

(12) PATENT APPLICATION PUBLICATION

(21) Application No.202311057795 A

(19) INDIA

(22) Date of filing of Application :29/08/2023

(43) Publication Date : 29/09/2023

(54) Title of the invention : A SYSTEM AND METHOD FOR COLLABORATING OVER VIDEO CONNECTION FOR REMOTE SERVICES

(51) International classification :H04N0007140000, A61B0005000000, G06Q0040020000, G16H0010600000, G16H0040670000

(86) International Application No :NA  
Filing Date :NA

(87) International Publication No : NA

(61) Patent of Addition to Application Number :NA  
Filing Date :NA

(62) Divisional to Application Number :NA  
Filing Date :NA

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(57) Abstract :

Embodiments of the present disclosure relates to a system (100) and method (300) for facilitating video communication for customer care services. In an aspect, the present disclosure discloses a system (102) for facilitating efficient remote troubleshooting, servicing, and support by enabling real-time video communication, document sharing, interactive tools, and collaborative features between users located remotely. The system (102) comprises a processor (202) coupled to a memory (204). The memory (204) stores processor-executable instructions. The processor (202) is configured to communicate to the other users over the video connection in real-time. Further, the processor (202) is configured to send documents to the other users over the video connection in real-time. Next, the processor (202) is configured to obtain real-time video feed from the other users based on the documents. In the end, the processor (202) is configured to collaborate over the video connection based on the obtained video feed.

No. of Pages : 27 No. of Claims : 10