

Videos on the Mobile App

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Overview

Mobile App users may view CompanyCam (one of our 3rd party integrations) videos saved to a Contact.

Once a CompanyCam video is stored to a contact's details, that video is accessible in serviceminder, both on the Web App, and now, in the Mobile App with no limits on which users (with proper permissions) may view the videos.

Video Tutorial

Your browser does not support HTML5 video.

Settings and Navigation

A mobile app user may access any CC videos by searching for or clicking on a contact, then scrolling down to the "Additional" section. If the Contact has any videos, there will be a "Videos" section just below the "Pictures" section. Clicking there takes the user to any videos for that contact.

FAQs

Must I have a CompanyCam account for this?

Currently, yes.

Will serviceminder be adding video capture and storage functionality?

Yes.

Troubleshooting

I don't see a "Videos" header on the contact "Additional" section

This means there are no CompanyCam videos related to this customer.
