

# GIOSG MOBILE APP

User guide for chat and video calls

June 2023



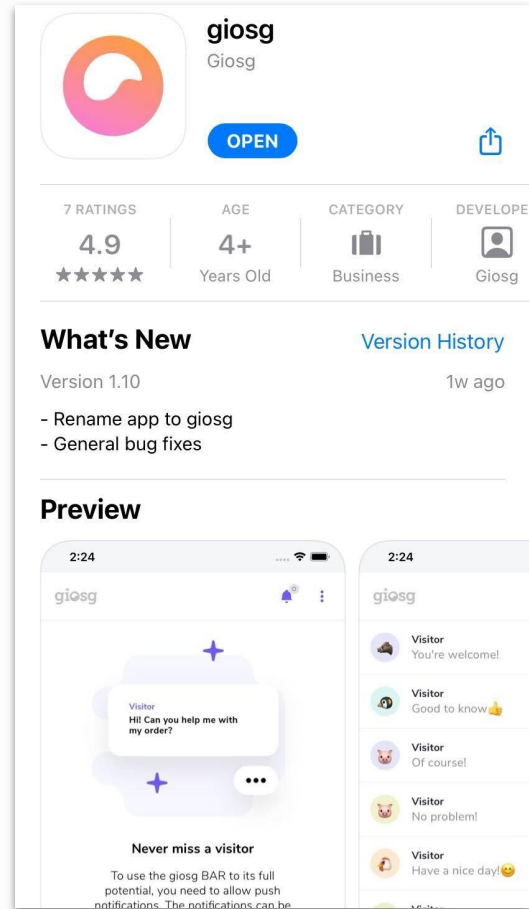
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# Getting started

## Downloading the giosg app

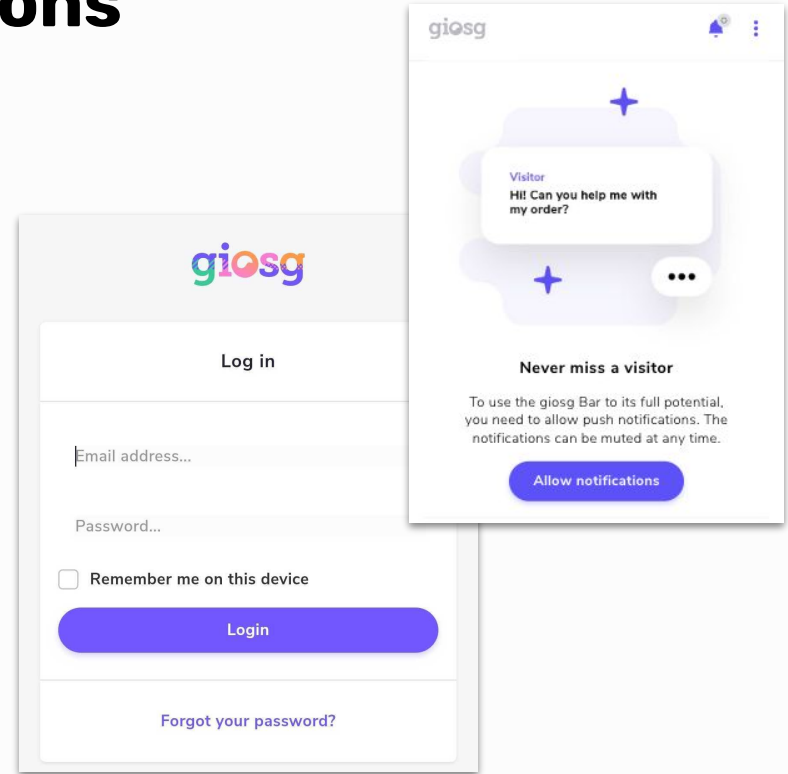
- Download the giosg app from the App Store on your iOS device, or Google Play Store on your Android device.



