



1. Agent Pointer\*\*\*
2. Agent Microphone On/Off
3. Agent Webcam On/Off
4. GPS location of End User
5. Record Call\*\*
6. Notes
7. Video Screen Maximize
8. HD/SD Video Quality
9. Take a Photo
  
10. Zoom (Android only)\*\*
11. Chat with End User
12. Save Photo (save locally, to cloud, or email photo)
13. Pause Video
14. Share Desktop with End User\*\*\*
15. End User Share Photo\*\*
16. Draw/Annoate on Photo\*\*\*
17. Activate End User's mobile flashlight (Android only)\*\*
18. End Call

\*\* Function currently not available if the expert agent is using iOS iphone or iPad

\*\*\* Function currently not available if the expert agent is using Android or iOS tablet or phone.

Desktop Browsers Supported: Chrome, Firefox