

### Customer Engagement through Video RTC

#### BENEFITS

##### IMPROVE EFFICIENCY WITH REAL TIME VIDEO

Customers show, instead of trying to explain to agents what the issue is, receiving immediate feedback and improving FCR.

##### PRIVATE AND SECURE COMMUNICATIONS

Secure customer interactions. End-to-end encryption of all video calls ensures the security of all information exchanged during video chats.

##### HUMAN & BOTS

Customers enjoy a real life and feature rich experience. Being connected with someone, face to face drives loyalty and trust.

#### What our Customers say about us

"Video chat allowed us to break distance barriers. We talk to customers all over the country and achieve great levels of customer engagement and intimacy because our patients see a human, friendly face every time they reach out to us."  
Spanish Healthcare Institution

### HYPERSONALIZED EXPERIENCES

#### FEATURES

##### VIDEO CALL

Makes video calls over the internet using WiFi, 3G/4G, or cable, using your own web browser.



##### VIDEO CHAT

Communicates visually with customers through the computer.



##### FILE SHARING

Enables customers and agents to share and send files back and forth during a video interaction.

##### SCREEN SHARING

Shares screens, application window, documents, video, or a web browser to get everyone on the same page.



##### CO-BROWSING

Delivers high quality and quickly co-browsing to provide a superior online customer experience.



##### RECORDING

Records video interactions for quality control, security purposes, or to generate valuable business information.