



# COLLABORATION AND CONTENT SHARING



CallVU's Collaboration and Content Sharing application tool enables agents to work collaboratively with customers over multiple devices to ensure quick resolution of issues, and more efficient conversions for both inbound and outbound sales calls.

## Building Customer Loyalty Through Collaboration

Many organizations have customer touch points that span across the physical branch, the contact center and digital sites. These touch points often operate independently or in silos, where the customer will often get an interrupted and inconsistent experience.

CallVU's Collaboration and Content Sharing module empowers agents with the ability to visually share data and present digital forms with customers during a phone session. Agents can co-browse the Internet, co-sign documents and even engage in live video chats, to assist a customer to complete tasks over the user-friendly digital interface. CallVU's solution can be initiated with a click of a link sent to the customer's smartphone, tablet or PC. The result is a smooth, visual experience that enhances customer satisfaction and allows agents to complete calls quickly and efficiently.

## Solution Offerings



Simple, one-click initiation



Branch like experience



Exchange visual information



Bi-directional screen sharing



Co-review & co-sign documents



Co-browse the web



Live video chats



No pre-installation required



Omni-channel experience

## BENEFITS

### Increase Conversion

Empower purchase decisions by providing visual displays of products.

### High Level Support

Agents and customers can share screens and complete tasks together.

### Enhanced Data Collection

Capable of capturing quality customer data for your CRM.

### Reduce Handling Time

The ability to jointly complete tasks expedites successful call resolution.

### Regulation Adherence

Easier for customers to accept terms and conditions and provide consent.

### Multiple Ways to Communicate

A session can be initiated by the customer via the digital IVR or by the agent during a call.

### Available on any Device

Collaborative sessions are available over smartphone, tablet or desktop.

The Collaboration and Content Sharing module is part of CallVU's Digital Customer Engagement Platform which includes Visual IVR, Visual Conversational IVR, Smart Digital Forms and Management & Analytics.

# Collaboration and Content Sharing

Tools and resources **a** Shared media viewer **b** Customer dial number **c** Call status and duration **d**

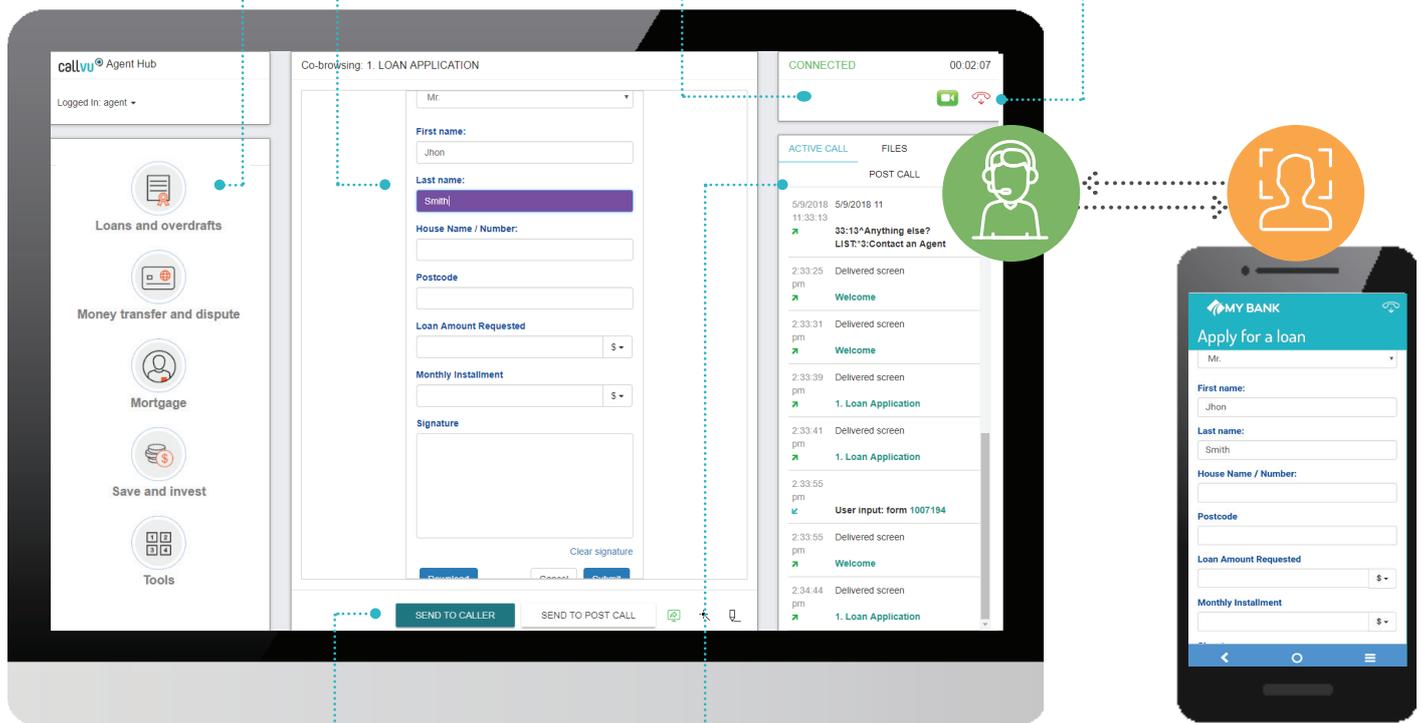


Image 1: Loan application

**e** Activate screen share **f** Call session history

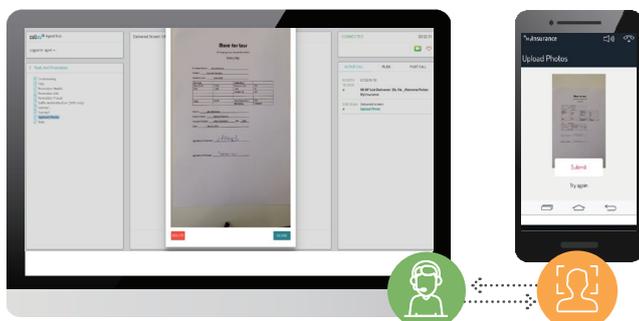


Image 2: Scanned document



Image 3: Cobrowse website

## Features

- Easy Session Initiation
- No app or plug-in installation required on the client side
- Remote signature, photo and document display capability
- Bi-Directional Video Chat
- Logs agent and caller action to enhance quality of BI data
- Annotation toolbox allows agents to point and highlight items on the client's screen
- Send a post call file
- Automated and manual post-call feedback surveys
- Simple integration with any CRM system, including homegrown, via APIs
- Full session details summary report
- Provides powerful BI via CallVU's Analytics dashboard
- Seamless Integration with CallVU's Digital Engagement solutions (Visual/Conversational IVR, Service Bot, Mobile Connect, Digital Forms)

## Technical Specifications

- Web service installed on premise or on cloud
- Plug into CRM, APIs, or existing web services for agent softphone
- Available on Salesforce appexchange
- Runs on secure multi-layered architecture

## About CallVU

CallVU addresses the business need of diverting customers to digital self-service. Taking advantage of CallVU's Digital Engagement Platform, our customers can reduce pressure put on contact center agents, ensure higher usage of digital content and offer enhanced customer experience.

**For further information about CallVU solutions and services contact:**

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