

Live images say more than a 1000 words



Easy



Safe



Personalized

9373336-27 Rev 2

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1 Log in

You don't need to install any special software for WeSeeDo. WeSeeDo works on any modern browser and on every modern telephone or computer.

After requesting an account, an invitation to activate your WeSeeDo user account is sent to the email address you provided. Click on the link **'Activate your WeSeeDo user account'** in the email and create a password. The link works up to 72 hours after you receive it. Did you not receive the email? Check your spam box before contacting us.

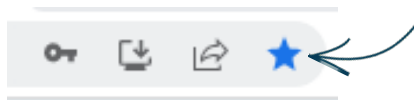
In order to log in, go to **<https://login.weseedo.nl>** or visit our website: **www.weseedo.nl** where it says at the top right of the homepage:



Log in with the email address with which you are registered as an assistant, and the password you created.

A screenshot of the WeSeeDo login page. The page has a light gray background. At the top, the 'WeSeeDo' logo is centered. Below it, the word 'Inloggen' is centered. There are two input fields: 'Gebruikersnaam' (Username) and 'Wachtwoord' (Password). To the right of the password field is a link 'Vergeten?' (Forgot?). Below the input fields is a dark blue button with the text 'Log in'.

User experience tip: You can pin the WeSeeDo login page to your laptop or desktop desktop if you use the Google Chrome browser. Go to **<https://login.weseedo.nl>** and press the star icon at the top right.



Do you want to protect your WeSeeDo account even better? Then you can also enable Multi-factor authentication. Check with your administrator.

2 Assistant environment

Once you are logged in, you are in the assistant environment. By default the dashboard appears, giving you a quick overview of all scheduled appointments. From this screen you have the option to make a new appointment and to consult the waiting room.

The screenshot displays the WeSeeDo Assistant environment dashboard. At the top, the WeSeeDo logo is centered above the title "Geplande afspraken". Below this, the dashboard is divided into two main sections: "EERSTVOLGENDE AFSPRAAK" (Next Appointment) and "ANDERE AFSPRAKEN (1 AFSPRAAK)" (Other Appointments (1 Appointment)).

EERSTVOLGENDE AFSPRAAK

VAN	TOT	Wijzig afspraak Annuleer afspraak	Details	Acties
13:10	13:40		Esmee ● Jane Doe Team: Test Outlook Gemaakt op: 28-11-2022 13:08	Wacht op bezoeker

ANDERE AFSPRAKEN (1 AFSPRAAK)

29-11-2022	VAN	TOT	Wijzig afspraak Annuleer afspraak	Details	Acties
	16:10	16:40		Esmee ● Jan Jansen Team: Test Outlook Gemaakt op: 28-11-2022 13:08	Wacht op bezoeker

At the bottom of the dashboard, there is a navigation bar with the following elements:

- Geplande afspraken (selected)
- Gesprek
- Afspraak
- Wachtkamer
- Esmee Coster

3 Planning an appointment

After clicking on the tab **“Appointment”**, a new screen will appear with several entry fields. All of these fields will need to be filled out before an invitation by email can be sent.

The screenshot shows the 'Schedule an appointment' form in the WeSeeDo interface. The form is titled 'WeSeeDo' and 'Schedule an appointment'. It contains several input fields and checkboxes:

- Start time:** 04/01/2023 10:45
- End time:** 04/01/2023 11:15
- ☐ Recurring appointment
- Team:** Choose a team (dropdown menu)
- Invitees:** 1 invite (dropdown menu)
- ☐ Request an interpreter for this appointment
- Communication:** Email (dropdown menu)
- Recipient name:** E.g. John Smith
- Email address:** E.g. john@smith.com
- Subject:** (empty text field)
- Message:** I hereby send you the confirmation for our online video call. Click on the link in this email at the specified date and time. Then (text area)
- Attachment:** (Maximum 15MB) Add PDF (link)

A blue button labeled 'Schedule appointment' is located at the bottom center of the form.

