

NDP 3D TOUR FAQ



1. WHAT IS AGENT LIVE?

Agent Live is a feature that allows you to make live video calls from inside your virtual tour. A live video call allows you to see and speak with your clients while moving through your virtual tour, so you're able to have a conversation, answer any questions, and give that same personalized experience you would give if you were walking them through the property in the real world. NDP's version of a Virtual Open House.

2. HOW MANY PEOPLE CAN I HAVE INSIDE AN AGENT LIVE VIDEO CALL?

You are able to host a group video chat of up to 15 participants inside an Agent Live video call, however we suggest a maximum of six users.

Each participant will appear inside the tour with their camera bubble, smaller screens fill up quickly and having more than six people will obscure the view of the tour.

3. HOW DO I MAKE VIDEO CALLS ON MY TOUR USING AGENT LIVE?

Once your NDP 3D Tour is published, you can begin the shared viewing:

1. Click the Shared Viewing button in the bottom left hand corner of your tour.



2. Copy your unique NDP 3D Tour link and send to your clients via text, email or messenger.
3. When your client clicks the Agent Live link they will automatically join you on a live video call inside your tour so you can explore immediately. Please note that with the Shared Viewing link you can add multiple users into an Agent Live call at once.

4. CAN I SHARE A SCREEN DURING AN AGENT LIVE CALL?

Yes, you are now able to share your screen inside an Agent Live call with all participants inside the call*. To do this, click on the Screen Share icon in the bottom left hand corner of your screen during an Agent Live call:



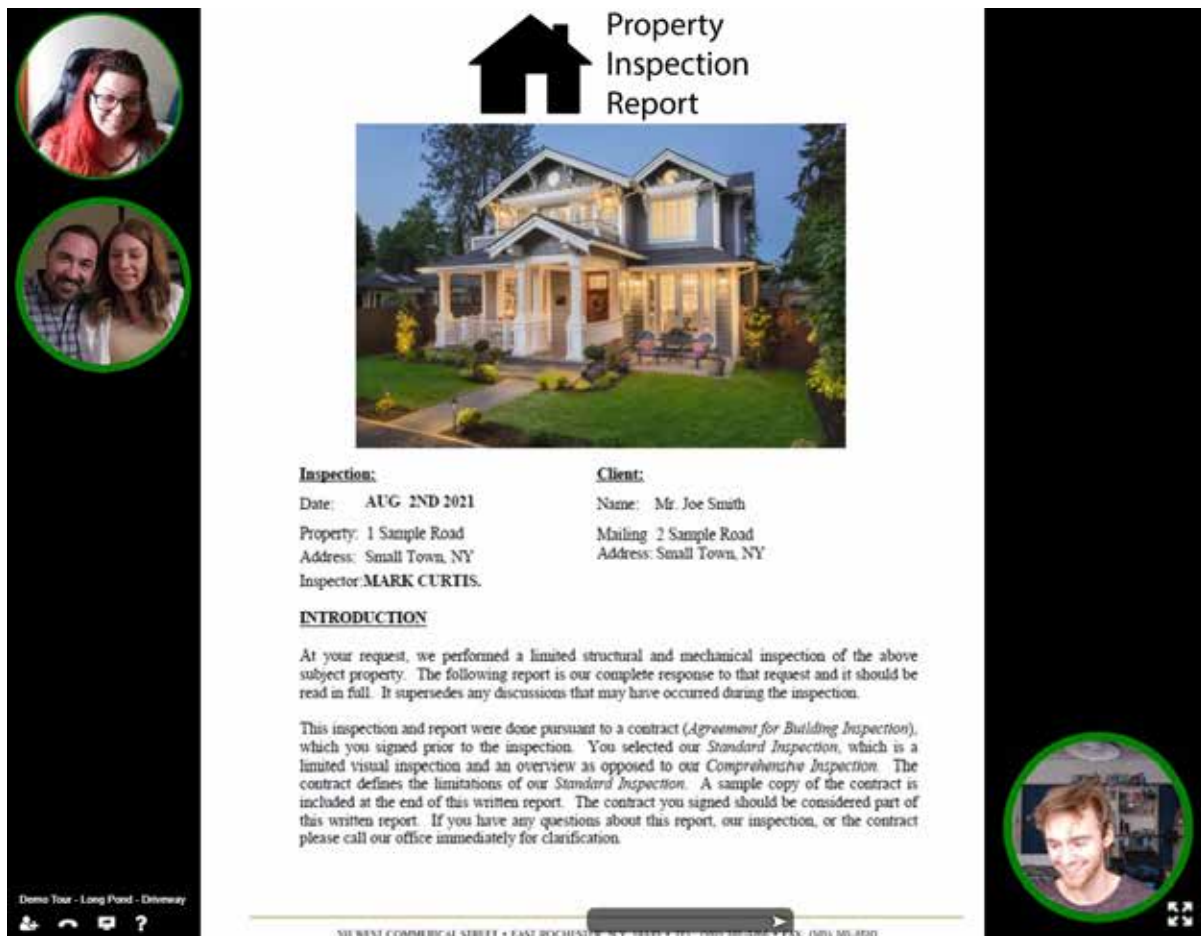
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You will then be prompted to select which screen, window, or browser tab you wish to share inside your call.

Click on the option you wish to share with your clients and this will then immediately share the screen with them. If you also wish to share audio (for example if you are showing your client a video), make sure to select the **Share Audio** button at the bottom of this window.

Your browser will then immediately share this screen inside your Agent Live call.



If you wish to end the screen share and continue your call inside the virtual tour, just click the **Screen Share** icon again to return to your virtual tour.

