



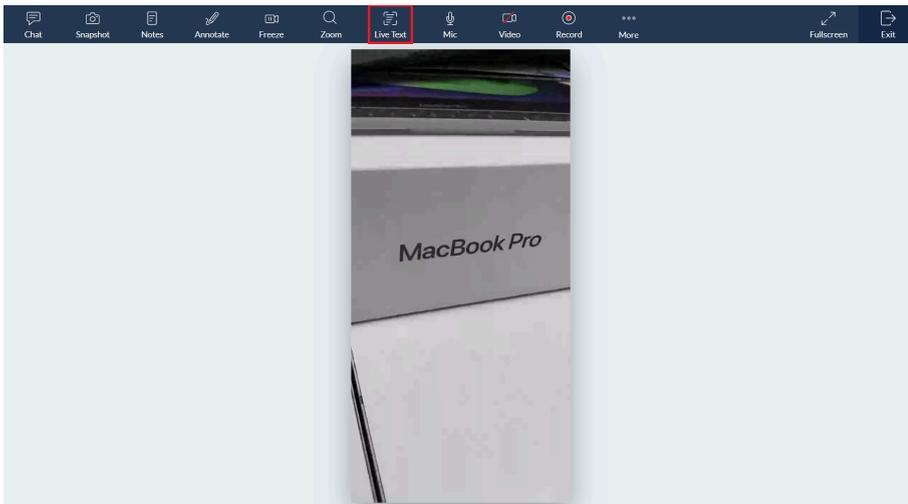
Live text

Optical Character Recognition (OCR), also known as text recognition, is a functionality used to recognize printed characters from a scanned or photographed document. This functionality is available to both technician and customer on their respective consoles.

This feature comes in handy when you need to look into product labels, product manuals, or brand names remotely for problem solving. Using this feature, the technician or customer can scan any document directly in the session and use the results as needed.

Scan text in Technician console

1. Before beginning the scan, make sure that the text is clearly visible and focused on the camera stream.
2. Click **Live Text** and the scanning will begin.
3. Once the scan is done, you will get the result in a pop-up box.



View of technician console with the Live text option

4. If you want to send the result to other participants within the session, you can use the **Send via chat** option.
5. If you want to save this result in another document, you can use the **Copy** option and paste it where you need.

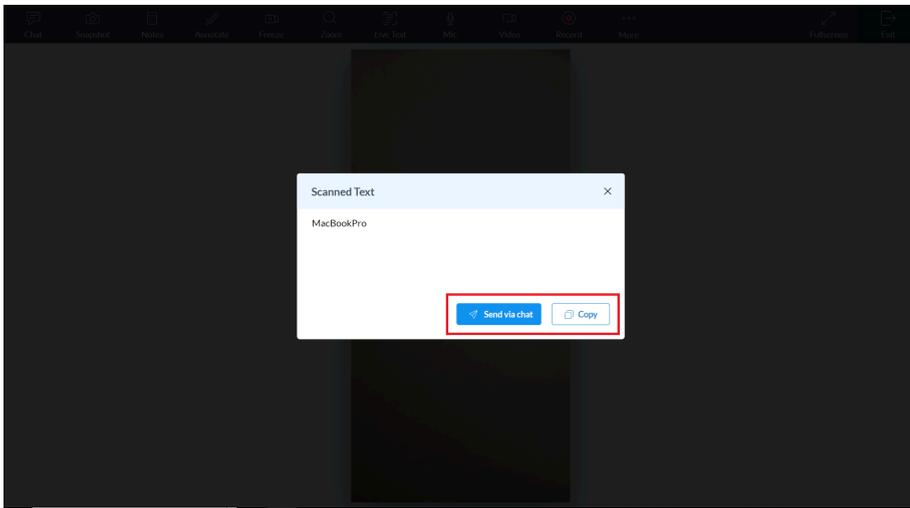


Image of pop-up box with the Scanned Text, Send via chat option and Copy option

Scan text in Customer Console

1. Make sure the text is clearly visible and focused within frame
2. Click the **More** option (... icon) at the bottom-right corner.
3. Select the **Live Text** option from the menu.