With the agenda module you can schedule an appointment for a colleague. An ICS attachment has been added to this e-mail, so that the appointment can easily be placed in the Outlook calendar.

Use **“Start time”** to select time and date.

This close-up shows the 'Start time' and 'End time' fields. The 'Start time' field is labeled 'Start time' and contains the text '04/01/2023 10:40'. The 'End time' field is labeled 'End time' and contains the text '04/01/2023 11:10'. Below these fields is a checkbox labeled 'Recurring appointment' which is currently unchecked.

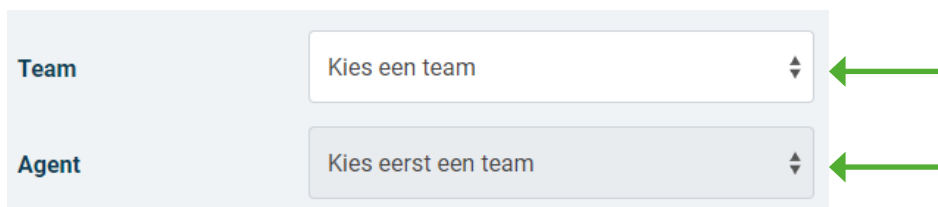
In the field **‘End time’**, you will enter the expected closing time of the session. However, the connection will not be broken once the end time has passed. Start time and end time do affect the availability of the link to the appointment. So the link in the invitations does expire once the end time of the appointment has passed. The minimal availability of the appointment link is standard one hour.

For instance, if you plan an appointment from 12:00 – 12:15, the link will be available until 13:00. If you plan an appointment from 12:00 – 13:30, the link is available until 13:30.

Select **‘Recurring meeting’** if this meeting will recur more than once.

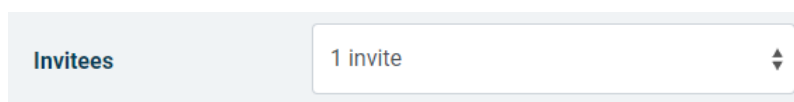
Then choose the team for whom you will schedule the WeSeeDo meeting. You can find this under the heading **'Team'**.

Then choose the WeSeeDo user for whom you want the conversation schedule under the **'Agent'** heading.



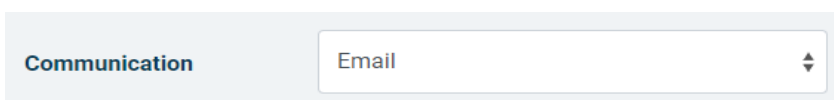
Team	Kies een team
Agent	Kies eerst een team

Choose the number of participants for the WeSeeDo conversation under the heading **'Invitees'**



Invitees	1 invite
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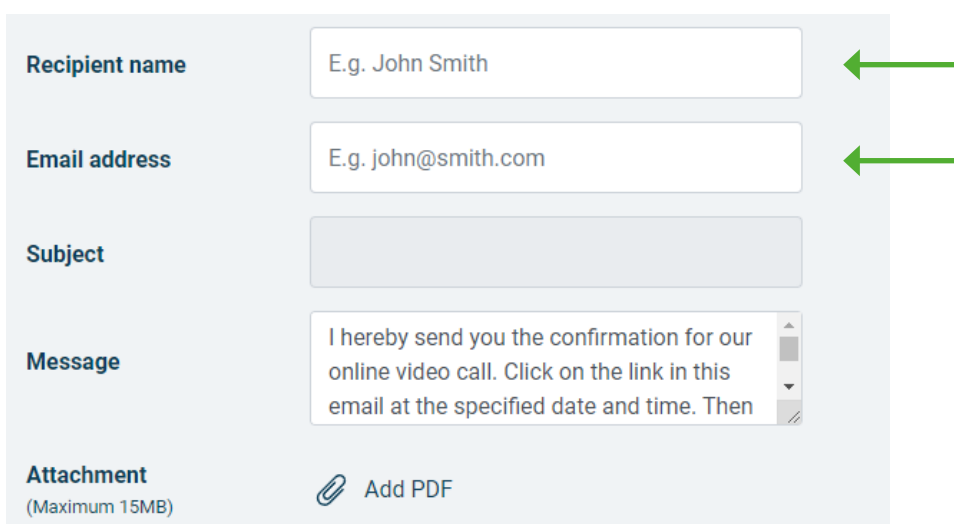
Under **'Communication'**, choose the way you want the invitations to send. You can choose between sending an e-mail, an SMS containing the invitation, or a link that you can copy and paste yourself in your own e-mail or via another messaging service.




