SUPPORT CONSOLE

Omniscient

Support Website Guide

The Omniscient support website is where a **specialist** watches a technician's live point-of-view video, chats guidance back, captures photos and recordings, and reviews past sessions — all in a browser.

For specialists, team admins, and platform admins using the Omniscient dashboard in a web browser. Companion to the *Omniscient Technician User Guide*.

CONTENTS

What's in this guide

WHAT YOU'LL NEED

A modern browser, your work (Microsoft) sign-in, a headset or microphone for two-way audio, and permission to use your microphone in the browser when prompted.

SECTION 1

1 · Overview & roles

The support website is the **only** place the technician's point-of-view video is shown. As a specialist you see their live view, talk to them, type guidance, and capture media — the technician's app never shows your camera; it's a guidance experience, not a face-to-face video call.

Roles & what each can see

ROLE	ACCESS
Specialist	Sessions and History — join live calls and review past ones.
Admin	Everything a specialist sees, plus **Admin** and **Reports** — manage subjects, users, customer details, and capture policy.
Platform Admin	All of the above, plus **Provisioning** — the platform control plane for creating and managing organizations.

Menu items appear based on your role, so your navigation may show fewer items than listed above.

SECTION 2

2 · Signing in & choosing an organization

1. Open your organization's Omniscient web address in a browser and sign in with your work (Microsoft)

account.

2. If your account belongs to more than one workspace, the **Choose an organization** page appears. Select the Omniscient workspace you want to open.
3. Platform admins also see a **Provisioning** option here to open the control plane.

> **"NO ACTIVE ORGANIZATION"**
>
> If you see this, your account doesn't yet have an active Omniscient membership. Ask an administrator to invite you (Admin → Users & Roles) or verify your email domain.

SECTION 3

3 · Getting around the dashboard

The left navigation is your map. Icons and labels:

MENU	PURPOSE	WHO SEES IT
◉ **Sessions**	Live requests from technicians waiting for help.	All specialists
◷ **History**	Past sessions with media and transcripts.	All specialists
▤ **Admin**	Subjects, users, customer, and settings.	Admin, Platform Admin
▦ **Reports**	Call volume and history reporting.	Admin, Platform Admin
◆ **Provisioning**	Create and manage organizations.	Platform Admin

Your name and role appear in the user badge; use it to confirm which organization you're working in.

SECTION 4

4 · Support Sessions (the live lobby)

The **Sessions** page lists live requests from technicians in the field. It updates automatically as requests come and go — no need to refresh, though a ↻ **Refresh** button is available.

The Sessions lobby. A waiting request showing status, technician, subject, reference code, and the Join call button.

Reading a session card

- **Status pill** — the current state of the request (e.g. requesting, ringing, active).
- **Technician** name and the **subject** they chose (the kind of equipment or procedure).
- **Reference code** — a short code (for example `260703-001`) identifying the session.
- **Time** the request was created.

Joining a call

1. Find a joinable session and click Join call.
2. If another specialist has already picked it up, the button reads In Progress and is disabled — see the rule below.

