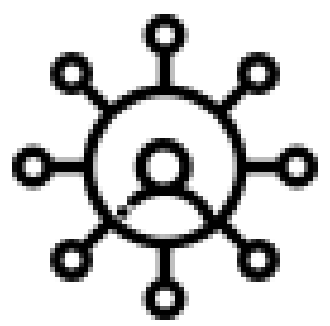




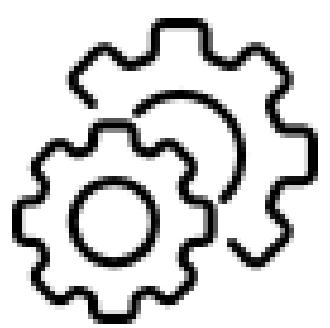
Video Consultation Solution

Rapidly increase customer engagement with video

Features



Omnichannel Customer Experience



Mobile App and Web Integration



Video Enabled Ticketing



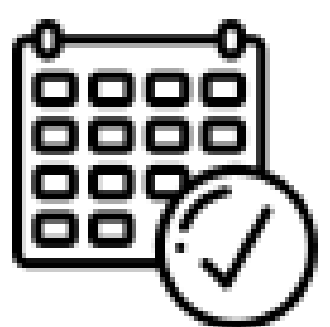
Screen Sharing



Documents Sharing



Quality Monitoring



Video Call Scheduling



Easily up-sell and cross-sell



Real time support

Business Challenge

Today the whole world is changing and adapting to the new normal. Contact Centers need to change how they communicate with their customers. Chat & Video have become the most used channels for communication. Video Consultation Solution in a Contact Center enables organizations to have face-to-face interactions with end-users.

Avaya - Video Consultation Solution opens a new channel for customer service that brings the customer experience to the level of a face-to-face meeting. Video channels in a contact center can be used for sales demos, KYC, or supporting customers for new installations. Video Consultation makes it easier for agents to understand the customer context of queries or issues and assist them then & there with the solution.



Reach your customers like never before with the industry's best video consultation solution by Avaya.

Real face-to-face discussions are not possible due to the pandemic. Remote is the new normal and is here to stay longer. Many businesses have announced work from home extension while many see a hybrid setup becoming a reality post the pandemic.

Video Consultation bridges the gap between online convenience and emotional connections with customers. Avaya enables you to easily integrate video customer engagement into your organization's website, or mobile app. This video channel experience enables click-to-video chat. Avaya provides a seamless client experience with its ability to be embedded into frontend, third-party web and integrated with Avaya Cloud Contact Center.

How can Avaya Video Consultation Service Help to improve Digital Sales & Customer Service.

- Use the live video consultation platform to have real-time face-to-face discussions with your customers for sales, servicing, or relationship management.
- Have a real-time exchange of additional information, including non-verbal body language, thus helping your agents reduce the time to address customer queries.
- Video Consultation Solution for Avaya cloud contact center replaces physical meetings, you have more control over the quality of calls and can now use Analytics to improve your call center agents' efficiency.

Benefits of Video Consultation Solution

- **Easy to Connect**

With a single click, you can get a video consultation solution from a website or mobile device. No application or program is required to be downloaded.

- **Click to Video Chat**

Bridge the gap between online convenience and interpersonal connections by making it simple for your customers to connect with your organization over the video, right from your website or mobile app.

- **Share Documents and Files**

Agents can share documents or files with the customers simultaneously for real-time exchange of information while ensuring the privacy & security of confidential information.

- **Video Chat ticketing**

A ticket can be created based on the video chat, making it easy to prioritize, track, and follow up on customer requests. The video consultation solution integrates with multiple CRMs.

- **Video Sales**

Use video consultation to interact with your customers on the website, show the product live, send product information.

- **Video Call Request**

Our request feature optimizes your call management and allows your agents to visually see incoming live video calls in your web console.

Use Cases

- Enable customers who require in-person assistance to contact live agents via video.
- Access from a website or mobile device with just one click. Without having to download any programs, non-technical individuals can connect and have a video discussion.
- Share Sales material, brochures, and screen-sharing presentations with customers while on a video call.
- Enhance the ability for Agents to work from home in the event of a pandemic.
- Utilizes Avaya Spaces Platforms that are TRA certified for VoIP Video Calls to customers in the UAE.

