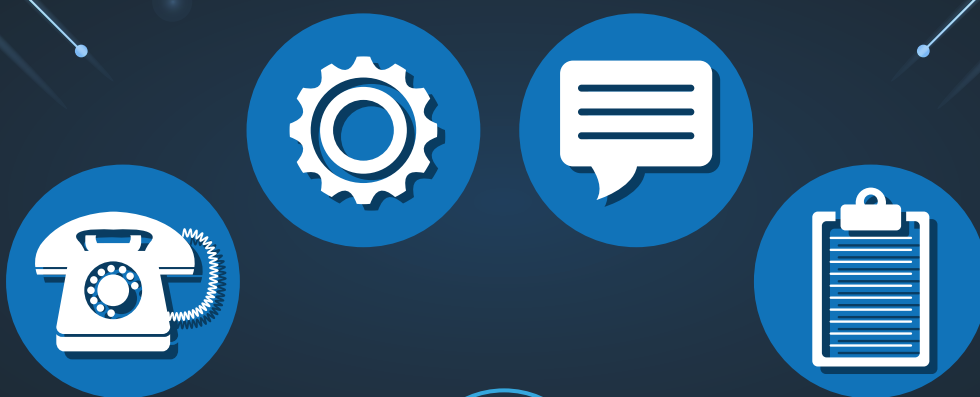


ABYLON VIDEO CC



www.abylon.hu

VIDEO CALL CENTER SOLUTION

Modernize your customer support processes, simultaneously improving efficiency and customer satisfaction. Video-based customer service can replicate the experience of a personal, face-to-face customer support, but at the same time increase its efficiency for both, your clients and your company.

BETTER CUSTOMER EXPERIENCE

Using video for customer interactions allows having friendly, lifelike conversations that develop trust and loyalty among customers. Happy and loyal customers tend to have a higher lifetime value (LTV).

According to British Barclays Bank survey using a video channel brings 44% higher Net Promoter Score than a telephone call center.



HIGHER REVENUE, LOWER COSTS

Video CC is an efficient sales channel for selling products of great value. Faster processing combined with an increased level of service results in better agent efficiency, increased conversion rates and higher revenue.

FASTER SERVICE, BETTER EFFICIENCY

Video Call Center increases efficiency and service speed. Customers can video call their advisors and perform tasks (previously requiring personal presence, like signing a contract) anytime, from anywhere without having to visit a branch, eliminating travel and waiting times.



MAIN PRODUCT FEATURES

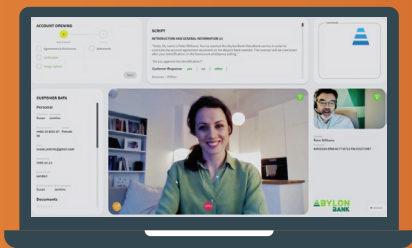
SIMPLE, CUSTOMER FRIENDLY UI

- Browser-based, no need to download anything
- Mobile-friendly, fully responsive
- Technical check before call
- Easy branding and customization
- Mobile-friendly, responsive



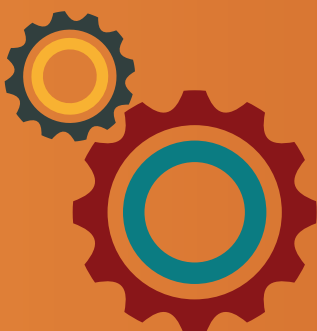
FEATURE RICH OPERATOR UI

- Process control, customizable workflow
- Personalized operator scripts
- Customer and transaction data
- Individual fields and operations
- Video call recording, screen shot option
- Video compression and digital signature
- Two-factor authentication
- Screen sharing, file sharing
- GDPR compliance (data retention and deletion)



RAPID IMPLEMENTATION

Rapidly changing environments and needs require fast adaption. Thanks to our Rapid Implementation Framework method and the number of ready-to-use modules our Video Call Center platform can be implemented within three weeks.



SIMPLE INTEGRATION

- Call center integration
- Automatic Call Distribution
- Integration with backend systems
- Archiving system integration
- Statistics, reports (PowerBI, Excel)

AVAILABLE MODULES

CONTRACTING MODULE

This module includes two-factor authentication, video compression, digital signature and GDPR compatible data retention.

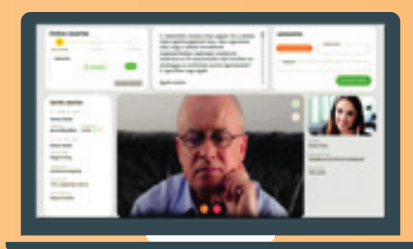
REPORTING MODULE

The Reporting Module includes PowerBI and Excel based reporting interfaces, standard and custom reporting, including integrated reports (e.g. call center and back-end systems).

AI MODULE

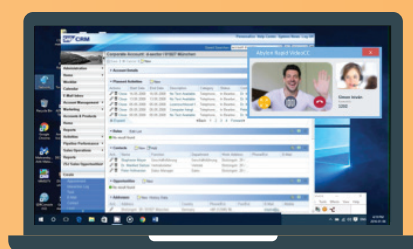
AI based real-time emotion and satisfaction monitoring and measurement, automated fraud and misuse detection.

IDEAL USE CASES



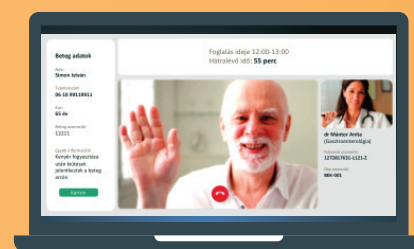
VIDEO BANK

- Contracting process (opening a bank account, signing a loan)
- Product support



VIDEO CALL CENTER

- Video customer service
- Contracting process
- Contract amendment
- Data verification



VIDEO DOCTOR

- Doctor-patient remote consultation
- Clinical evidence consultation
- Prescriptions

ABOUT ABYLON CONSULTING

Abylon Consulting offers rapid and scalable solutions for areas essential for modern day companies. We offer solutions for collaboration, business intelligence, data analytics. Our software products range from video-based solution, through data warehouse and analytics automation tools, to enterprise document management and Power BI based planning solutions.

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