Communication	Email
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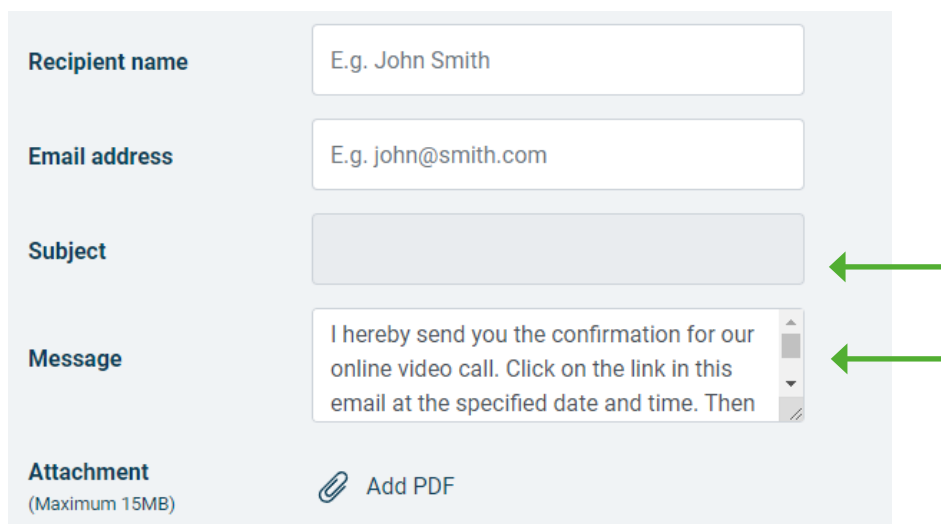
Enter the name of the person to whom you are sending the invitation at **'Recipient name'**.

At **'E-mail address'** you enter the e-mail address of the recipient.



Recipient name	E.g. John Smith
Email address	E.g. john@smith.com
Subject	
Message	I hereby send you the confirmation for our online video call. Click on the link in this email at the specified date and time. Then
Attachment (Maximum 15MB)	 Add PDF

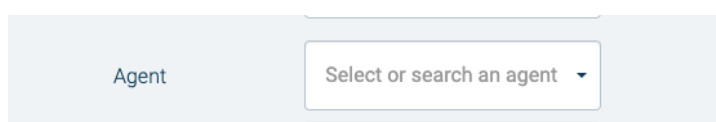
In the field **'Subject'** you write the purpose or the content of the session. This information will appear in the subject line of the email the invitee receives.



The screenshot shows a form for creating an invitation. It includes fields for 'Recipient name' (with placeholder 'E.g. John Smith'), 'Email address' (with placeholder 'E.g. john@smith.com'), 'Subject', and 'Message'. The 'Message' field contains the text: 'I hereby send you the confirmation for our online video call. Click on the link in this email at the specified date and time. Then'. Below these fields is an 'Attachment' section with a paperclip icon and the text 'Add PDF' and '(Maximum 15MB)'. Two green arrows point to the 'Subject' and 'Message' fields respectively.

