



# Q-CONSULTATION

## PRODUCT SHEET

AI-Powered, White-Label Consultation Platform for Any Industry



# Product Overview

Q-Consultation by QuickBlox is a fully brandable, AI-powered video and chat platform that lets you deliver secure, real-time consultations under your brand. It's built for teams that want to add consultations, virtual sessions, or expert handovers to their existing products — without building video, chat, and AI from scratch.

You can deploy it in healthcare, financial services, insurance/claims, customer success, education/training, or any service business that needs secure, scheduled or on-demand consultations.



# Key Capabilities

## 01 Branding & Experience



Full white-label: your logo, colors, domain, and UI language.



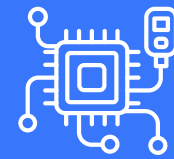
Runs as a video + chat consultation app or a chat-first / messaging-only experience.



Flexible, modular screens so you can insert Q-Consultation into an existing product flow.

02

## Access Paths (How users join)



**Embedded in your website or app**  
- add Q-Consultation to your portal for authenticated users, repeat sessions, and scheduled visits.



**Secure one-click links (email/SMS)**  
- send time-bound, private links for one-off or follow-up sessions; no login needed.



**Omnichannel starts (WhatsApp, Messenger, Telegram, SMS)** – users start in a familiar channel; AI handles intake and escalates to a secure session.

## 03 Deployment & Hosting



**Cloud / managed hosting** – fastest setup; QuickBlox manages scaling, uptime, monitoring, and updates.



**Self-hosted / on-prem / private cloud** – install in your own environment to meet internal security or regulatory requirements.



**Open-source SDKs / APIs** – extend features, integrate with your own products, or embed in your UI.



**Single-tenant and multi-tenant** options – run for one enterprise or for multiple downstream customers.



Designed to **support customer security policies** (SSO, key management, network controls) depending on the environment.

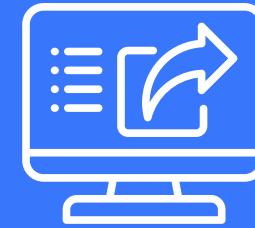
# Core Communication Features



Secure, low-latency  
1:1 and group video  
(WebRTC-based).



In-session chat  
alongside video for  
links, files, and  
instructions.



File & screen sharing  
for documents,  
claims, education,  
or care plans.



Session audit,  
history, and call logs  
for QA, reporting, &  
governance.



Virtual waiting rooms and  
queue/room management  
for teams handling multiple  
incoming sessions.



Role-based access  
(admin, staff/ agents,  
end users  
/customers).



Localized / multi-language interface  
— 10 languages available out of the  
box, with the ability to add more on  
request or per deployment.

# AI & Automation

AI is available throughout the session lifecycle — **before, during, and after a consultation.**

## Before the session

- Automated intake / pre-session questions (collect context, case details, reason for visit/call).
- FAQ / knowledge-based responses from an AI assistant to reduce live-agent load.

## During the session

- **Smart Answer Assist** – AI suggests responses or next steps to the agent/host based on context.
- **Live transcription** for video or chat sessions.

## After the session

- **AI-generated summaries** (notes, action items, follow-ups).
- Optional structured output for CRM/ticketing/EMR-like systems (based on your integration).
- Can trigger downstream workflows (send link, schedule next session, notify team).



# Typical Use Cases



**Healthcare / virtual care** – branded consult rooms, AI intake, secure video, HIPAA support.



**Insurance & claims** – video inspection, document sharing, secure link to claimant, AI summary for case notes.



**Financial, legal, and advisory services** – private, auditable consultations under your domain.



**Customer support / success** – chatbot → live consult handover; video support for complex issues.

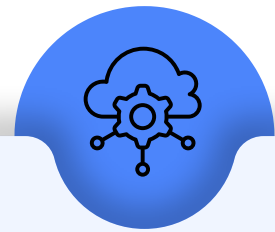


**Education / coaching / HR** – scheduled or on-demand sessions, recording/transcript, branded classroom/room.

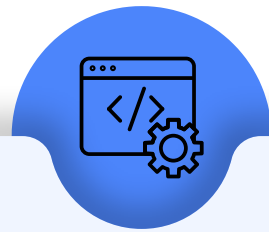


**Platform / SaaS vendors** – embed consultation capability as part of your product suite.

# Tech Stack, Integrations & Developer Tools



REST APIs and SDKs for Web, iOS, and Android.



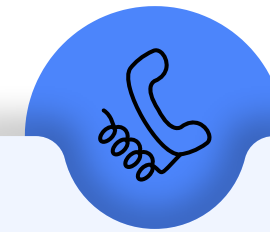
Built on WebRTC + JavaScript for modern browsers and mobile web.



Works without app-store install — ideal for guest or one-off users.



Integrates with CRMs, LMSs, portals, scheduling, analytics, and custom backends.



Optional telephony integration.



Support for custom and advanced integrations.

# Security, Compliance & Data Governance

Encryption in transit and at rest.

Audit logs, role-based permissions, session history,  
and data-retention controls.

Data residency / hosting location options (cloud or  
on-premises / dedicated).

Does support enterprise compliance needs, including:

- SOC 2 (for organizations requiring certified controls),
- DPA (Data Processing Agreements) for GDPR environments,
- BAAs (Business Associate Agreements) for HIPAA workloads.

Suitable for customers with strict security teams  
and internal infosec reviews.



# Value Proposition

## **Launch fast –**

Add AI-powered video/chat consultations without building RTC and AI yourself.

## **Own the experience –**

Your brand, your domain, your data.

## **Meet users where they are –**

portal, link, or chat-based start.

## **AI as a multiplier –**

fewer manual steps, better notes, faster response.

## **Enterprise-ready –**

secure, multi-tenant or single-tenant, integration-friendly, and aligned with compliance.

# NEXT STEP / CTA

Ready to launch your own branded consultation experience with Q-Consultation?

**–[Request a Demo] or contact the QuickBlox team to review deployment, pricing, and integration options.**