# Logging in and notifications

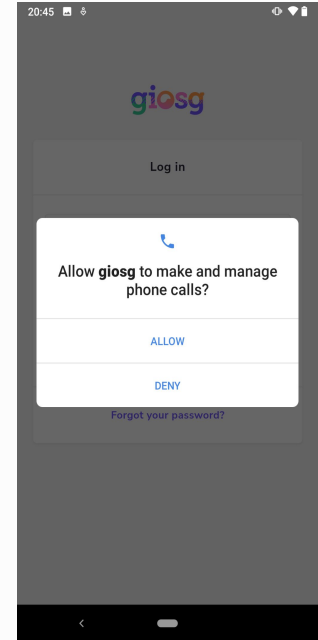
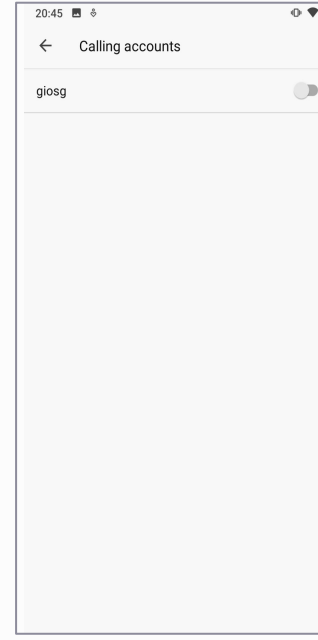
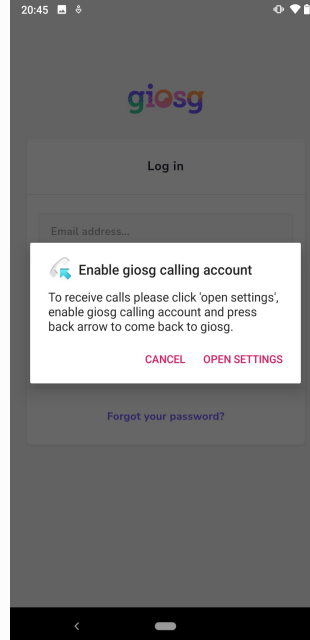
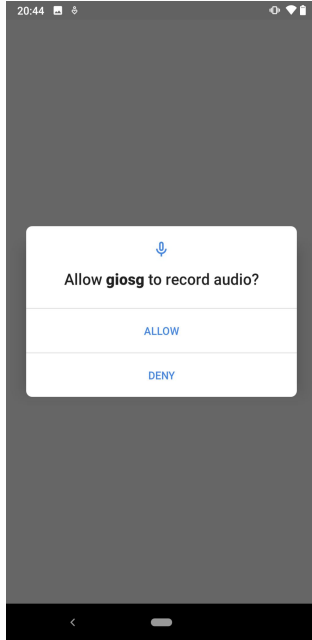
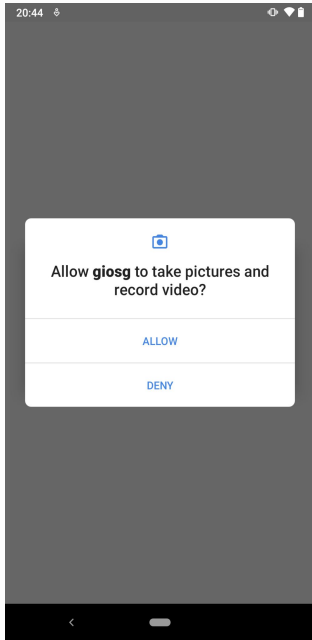
## Logging in and notifications

- Launch the giosg app and log in with your giosg chat credentials.
- When logging in for the first time on iOS:
  - Select **ALLOW** push notifications
- When logging in for the first time on Android, see the next slide.



# Installation on Android

*(Skip if you are using an iOS device)*

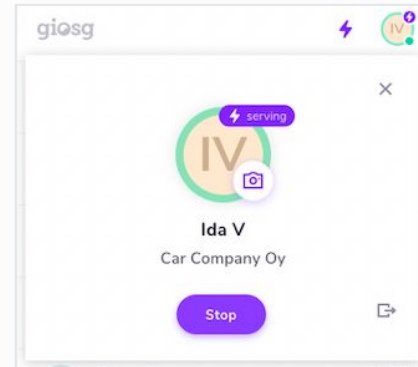
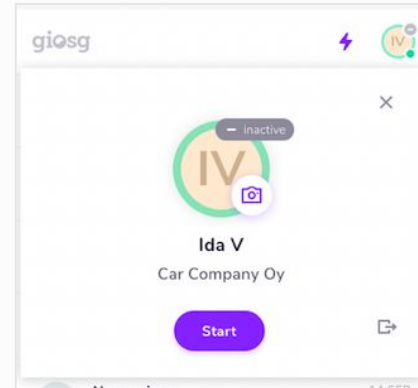


- Select **ALLOW** to take pictures and record video and audio
- Enable giosg calling account in your phone by selecting **OPEN SETTINGS**
- Select **ALLOW** to manage and make phone calls