The text you write in the field **'Message'** will appear in the first paragraph of invitation. You can adjust the text. For instance, you may add something to the standard text or replace it completely. This change will not be saved in the WeSeeDo environment.

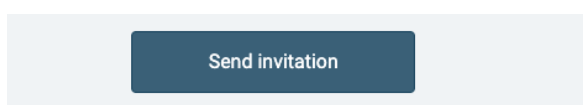
Next, you select the WeSeeDo-user for whom you want to plan the appointment. To send the invitation, press the button **'Send invitation'**.



The screenshot shows a dropdown menu for selecting an agent. The label 'Agent' is on the left, and the dropdown box contains the text 'Select or search an agent' with a downward arrow.

To send the invitation, press the button **'Send invitation'**.

Please note: Make sure you fill in all the fields before sending the email invitation.



The screenshot shows a dark blue button with the text 'Send invitation' in white.

Both the invitee(s) and the WeSeeDo-user receive an invitation email with a link to the conversation.

Creating a recurring meeting

Note: To make a recurring appointment, at least one reminder email must be set up in the management environment of the person for whom you are planning the appointment.

Click on **'Appointment'** and fill in the details. Select **'Recurring appointment.'**

The screenshot shows the 'Schedule an appointment' form in the WeSeeDo interface. The form has several sections: 'Start time' (04/01/2023 10:45), 'End time' (04/01/2023 11:15), 'Recipient name' (E.g. John Smith), 'Email address' (E.g. john@smith.com), 'Team' (Choose a team), 'Invitees' (1 invite), 'Communication' (Email), and a 'Recurring appointment' checkbox. A green arrow points to the 'Recurring appointment' checkbox. Below the 'Recurring appointment' checkbox is a 'Request an interpreter for this appointment' checkbox. The 'Message' field contains a confirmation text. The 'Attachment' field has a maximum size of 15MB and an 'Add PDF' button. A 'Schedule appointment' button is at the bottom.

Select which **'Type of recurrence'** you want to add to your WeSeeDo appointment.

- for example: daily, weekly, monthly or yearly.

Select one of the two options for **'Range of recurrence'**:

- enter an end date;
- schedule a certain number of sessions.

The screenshot shows the 'Recurring appointment' modal form. It has a title bar with a close button (X). The form is divided into three main sections: 'Time of appointment' with 'Start time' (11:00) and 'End time' (11:30) fields; 'Type of recurrence' with radio buttons for 'Daily', 'Weekly', 'Monthly', and 'Yearly', and a sub-section for 'Every' (1 day(s)) and 'Every working day'; and 'Range of recurrence' with 'Starts on' (04 January 2023), 'Ends after' (20 times), and 'Ends on' (23 January 2023) options. A green arrow points to the 'Type of recurrence' section. At the bottom right are 'Cancel' and 'Save' buttons.

