

# ServEngage

Create immersive customer experiences with rich video engagement

The COVID-19 pandemic accelerated an already growing trend of businesses using video meeting solutions to elevate customer engagement. From telehealth physician visits to virtual property showings to remote bank tellers, video has become a permanent fixture in an evolved customer experience landscape. Yet many organizations struggle to integrate video as part of a unified, effortless, and personalized customer journey.

## ServEngage: A Contextual Video Solution that Accelerates Engagement

ServEngage from Servion is a powerful video engagement solution that makes it easy for customers to connect with organizations in the context of their service journey (website, mobile app, kiosks, etc.). Customers can get started anytime with the click of a button using any device with a working Internet connection (laptop, smartphone, tablet, smartwatch).

The solution readily integrates with existing contact center platforms and digital channel systems (i.e. website, chatbots, mobile apps, email, Facebook Messenger, WhatsApp, SMS) using open APIs and SDKs. ServEngage is built to complement your existing processes and technology stack while enhancing the way customers use video to interact, engage, and connect with your brand. The solution empowers agents to visually guide customers,

offers personalized customer support, prevents unnecessary travel, and improves Net Promoter Score (NPS) with more than a dozen key features (listed below).

ServEngage is already used by banks to create a virtual branch experience, from customer authentication to document signing. The solution provides convenience, security and simplifies the customer onboarding process.

## Key Features



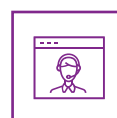
**High Quality Audio / Video**  
(Replicate in-person meeting experience)



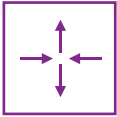
**Kiosk & ATM Integrations**  
(Deploy on self-service kiosks or ATMs, or on a computer)



**Multiparty Calling**  
(Get a third person into the video call)



**Contact Center Integration**  
(Integrate with leading contact center platforms)



**Skill-Based Routing**  
(Skill-based and unified queue routing)



**Call Recording**  
(Training and Compliance purposes)



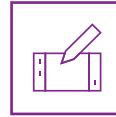
**Use Any Device**  
(Available anywhere, anytime, on any device)



**White-Labeled User Experience**  
(Professionally branded)



**Branded Customer Queue**  
(Customized wait time treatments)



**Hardware Integrations**  
(Signature pads, document scanners, & printers)



**Post-Call Surveys**  
(Surveys, Summary and Reporting)



**Advisor Authentication**  
(Authentication via LDAP or SAML/ADFS)

## Key Benefits

01

Rapid customer onboarding and engagement through instant connection via preferred channel(s)

02

Improved emotional customer connection via personal, face-to-face interactions

03

Improved brand value, NPS, CSAT and first call resolution rates

04

Higher first call resolution and reduced customer churn via skills-based routing

05

Proven to reduce customer acquisition cost by up to 90%

06

Reduced (if not eliminated) paperwork and no geographical constraints



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