

callvu^o

COLLABORATION

Cobrowse | Content Share
Whiteboard | Video Chat



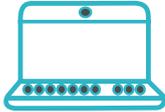
CallVU Collaboration enables agents to work collaboratively with customers on any device to provide hands-on, high-touch service. By engaging in an interactive digital session, agents are able to resolve issues and convert sales more effectively.

IMPROVED ENGAGEMENT ON EVERY CALL

CallVU Collaboration empowers agents to visually share data, content, media and forms with customers on both inbound and outbound calls. Agents can co-browse the Internet, co-sign documents and engage in live video chats to better assist customers through a user-friendly digital interface. CallVU Collaboration does not require the customer to download an app or install a plugin.

Collaboration sessions are initiated by clicking a link sent to the customer's smartphone, tablet or PC. This launches a visual, interactive experience that allows agents to do their job more efficiently while improving the customer experience.

Solution Capabilities

 <p>Simple, one-click initiation</p>	 <p>Branch like experience</p>	 <p>Display on any device</p>
 <p>Bi-directional screen sharing</p>	 <p>Co-review & co-sign documents</p>	 <p>Co-browse the web</p>
 <p>Live video chats</p>	 <p>No pre-installation required</p>	 <p>Omni-channel experience</p>

BENEFITS

Increase Conversion

Empower purchase decisions by providing visual displays of products.

Improved Support

Agents and customers can share screens and complete tasks together.

Enhanced Data Collection

Sync valuable customer data between CallVU and your CRM.

Reduce Handling Time

Jointly complete tasks to expedite successful call resolution.

Regulation Adherence

Allow customers to easily accept terms and conditions and provide consent.

Completely App-Free

A session can be initiated without any need to download software.

Available on any Device

Collaboration sessions are available on smartphone, tablet or PC.

Ideal for Outbound

Achieve improved performance for sales, campaigns and call-backs.

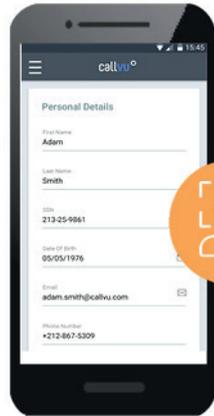
CallVU Collaboration works seamlessly with all of CallVU's digital call experience products: Visual IVR, Smart Digital Forms and Analytics



Sell



Onboard



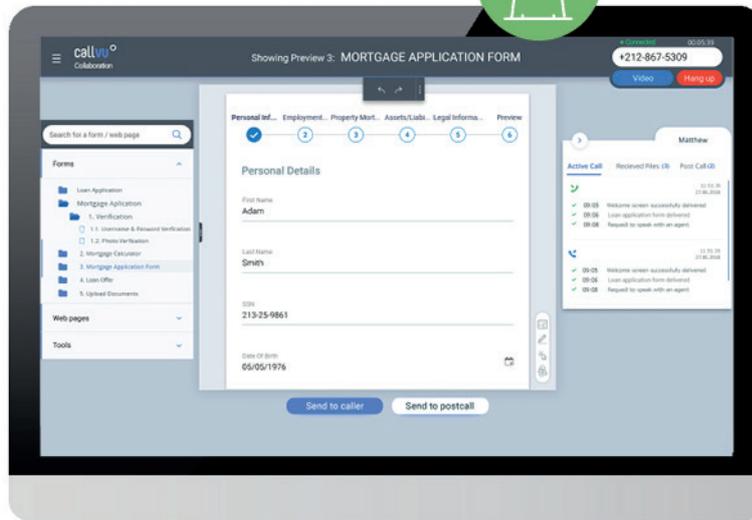
Upsell



Renewal



Support



Features

- Easy Session Initiation
- No app or plug-in installation required by customer
- Remote signature, photo and document display
- Bi-Directional Video Chat
- Point and highlight items on customer screen
- Send documents and files post-call
- Send customer satisfaction surveys post-call
- Easily integrate with any CRM system via API
- Full session details summary report
- Provides powerful BI via CallVU's Analytics dashboard

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 is reimagining the call center with the industry's first, end-to-end digital call experience. CallVU transforms the call, uniting voice and digital to empower customers and agents with a better way to get things done. With CallVU, companies unlock efficiency and value across the entire call center experience to better meet customer needs, lower costs and generate more revenue.

For further information about CallVU contact:
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