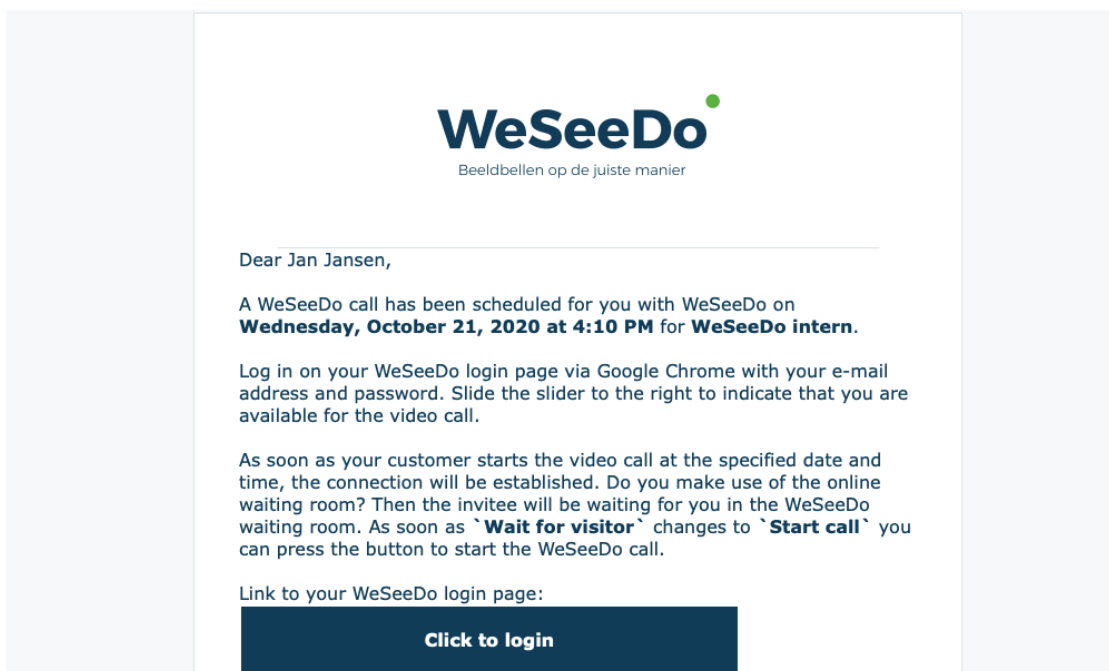
Click on **'Save'** and the WeSeeDo appointments are scheduled.

The person for whom you schedule the conversation and their participants will receive a confirmation email within a minute. The participant(s) are also reminded for the recurring appointments. It will not be sent all at once, but rather closer to the meeting so that everyone stays informed of the WeSeeDo-appointments.

4 Invitations by email

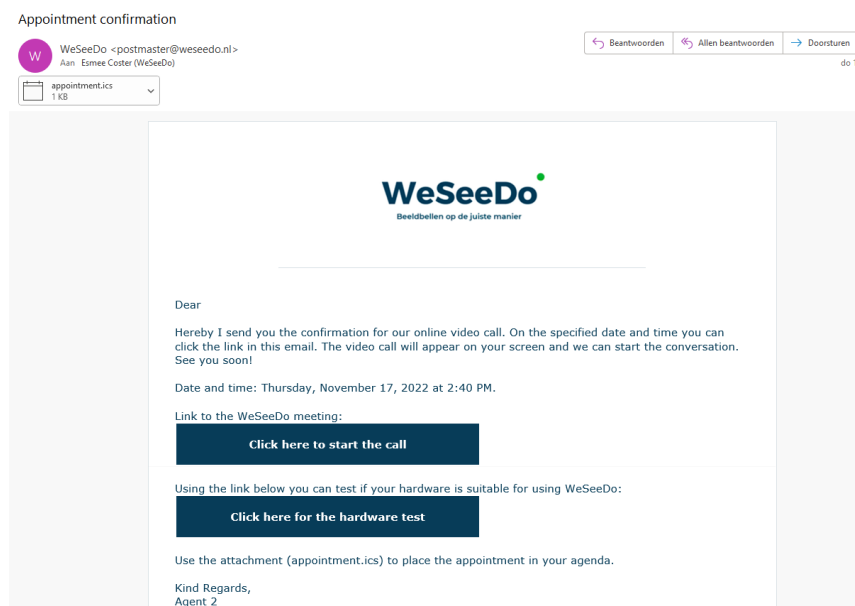
After you press the button **'Send invitation'** an email invitation from WeSeeDo is sent to your colleague and the invitee.

This is an example of the invitation email that might be sent to your colleague:



The company logo and the invitation text in the email may be personalized. The changes may be adjusted in the WeSeeDo administration environment. Contact your WeSeeDo administrator for help.

This is an example of an invitation email the invitee might receive:



5 Invitation via SMS

Invitations for a WeSeeDo Basic conversation can also be sent via SMS: you and your clients now have options. Texting an SMS is simple and straight forward and is useful in case a client doesn't use email on his or her smartphone. The only thing you will need is your clients mobile number.

