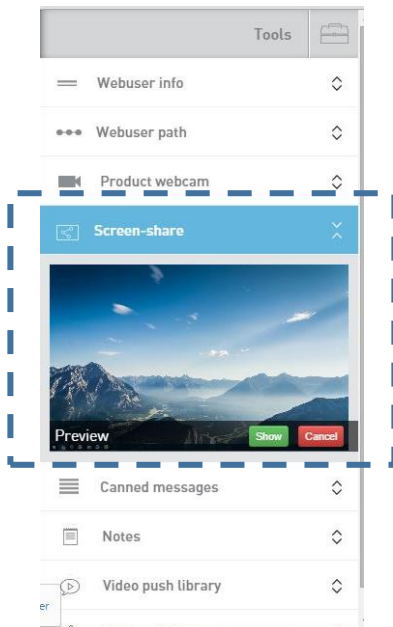
11. If the extension is properly installed, a new window will automatically appear in the videodesk tool-box on the right-hand side of the conversation window. (see screen-shot below)



12. Click on the blue “preview” button to open the screen option windows (see screen-shot below)



13. Select which screen, application or window you wish to share with the web user. In this tutorial, we will share screen number 2 (or “Ecran 2”)
14. Once you have selected a screen to share, a preview window will appear in the videodesk tool-box on the right-hand side of the conversation box. (see screen-shot below)



15. Click on the green “Show” button to share your screen
16. If everything is working fine, the indication “live” will appear at the bottom of the window. (see screen-shot below)