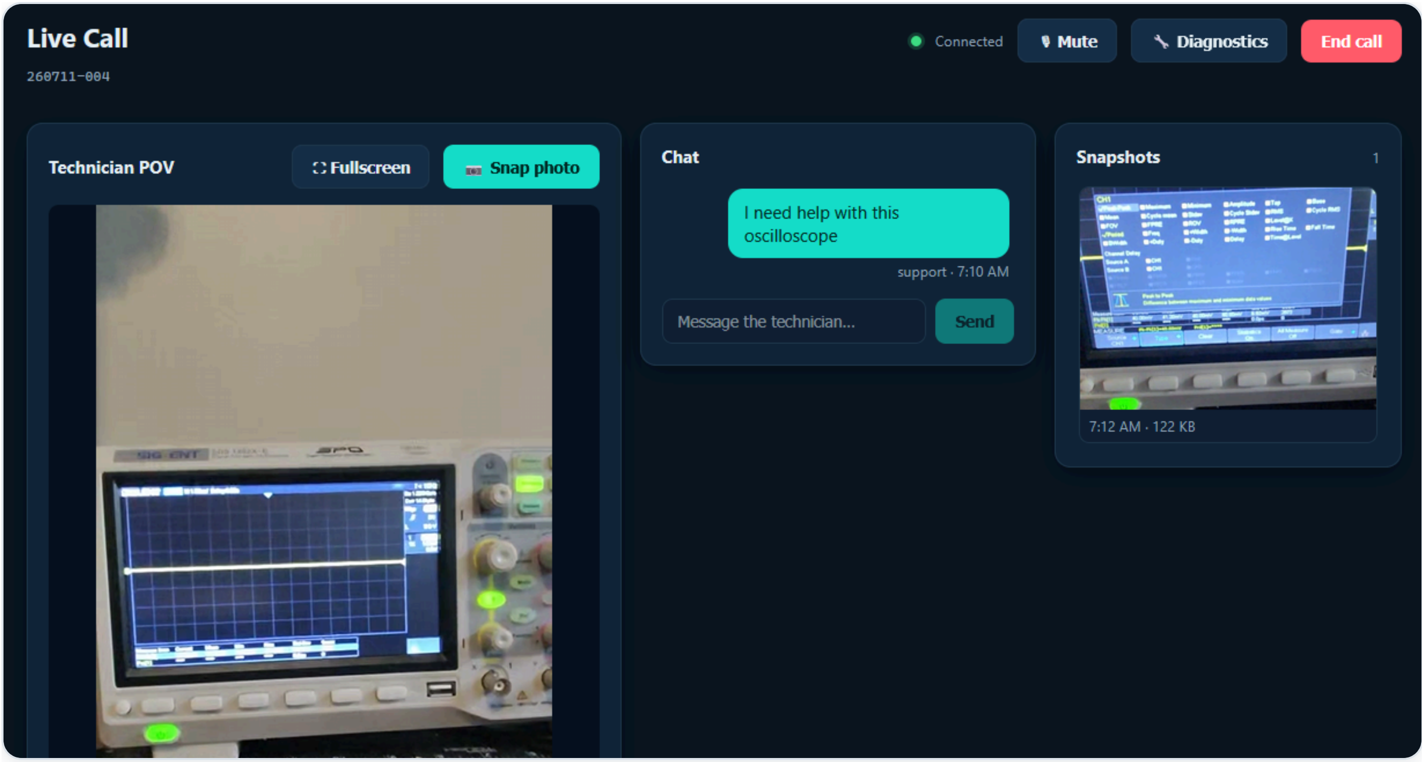
> **ONE SPECIALIST PER CALL**
>
> A call is a private 1:1 connection between the technician and one specialist. Once someone joins, the session is no longer joinable by others. If you land on a call that's already taken, you'll see "*Call already in progress*" — click Back to sessions.

When there are no requests, the page shows an empty state: technicians appear here the moment they tap **Request Support**.

SECTION 5

5 · Handling a live call

The call screen has three panels: the technician's **POV video**, the **Chat**, and **Photos & recordings**. The header shows the reference code, a connection dot, and your action buttons.



A live call. Left: the technician's live POV video with Fullscreen and Snap photo. Center: chat. Right: captured photos & recordings.

The POV video

- Live video paints as soon as the connection is established; until then you'll see "Connecting to video...".
- If the technician pauses their camera, the panel shows "Technician paused video."
- Click ⛶ Fullscreen to enlarge the view (available while live video is active).

Chat

1. Type your guidance in the message box and press **Enter** or click Send.
2. Your messages appear on one side, the technician's on the other, each stamped with the time.