To invite someone through SMS, select **'SMS'** in the field **'Communication'**.

WeSeeDo

Schedule an appointment

Start time: 04/01/2023 11:15

End time: 04/01/2023 11:45

Recurring appointment: ☐

Team: Choose a team

Invitees: 1 invite

Request an interpreter for this appointment: ☐

Communication: SMS

Recipient name: E.g. John Smith

Phone: Country code: +31, Mobile number *

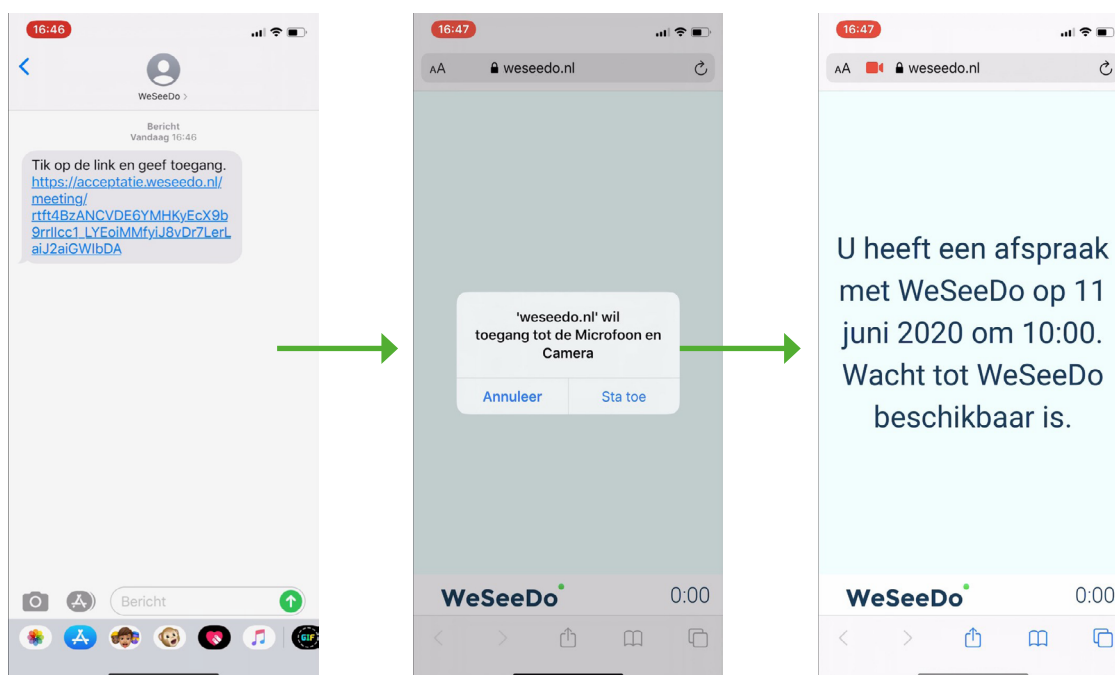
Subject:

Message: Click on the link and choose 'allow'

Characters left: 4

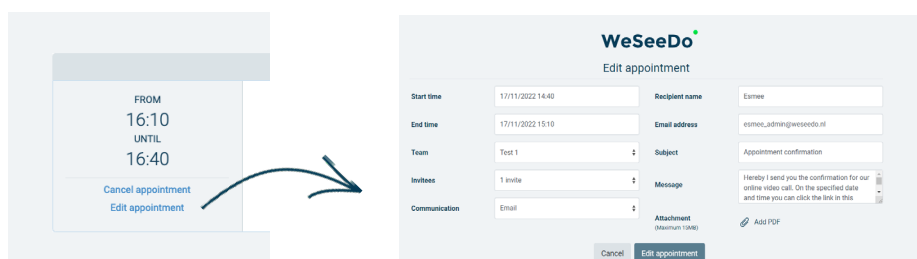
Schedule appointment

Your client will then receive a text message from WeSeeDo on their phone in which he or she can click through to the WeSeeDo-conversation, establishing the conversation on their telephone. It is as easy as it gets.



