

# ABYLON VIDEO CC



[www.abylon.hu](http://www.abylon.hu)



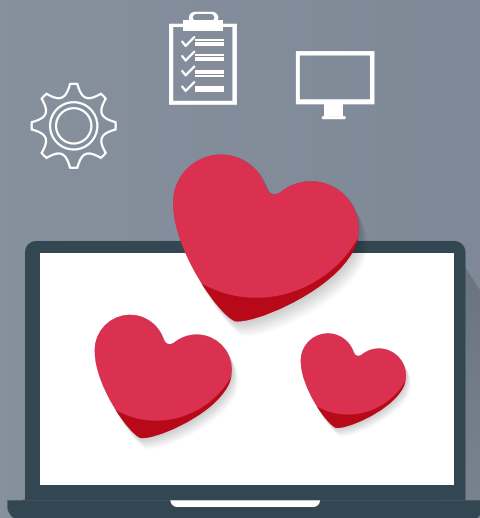
# PRODUCT DESCRIPTION

The video call center is easily reachable from your website. There is no need to install any application - by a simple click you can enter video customer service.

## MAIN FEATURES

### CUSTOMER FRIENDLY

- Modern interface
- Browser based, zero software installation
- Compatible with any website
- Modern, available on every mobile device



### OPERATOR FRIENDLY

The operator interface of Video CC is the result of a long testing process. Our goal is to support operators while delivering outstanding customer experience.

Main features of the interface:

- Process control customizable for call types
- Integrated, dynamic script panel
- Displaying customer and transaction data
- Screen layout adapted to different call types

## RAPID IMPLEMENTATION

Since rapidly changing environment requires fast adapting, Abylon worked out the Video CC Rapid Implementation Framework method. Owing to a lot of ready-to-use modules the Video Call Center can be implemented within three weeks.



# BENEFITS OF USING VIDEO CC

## CUSTOMER EXPERIENCE

In an increasingly digitalized world where most of the interactions are faceless, customers are often disappointed.

Video customer service allows you to build digital comfort without losing the magic of personal touch.

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



## REVENUE

Video CC is an efficient sales channel for selling products of great value.

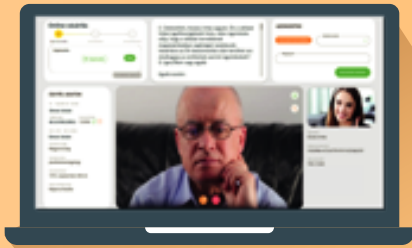
A video call compared to an e-mail or phone call can build more trust and enables your company to provide a service of higher value.

## EFFICIENCY

Video Call Center increases efficiency and cuts costs. A video call is more effective, the number of misunderstandings drops, service is faster. Abylon's advanced Video CC system enables processes, such as signing a contract, which were only possible to do personally in the past.

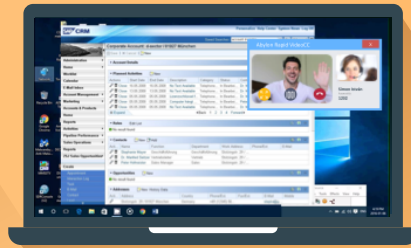


# MAIN SOLUTION CATEGORIES



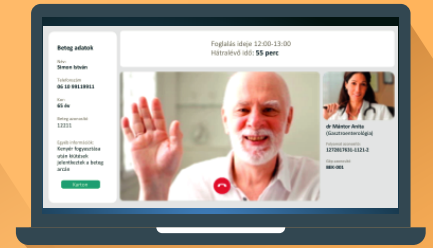
## VIDEO BANK

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



## VIDEO CC

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



## VIDEO DOCTOR

- Patient-doctor remote consultation
- Clinical evidence consultation
- Prescriptions

# MAIN PRODUCT FEATURES

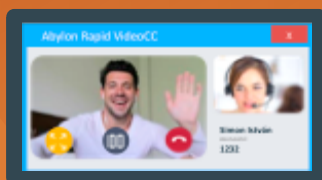
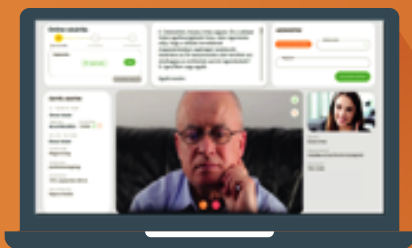
## CUSTOMER INTERFACE

- Technical check before calls
- Customizable for company website theme
- Mobile-friendly, responsive
- Compatible with IOS and Android devices
- Document upload and share



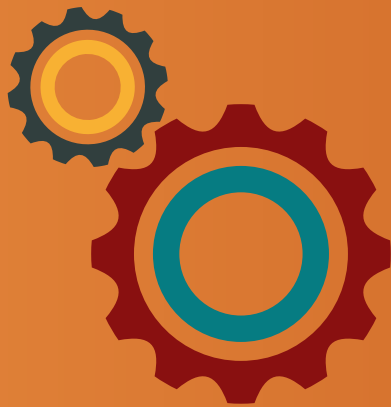
## OPERATOR INTERFACE

- Process control, workflow
- Personalized operator script
- Displaying customer and transaction data
- Individual fields and operations
- Complex and small front-end layout
- Call Waiting
- Screen share



## CONTRACTING PROCESS MODULE

- Video call is registered
- Screen shot is available
- Video compression and digital signature
- Two-factor authentication by code sent to mobile phone
- The system is designed in compliance with GDPR regulations, it handles data detention period and deleting

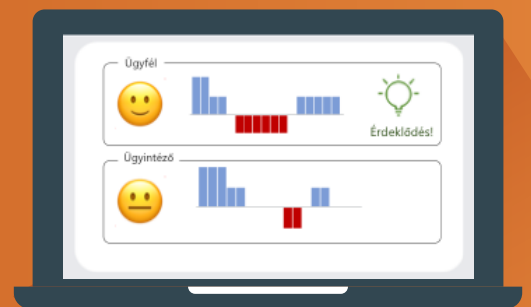


## INTEGRATION

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

## AI MODULE

- Detecting customer, operator feelings
- Customer satisfaction measurement, reports
- Supporting detection of fraud and misuse



Abylon is one of the most innovative Hungarian consultancy teams for big companies. Among our references you can find OTP VideoCC, the innovative incentive support system of EGIS, the project controlling system of MVM PPMI, the sales and engine performance database of MÁV and BI systems of MOL, MFGT, Hungarian Debt Collector and AFFIDEA.