

The contact center is your critical point of customer engagement. Finding success within it requires connecting with your customers more personally each and every time. While calls, chats and emails can “get the job done,” the use of video for face-to-face interactions between your customers and your agents provides more information to both of them than any other channel. This not only creates a more personal interaction, but it resolves issues faster, produces higher customer satisfaction rates and reduces customer churn.

Smart Video

Adapt created Smart Video to address the need for an enhanced customer experience that only video can provide. Smart Video is a complete contact center solution that includes the ability to route, record, report on and even schedule agents for video interactions. Built on top of PureConnect® from Genesys and part of the Adapt SmartApps suite, Smart Video is the agent-to-customer video ACD solution enabling the richer customer experience you, and your customers, have been seeking.

- Enables a richer customer experience by providing more information, visually, to both the customer and the agent than any other media type.
- Delivers more efficient customer services by enabling customers to more easily reach a variety of experts within your organization regardless of their physical location or that of your customers.
- Increases first call resolution rates by enabling agents to see customers, their environment and even their computer desktops – all in real time.
- Streamlines contact center operations by treating video like every other channel and allowing it to be prioritized, routed, recorded, reported, forecasted and scheduled.
- Improves agent quality by giving supervisors access to screen and video recordings of the agent conversations.
- Streamlines agent workflow through a single desktop interface for managing all customer interaction channels, including video.

Video-enabled branches have a dramatic impact on the customer experience.

Video Contact Center Use Cases

Financial Services:

For high-value transactions such as mortgages, loans, and investments

Healthcare:

Connect patients and caregivers from any location

Field Services:

Customer and field technician support using “See what I see” from their mobile device

Insurance:

Process claims faster by inspecting damage directly over video

Translation Services:

Connect customers and translators for a visually-enhanced translation experience





Vidyo Integration Smart Video is a packaged solution, developed and supported by Adapt, which combines the richest video experience from Vidyo with the powerful, all-in-one Genesys PureConnect contact center platform. It uses Vidyo's API's to manage video rooms and participants on the Vidyo platform, to provide the best video experience across a complete range of customer devices. It also integrates with the Genesys PureConnect platform via its API's, allowing it to create, route, and record ACD video interactions in any queue. To improve reliability and scalability, Smart Video servers can be deployed in an Active/Active configuration.

Features

Provides the full breadth of advanced contact center functionality such as true skills-based routing, video recording, audio-only recording and agent screen recording, ACD Reporting on queue and agent performance, silent supervisor monitoring, and forecasting and scheduling using the same workforce management tool that you already use for other media types.

- ACD routed video interactions including skills-based and advanced ACD routing
- Video session recording
- Agent screen recording
- Audio-only recording (for separate retention policies on audio vs video recordings)
- Silent supervisor monitoring of video sessions
- Blind and consultative transfer of video interactions
- Multi-participant video conferencing
- Complete desktop sharing capability
- Web/mobile originating member call capability
- Interaction detail reporting, leveraging PureConnect, for precise billing of agent time engaged in video sessions

Requirements

Smart Video Server

- Windows® Server 2012 R2
- Microsoft® .NET Framework 4.5.1
- Microsoft Visual C++ 2010 Redistributable Package (x86)

Genesys PureConnect 2016R4+

PureConnect lceLib license

Licensed Vidyo environment

- VidyoCloud subscription
- VidyoEngage for PureConnect agent licensing

Mobile Device Support

- iOS and Android

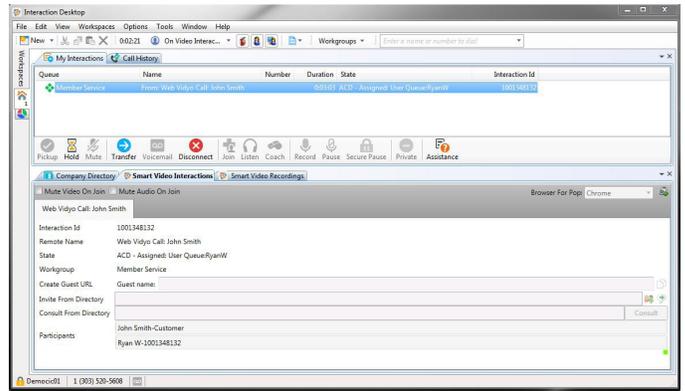
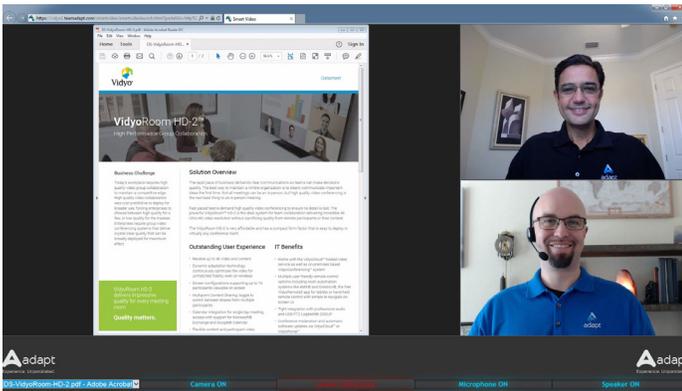
Agent Desktop

- Windows 7/8/10
- Microsoft .NET Framework 4.5
- Interaction Desktop

Supported browsers for agent and customer

- Internet Explorer
- Google Chrome
- Firefox
- Safari

Standard off-the-shelf webcams, speakers and microphones



Adapt Telephony Services, LLC (Adapt) delivers customer experience transformation plans, tailored on the Genesys/Interactive Intelligence solutions, that solve the contact center's need for a new way to manage the complexities of today's customer communications. With more than 350 clients and backed by its dedicated team of experts and extensive industry experience, Adapt gets the most out of the solutions we sell. Only our dedicated Adapt team has the expertise, experience and disciplined processes to overcome the challenges our clients face in achieving a superior customer experience in order to build customer loyalty and grow revenues. For more information, visit www.teamadapt.com.

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