

Video Call Center™ for Kiosks



KEY BENEFITS

- **Keep the Personal Touch**
Virtually replicate in-person interactions with live video communications and build meaningful connections with your clients
- **Contact Center**
Allows call transfer and routing functionalities to connect clients with the right agent
- **Easy to Connect**
Just one click, no download required for clients or agents to connect
- **Customizable**
Deliver customized user experience based on your brand and industry workflow
- **Mobile Ready**
In addition to kiosks, clients can reach the call center via PC or mobile devices

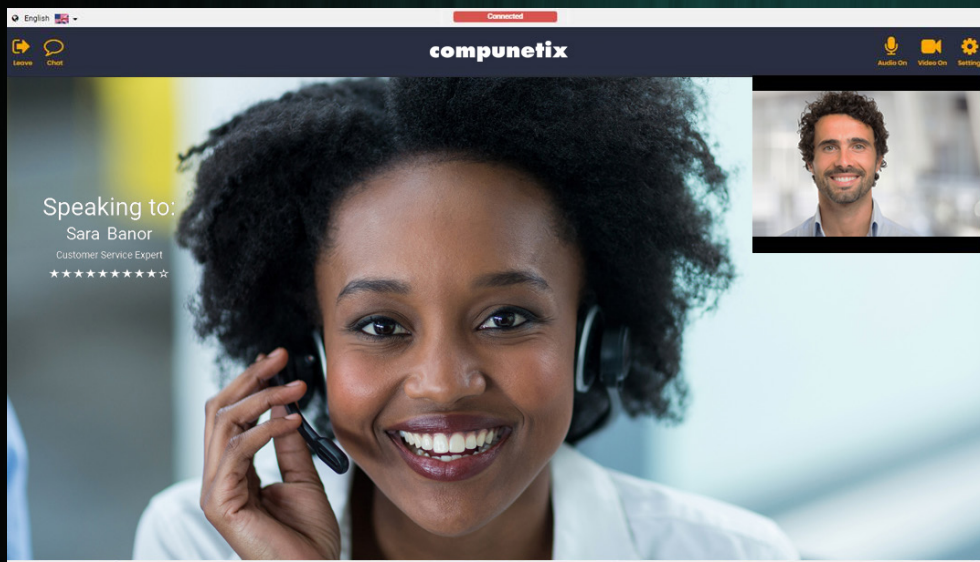
Personalized Service Via Kiosks:

Allow your customers to communicate face-to-face with remote professional representatives

The latest trend among retail self service solutions like kiosks is to offer more choices and options to customers, thus providing greater opportunity for the customer service function to deliver a truly personalized experience. As increasingly techno-savvy customers continue to demand more from retailers, enabling video chat for digital kiosks will attract their attention by:

- Providing customers more “help” during busy seasons or peak traffic times
- Enabling customers to receive a more personalized service experience
- Providing the level of immediate, expert support required to satisfy even the most demanding customer

Video Call Center (VCC) by Compunetix is the perfect solution to provide this enhanced customer experience. VCC allows the customer to sit or stand in front of a locked down touch screen kiosk and converse face-to-face with a remote representative without even leaving the department. VCC's HD video and audio allows for clear and crisp communication, while its transfer and routing capabilities let the kiosk representative direct the call to the right specialist.



Sample Customer View for Kiosk Integration

How Can You Use VCC for Kiosk Applications?

Retail: Adding a personal touch for in-store sales assistance and technical support

Healthcare: Video Call Center allows face-to-face care coordination and patients' triage

Government: Video Call Center for kiosks improves efficiency in handling public facing services

Banking: Video communication builds trust between bankers and customers with immediate, personalized help for transaction and account help

Video Call Center Delivers:

Video Customer Engagement

- Easy, one-click connection (no download required)
- Quickly assess their needs and transfer to available specialists
- Video call scheduling
- Ability to escalate to a multi-party call

Versatile Network Connectivity

- High-quality video connectivity in bandwidth environments as low as 128 Kbps
- Support high definition video connections
- Optimized bandwidth adaptation

Geo-localization

- Provide customer location details

Seamless Integration with Company Website

- Fully brandable and customizable

Collaboration Functionalities

- Application and desktop sharing
- Customer/Agent chat
- File transfer

Deployment Options

- Available as a cloud service
- On-site deployment

Widespread Accessibility

- Accessible from browsers or mobile devices, without any download required
- No proprietary equipment needed for customer and agent
- Supports integration with kiosks

Confidentiality & Data Security

- Secure and encrypted media and data connectivity
- Secure password authentication

Quality Call Monitoring & Statistics

- Ensure customers are properly assessed and improve call center performance

Flexible Kiosk Options

- Innovative hardware designs
- Advanced service features
- Industry-leading quality and reliability

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