Video transcript

Scene descriptions and text overlay

1. [Text] Virtual Support User Guide

2. [Scene description] View of entry to Library

3. [Scene description] View of Virtual Support Screen

4. [Text] Welcome to Virtual Support

5. [Scene description] Zoom in on Virtual Support Screen

6. [Text] The teams you can connect with are: TechBar and StudentHQ

7. [Scene description] Zoom to call buttons on Virtual Support Screen

8. [Screen description] Zoom out of Virtual Support

9. [Text] Walk up to the touch screen

10. [Screen description] Visitor appears at the screen

11. [Text] Select the desired service to connect with a team member

12. [Screen description] Visitor selects service on the screen

13. [Screen description] Zoom in on to section of the screen

14. [Text] Press the Call button

15. [Screen description] Visitor selects the call button

16. [Screen description] Zoom out to show full screen

17. [Text] It could take a few minutes for a team member to answer. The maximum wait time is 2 minutes. If a team member is not available, the call will end. Please keep trying until you connect with a team member

18. [Text] 2 way interaction

19. [Screen description] Visitor connecting to a staff member

20. [Screen description] Team member appears on the screen and interacts with visitor

21. [Text] For a better experience, turn your camera on

22. [Screen description] Visitor turns on camera on the screen with arrow displaying where to select on the screen

23. [Scene description] Visitor and team member carry out a two way discussion

24. [Scene description] Zoom in on the top right hand of the screen to display how to end the call

25. [Text] Ending the call

26. [Scene description] Visitor presses the "leave" button to end the call

27. [Scene description] Zoom out to show visitor and screen and the end of the interaction.