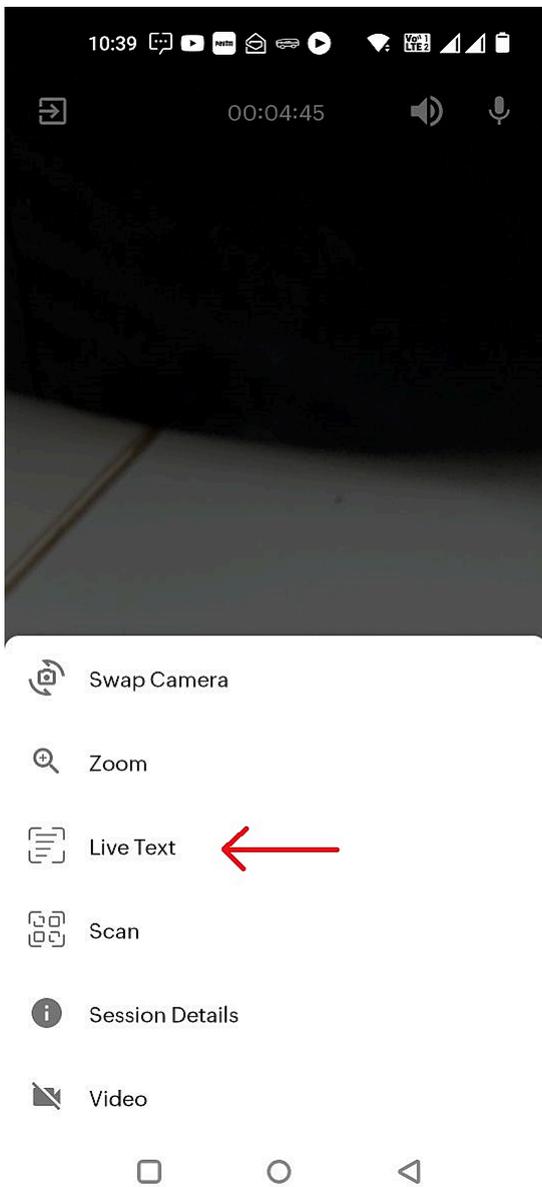


Image of customer's mobile screen with the live text option

4. Click the **Live Text** button to begin scanning.
5. Once the scan is over, the result will be displayed along with three options.
6. To share the result with other participants, use the **Send via chat** option. To save it elsewhere, use the **Copy** button.
7. You can also share it through other apps on your mobile by clicking the **Share** icon.

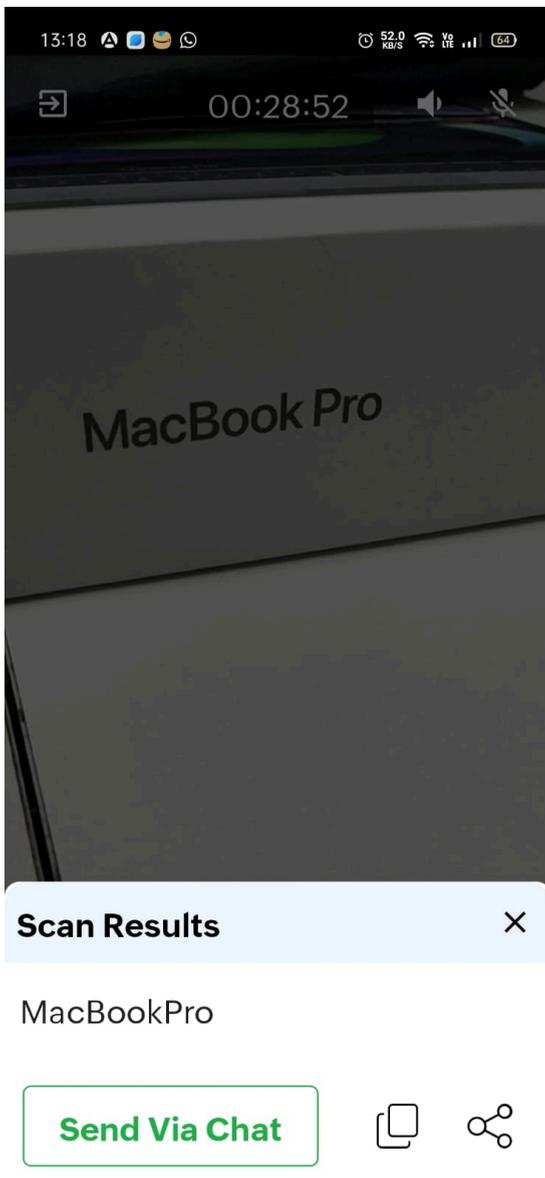


Image showing scan result, Send via chat option, copy icon and share icon

To improve scan accuracy

- The text to be scanned should be in English only.
- Scan the text in portrait orientation.
- Make sure the text is centered on the screen before scanning.
- If the text looks blurry on the camera stream, try to focus on the text more clearly.