# Chatting

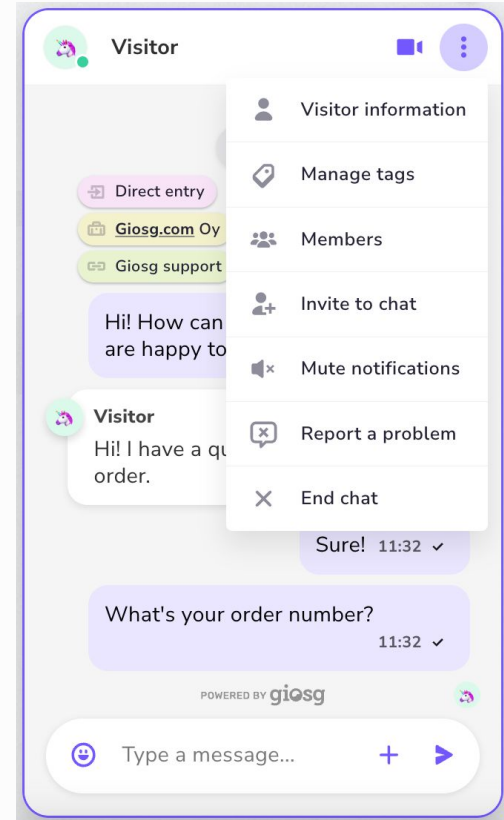
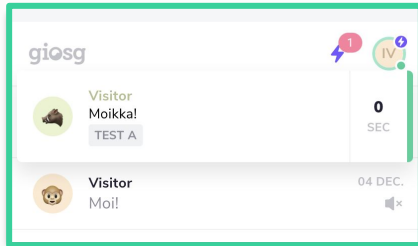
## Going online and chatting

- Click “Start” to go online when you want be available for your website visitors.
- When you want to go offline in the chat, click “Stop” in the menu.



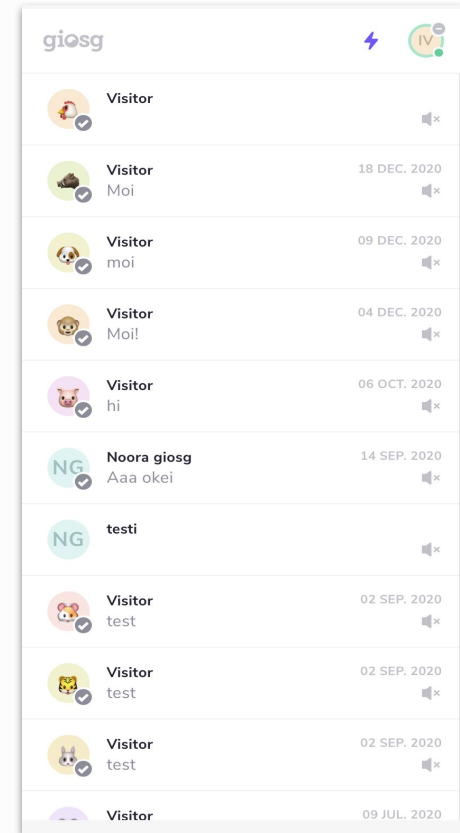
# Chatting

- When you have pressed start, **you will get notified when a new chat starts.**
- In the chat conversation you will also see information about the visitor. Chat invites, tags and saved replies are also available.



# Chat history

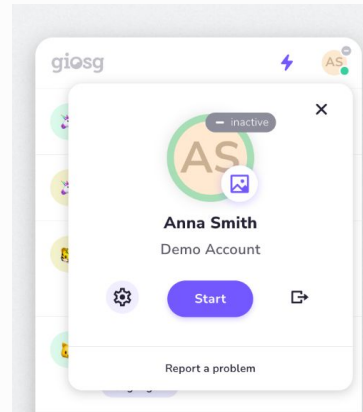
- You will see your chat history on the main page.
- When clicking a chat, you can read all the messages.





# Profile settings

- Edit sound notifications from your profile settings, and choose which sounds you want to use.



## Sounds

Play sounds

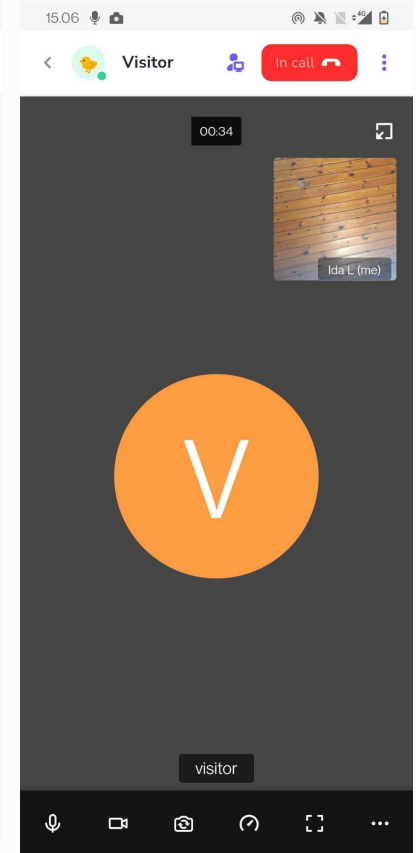
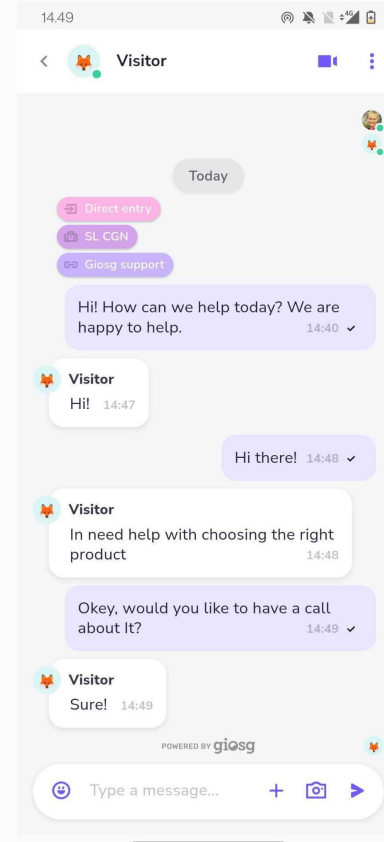
### Play sound for...