Header actions

BUTTON	WHAT IT DOES
📷 Snap photo	Captures a still from the technician's live view. It's added to **Photos & recordings** and shared with the technician. (Shown only if photo capture is allowed.)
● Record / ■ Stop recording	Records the session. A Recording indicator shows while active. (Shown only if recording is allowed; disabled while video is paused.)
🎙 Mute / 🔇 Unmute	Mutes or unmutes your own microphone.
🔧 Diagnostics	Toggles a live diagnostics panel (mic capture, negotiated direction, packet counts) for troubleshooting audio/connection.
End call	Ends the call for both sides.

Photos & recordings

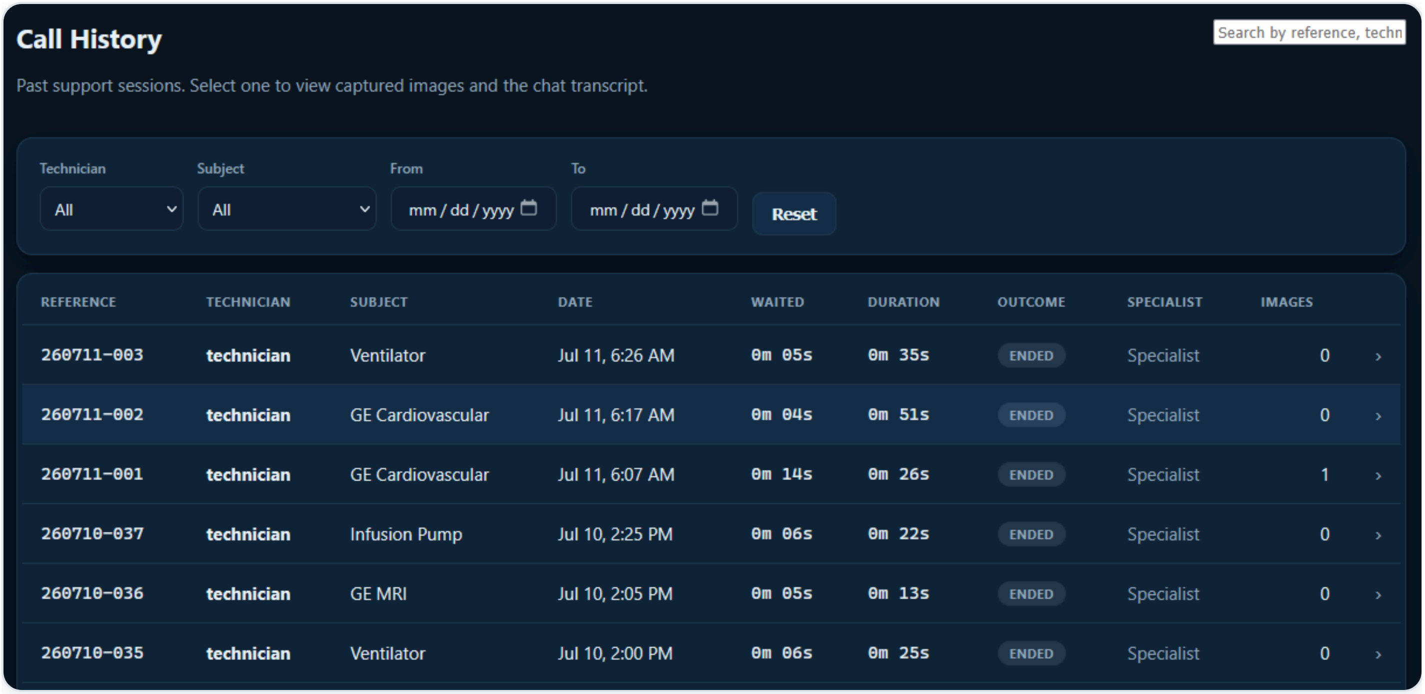
- Captured photos appear as thumbnails — click one to view it full-size in a lightbox.
- Recording clips show a "Recording saved" note and become available in **Call History** after the call ends.

