



# Aumtech's Voice & Video Analytics Solution

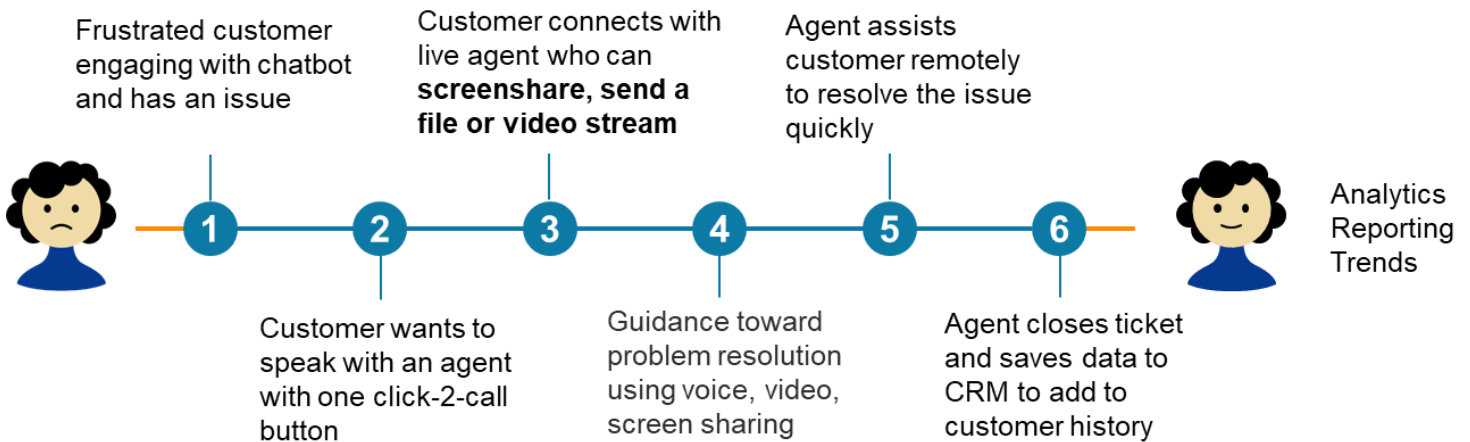
Voice, Messaging & Video Communications Solution for Customer Support

Many enterprises today are including AI and chatbots as part of their customer support strategy. It is critical as part of that strategy to map out all connection points throughout the entire customer journey, especially at the time your valued customer needs to speak to a human. Strategies need to include all those touch points where the chatbot can adequately handle the interaction and where connecting one-on-one with a human agent is essential. When the time comes for your customer to talk to a human, escalation to an agent must be quick and efficient.

Enable customers to move from your website or app to a voice interaction with a live agent over the internet to enrich and personalize the CX. Avoid unnecessary call routing with one Click-2-Call access to live human agents. Agents can also initiate a session during an existing call with the customer to enhance and enrich the experience.

No downloads, plug-in or extension required, and no need to modify existing infrastructure to make it possible to assist users, customers or technicians remotely with voice and video assistance.

## How It Works



## Where AVVA Works Best

**SUPPORT** - Improve customer engagement and personalize CX directly from your website or other digital asset. Humanize digital customer relations and create a one-to-one customer experience online using voice, video and screen sharing.

**ASSIST** - Enhance your service offering by adding screen-sharing and video calling to guide your customers remotely with personalized support. Real-time support via video call allows you to increase CSAT and loyalty.

**SALES** - Turn your conversation channels into acquisition channels with our real-time video calling solution. Use video communications, screen sharing and file transfer to guide your customers through the buying journey and product demonstrations for higher conversion rates and increased sales.

## Key Features

- Screen share
- One-way and two-way video
- Secure document share
- Mobile app share
- Mobile camera share
- No download or plug-in needed
- No change to existing infrastructure required

## Practical Use Cases

- Open a bank account with guided agent assistance
- Help complete a form or navigate a website
- Contact an advisor to help setup a device
- Connect with agent for help with product/payment

**The AVVA Advantage:** ↑FCR, Improve CX, ↑Conversion Rates, Improve Retention Rates, ↑CSAT



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Call Aumtech at 732-254-1875 or email us at [sales@aumtech.com](mailto:sales@aumtech.com).