- Pending visitor
- Incoming messages
- Sent messages
- Opening or closing chat
- Someone typing

# Voice & video call

## Starting a call

- Start a voice or a video call by clicking the call icons in the top right corner of a chat discussion
- During your call, you can choose to turn on your camera, change its direction or mute your microphone
- You can go back to the text chat by clicking the minimize icon in the top right corner



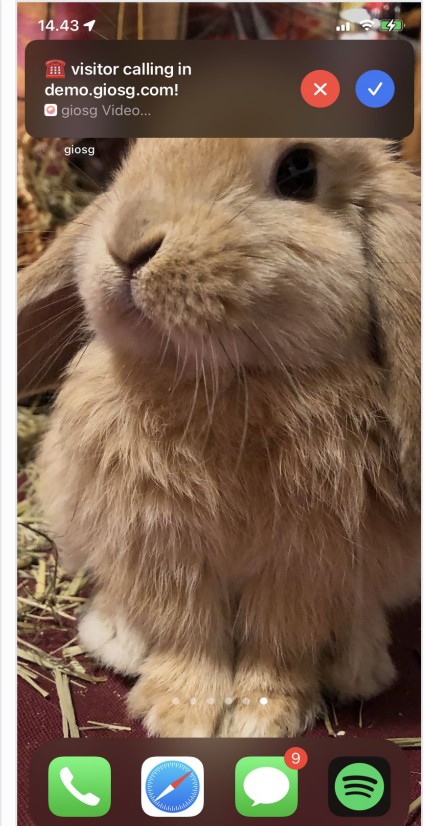
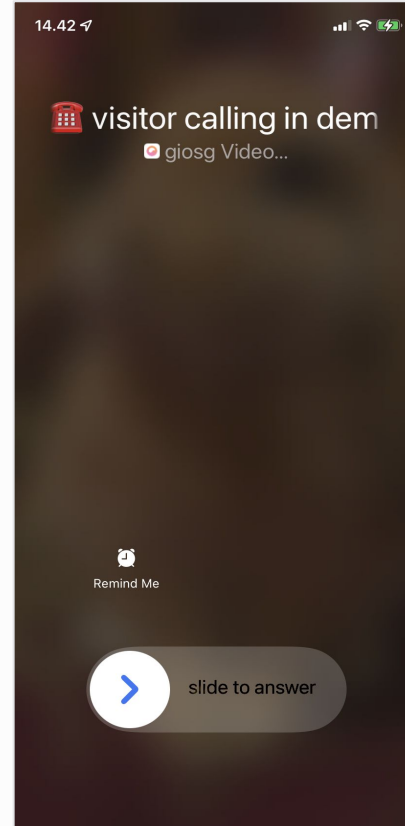
# Voice & video call

## Receiving a call

- When you are receiving a call, you will see a notification on your phone.
- The notification is showing until someone in your organisation picks up the call.



To receive calls you need the giosg Interaction Builder tool. Want to know more? [Chat with us or call us!](#)



# Technical requirements



- **giosg script 2.0**  
Giosg's video capabilities work with our updated script.
- **Smartphones from Mid-range to High-end**  
Some low-end phones don't necessarily meet the technical requirements for our Voice and Video Calls. In order to ensure the working service, a mid-range to high-end smartphones should be used.
- **Latest Android & iOS version**  
In the pilot phase, we have focused on creating a fully working and compatible solution when using the newest phones in the market. As our pilot phase testing has been done using these newer phones, we can't promise yet that our solution works in older models too.



**Rule of thumb!** Smartphone models available within 18 months work.



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Giosg is a software company that combines data and artificial intelligence (AI) with feature-rich technology. We provide intuitive solutions that deliver the right online trigger, to the right person at the right time, allowing your organisation to operate smarter. The result? A faster, more streamlined process with more sales, happier customers and a significant boost to your return on marketing investment.

[giosg.com](https://giosg.com)