Video Call Center™ for Retail

WebRTC

HAVE QUESTIONS?

SCAN THE CODE
TO START A
LIVE VIDEO CHAT

KEY BENEFITS

- **Innovative Self Service**
  Easily connect with customers at every touchpoint

- **Effortless Connection**
  Just one click to video connect with no download required

- **Flexible and Customizable**
  Fully brandable self-service applications for kiosk implementations

- **Highly Secure**
  Encryption and security features Integration with Operator Interface

- **On-Premises or Hosted**
  Able to be deployed in an on-premises or hosted environment

- **Quality and Reliability**
  High quality video, audio, screen sharing, and rich features

Next-Generation Solution for Customer Engagement

Enrich the Retail Experience with Instant High-Quality Video Communication

Retailers are making the shift to a video focused customer service experience. Video Call Center (VCC) allows retailers to remotely engage with customers from their mobile, smart device, and/or in-store kiosks, enabling consumer engagement at safe physical distances and considerable cost savings.

Video Call Center offers:

- Effortless video connection from mobile, smart device, or in-store kiosk
- Efficient use of specialists thus improving workflow and customer service
- Allows for a mixed environment of instructional videos and live assistance
- Provides additional support during busy seasons or peak traffic times
- Improves customer satisfaction and productivity
- No need for dedicated, on-premise support
- Easy access with no download required

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Powerful Tools for Forward-Looking Retail Operations

Curate a seamless self-service retail experience for your customers with live video chat integrations into your company website or in-store displays.

User Benefits

- Comfortable and recognizable video reception
- High quality, HD voice, and video collaboration
- On-screen indicators provide call status information
- Easy session recording for later playback
- Secure encrypted communications
- No specialized equipment required
- No long-term storage of user data
- No software installation required
- Share personal files securely
- Access to remote resources
- WebRTC standard

Application Features

- Seamless integration with company website
- Customizable themes and colors
- Audible call notifications
- Downloadable reports
- File transfer capability
- Attendees on hold
- Chat functionality
- Participant list

Operational Features

- One-click video chat integrations for home page
- Customizable on hold text greeting & on hold video
- Agent call transfer to representative or supervisors
- Admin interface for real-time call monitoring
- Multi-party call support (configurable)
- Agent secure login with password
- Customizable virtual front door
- Support for multiple languages
- Call metrics display

In-store virtual support
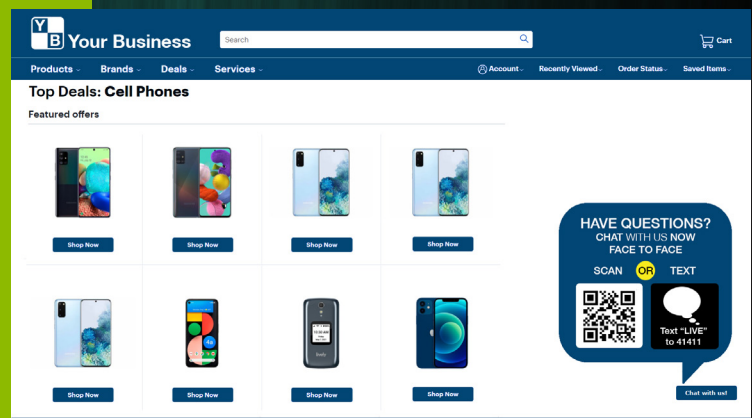
Integrated web video support

Easily accessible via smart devices

compunetix
the technology of cooperation

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