6 Change or cancel appointments

Should you want to change or cancel an appointment, you may do so in the tab **'Waiting room'**. Next to the appointment are two links. To change the appointment click on **'Edit appointment'**.



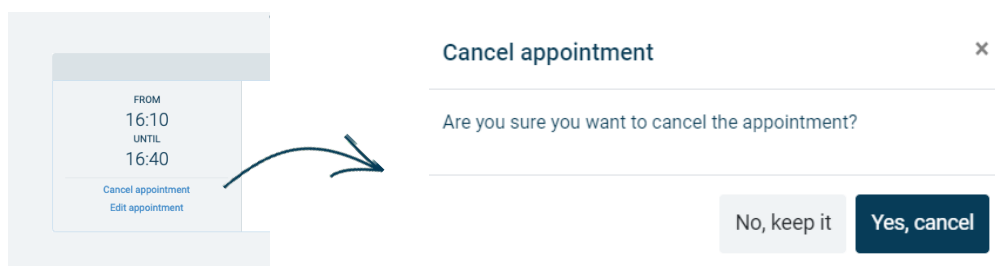
The screenshot shows the 'Edit appointment' form in the WeSeeDo interface. On the left, a calendar view shows an appointment from 16:10 to 16:40 with links for 'Cancel appointment' and 'Edit appointment'. An arrow points from the 'Edit appointment' link to the main form. The form has the following fields:

- Start time:** 17/11/2022 14:40
- End time:** 17/11/2022 15:10
- Team:** Test 1
- Invitees:** 1 invite
- Communication:** Email
- Recipient name:** Esmee
- Email address:** esmee_admin@wesee.do.nl
- Subject:** Appointment confirmation
- Message:** Hereby I send you the confirmation for our online video call. On the specified date and time you can click the link in this...
- Attachment:** Add PDF

At the bottom, there are 'Cancel' and 'Edit appointment' buttons. The 'Edit appointment' button is highlighted.

You will then see the same screen as when you make a new appointment. Here you can make the necessary changes. For example, add a new start or end time, add participants and you have the option to assign the appointment to another agent. When you click the **'Change Appointment'** button, your colleague and the client will receive a confirmation that the meeting has been changed sent via email or SMS.

Should you want to cancel the appointment, click on **'Cancel appointment'**.



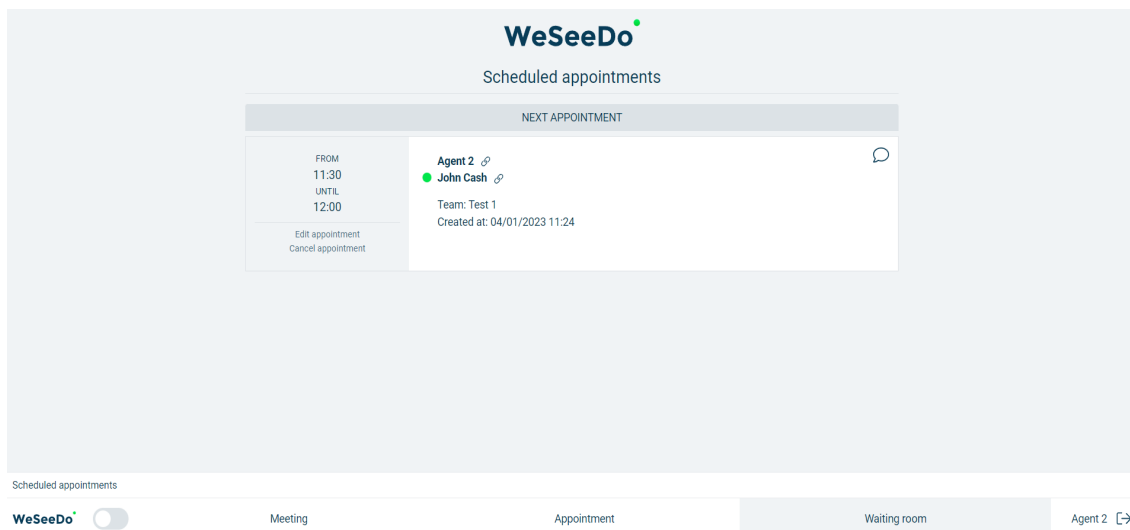
The screenshot shows the 'Cancel appointment' confirmation dialog in the WeSeeDo interface. On the left, the same calendar view is shown with an arrow pointing from the 'Cancel appointment' link to the dialog. The dialog has the following content:

