eVisit®

Network Failure Message and Reconnect

What is it?

A message that will appear in-visit informing a user when a network issue is detected and that eVisit is automatically attempting to reconnect to the visit. After a certain period of failed reconnection attempts, the user will see a button appear to manually reconnect.

Why is it useful?

Without a network connection, it is impossible to conduct a successful visit. Today, there are failed network scenarios where a user sees a black screen and cannot take action to fix the issue. This feature will provide visibility to the user and both an automatic plus a manual way to fix the failed network connection.

When should I use it?

This message will automatically appear in-visit across web, mobile web and the native app when eVisit detects that a user has a failed network connection. During this time, eVisit will automatically try reconnecting the user to the visit.

If eVisit is unsuccessful in reconnecting the user, a reconnect button will appear on the screen. Consider using the reconnect button when:

- Switching between cellular data and Wi-Fi mid-call
- A user has moved closer to his/her Wi-Fi access point
- A user has moved to a location that has a better cellular connection

How does it work?

This functionality will display when the following steps happen:

1. User experiences a network connection failure in-visit

2. User will see a message stating the network connection is lost and we're trying to automatically trying to reconnect
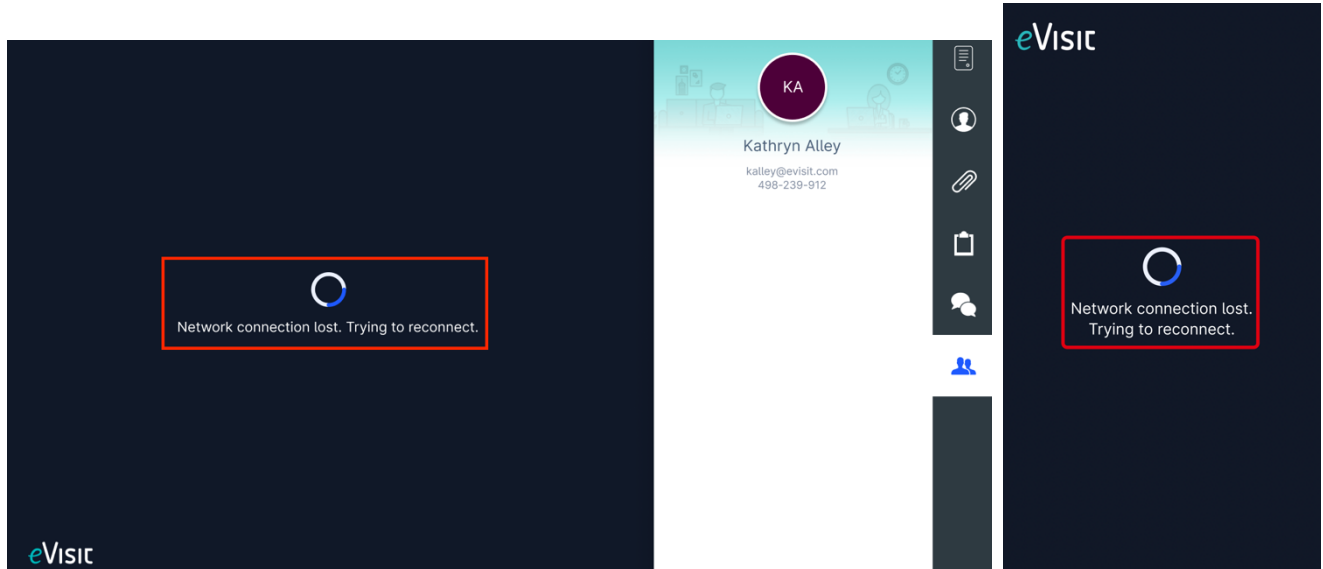
3. If unable to automatically reconnect the user, the user will see a **Reconnect** button. Clicking this will manually trigger the video to reconnect
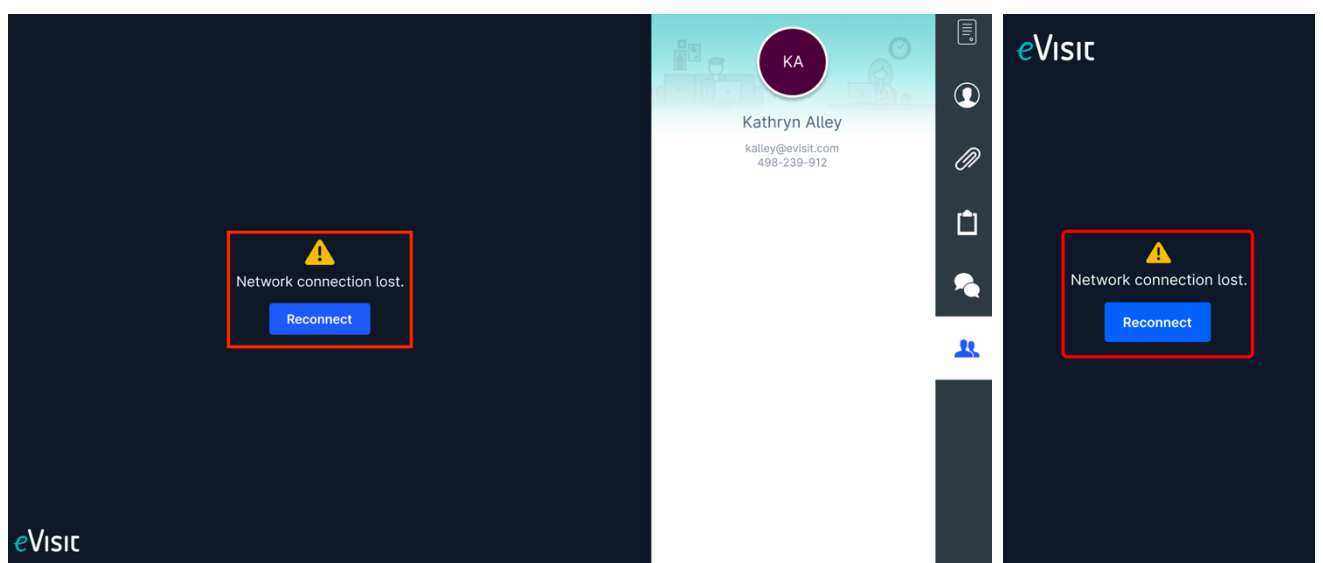
4. If the user clicks the Reconnect button they will see the spinner and the message "Just a moment. Trying to reconnect." Clicking the **Reconnect** button should hopefully reconnect the user, with all in-visit functionality including video and audio accessible.
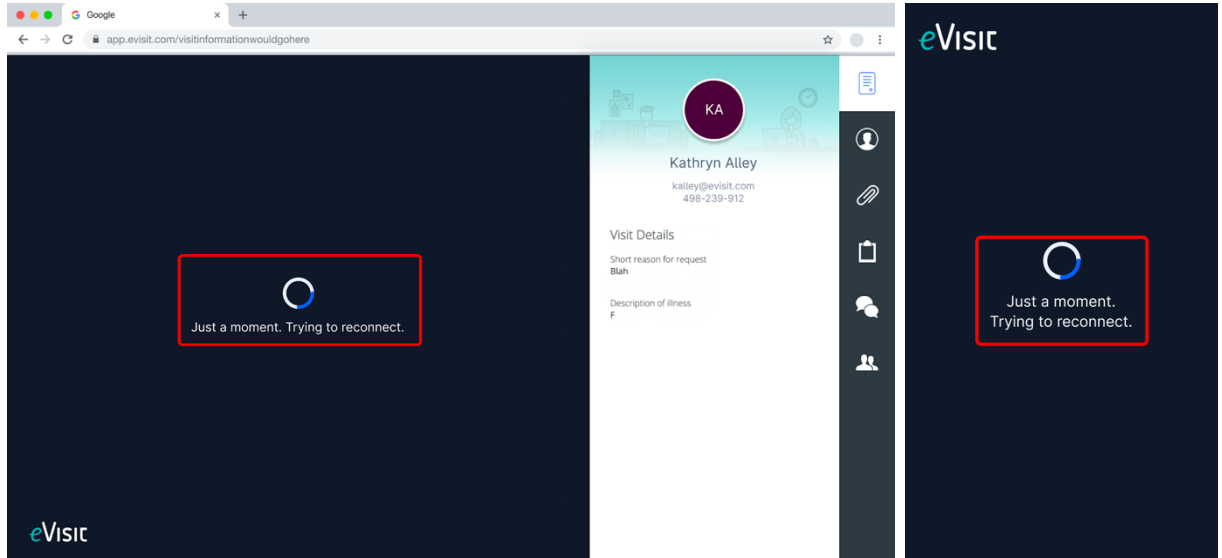
How do I get started?

This feature will be available to all customers automatically.

Additional Information

This will be available for web, mobile web and mobile native.