> **LEAVING ENDS THE CALL**
>
> Navigating away, refreshing, or closing the tab will end the call for the technician too. You'll be asked to confirm first — "*Leave this call? This will end the call for the technician.*" Use End call when you're intentionally finished.

SECTION 6

6 · Call History

The **History** page lists past sessions in a searchable, filterable table.



Call History. Filter by technician, subject, and date range; each row shows reference, waited, duration, outcome, specialist, and media count.

Finding a call

- **Search** by reference code, technician, subject, or specialist.
- **Filter** by technician, subject, and a date range (From / To). Click Reset to clear.
- Use the pager at the bottom to move through pages and change page size.

Reading the columns

COLUMN	MEANING
Reference	The session's short code.
Waited	Time to answer — how long the technician waited before a specialist joined.
Duration	How long the call lasted.
Outcome	Result of the session (e.g. completed, missed). Missed calls show "—" for duration and specialist.
Media	Combined count of photos and recordings.

Call detail

1. Click any row to open the detail view.
2. Review **Media** — recording clips play inline; photos open full-size when clicked.
3. Read the full **Chat transcript**.
4. If the technician uploaded an on-device log, open **Diagnostics** to view it.

SECTION 7

7 · Admin: subjects, users, customer & policy

Admin and **Platform Admin** only. The Admin home links to each area below.

Subjects

Call categories technicians choose when requesting help (e.g. MRI Machine, Centrifuge, Ultrasound Scanner).

- Add a subject with a name and a short description for experts, then click Add.
- Edit to rename, Archive to retire one, or Restore to bring it back.

Users & Roles

- See all members of the organization and their roles (Admin / Specialist / Technician).
- Invite someone by email and assign a role, then click Send invite.
- Pending invites can be revoked before they're accepted.

Customer

Organization contact details and the **verified email domain** used to auto-join new users. Update and click Save changes.

Settings — capture policy

Controls applied to **every new call** in your organization:

- **Capture permissions** — whether specialists may take photos and record video.
- **Video & retention** — retention period for stored media (leave blank to keep indefinitely).

Click Save policy to apply.