- Header:** Cancel appointment
- Text:** Are you sure you want to cancel the appointment?
- Buttons:** 'No, keep it' and 'Yes, cancel'.

Then click on **'Yes, cancel'** to confirm the cancellation. Also in this case both you and your client will receive a confirmation by email or by SMS.

7 The waiting room

To start the conversation, the agent will navigate to the **'Waiting Room'** tab at the bottom of the screen. Here you will see an overview of the scheduled appointments chronological order.

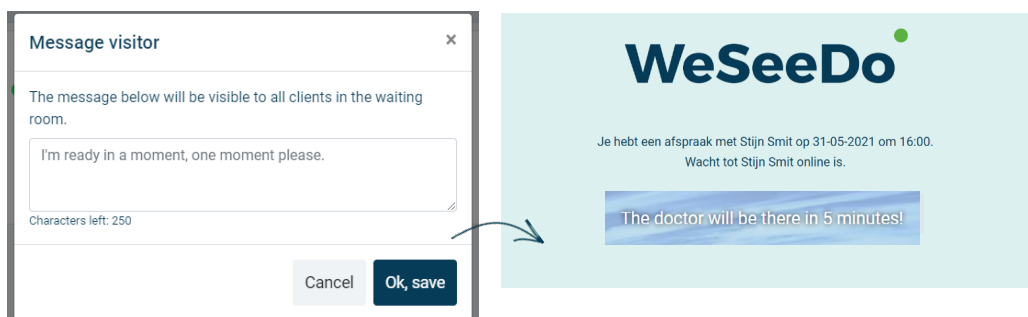


The red dot indicates that the WeSeeDo-participant is not yet in the waiting room. The moment the WeSeeDo-participant clicks on the link from the invitation and is ready in the waiting room, the red dot turns green and your colleague who is going to have the conversation hears a 'bell'.

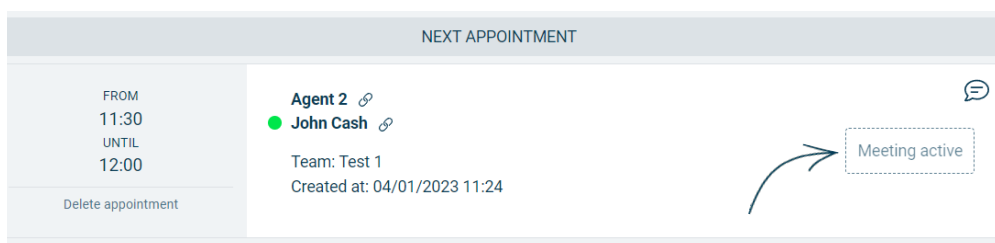


Is the previous call running longer than expected or do you want something else to let the waiting WeSeeDo-participant know? You can send them a message in the waiting room by clicking on the speech bubble.

Type the message you want to send and click on **'Ok, save'**. The message will now be displayed in the waiting room.



WeSeeDo Tip: In de wachtkamer kun je ook zien of een gesprek actief is.





Beeldbellen op de juiste manier

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