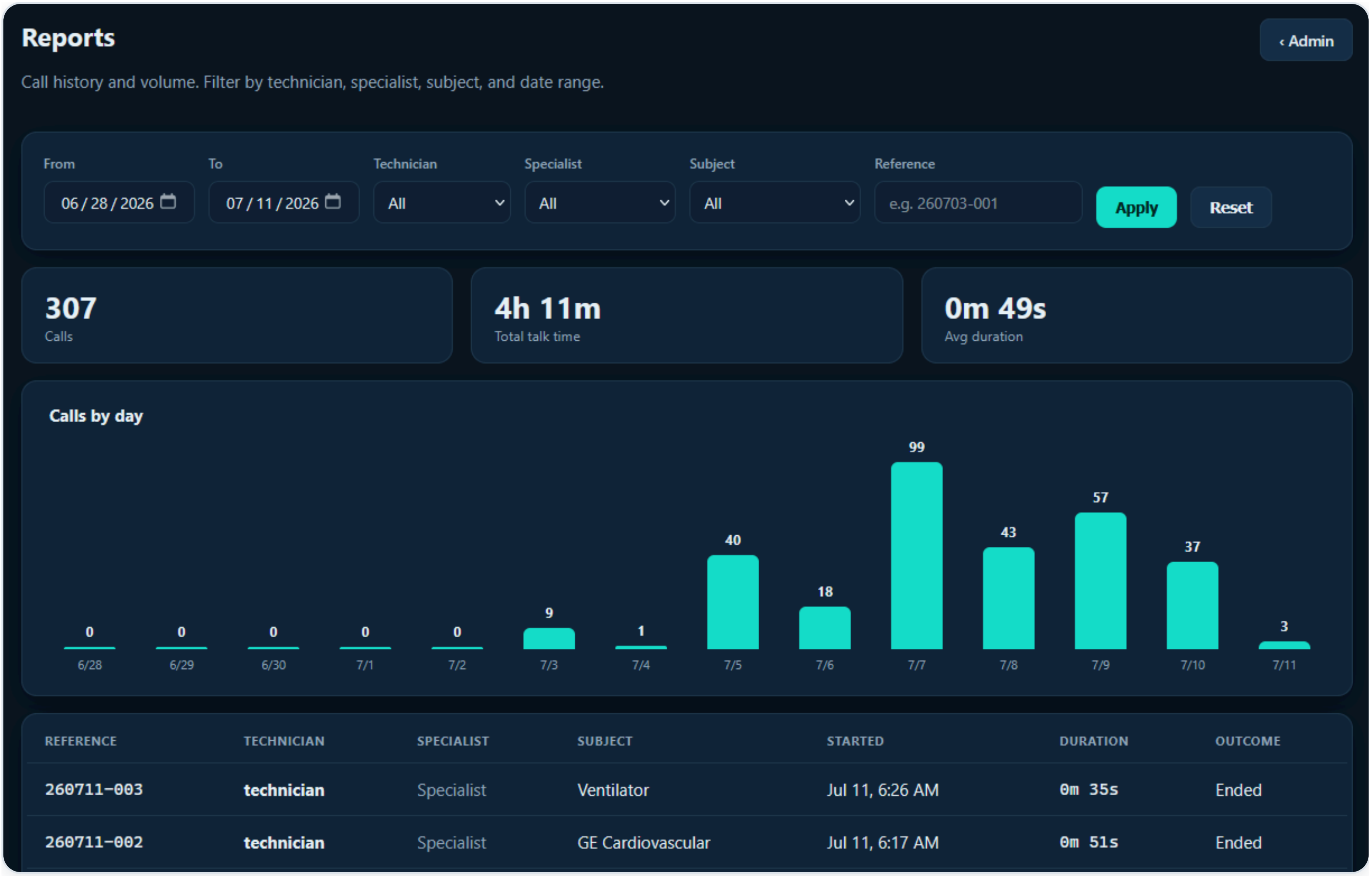
> **NOTE**
>
> Some instances show "Persistence is not configured for this instance," which means changes can't be saved in that environment. Contact your platform admin if you expect to be able to save.

SECTION 8

8 · Reports

Admin and **Platform Admin** only.

The **Reports** page shows call history and volume for the organization. Filter by technician, specialist, subject, date range, and reference code, then click Apply (or Reset to clear).



Reports. Headline totals (calls, total talk time, average duration), a calls-by-day chart, and a filterable results table.

Results list each call's reference, technician, specialist, subject, start time, duration, and outcome — useful for reviewing workload and turnaround over a period.

SECTION 9

9 · Tips & troubleshooting

SITUATION	WHAT TO DO
Session shows "In Progress" and won't open	Another specialist already joined. Calls are 1:1 — pick a different session or wait until it returns to the lobby.
"Call already in progress" after joining	The call was taken or ended. Click Back to sessions .
Video stuck on "Connecting to video..."	Give it a moment to negotiate. If it persists, open 🔧 Diagnostics and check connection state; ask the technician to confirm their glasses camera is on.
"Technician paused video"	The technician paused their camera — ask them to resume from their call controls.
The technician can't hear you	Confirm you're not muted, allow the browser to use your microphone, and check the diagnostics panel for mic capture.
Record / Snap photo buttons are missing	Your organization's capture policy disables them (Admin → Settings). An admin can enable them.
Connection dot shows "Connecting..."	The dashboard is reconnecting to the hub. It recovers automatically; avoid refreshing during a live call.
Recording doesn't appear right away	Clips finish processing after the call ends and then show in Call History.

BEST PRACTICE

Answer promptly from the Sessions lobby, confirm audio at the start of every call, capture a photo of anything worth documenting, and always finish with End call rather than closing the tab.