



# Vidyo Enabled Customer Service & Support

Smart technologies add a layer of sophistication to everything from wearable gadgets to home entertainment systems and the cars we drive. Customers love products with voice activation, gesture recognition and other conveniences, but they are quickly frustrated when these products are too complex to install, learn, or use. The more sophisticated the product, the higher the expectation that it is supported by knowledgeable experts who are readily accessible and fully prepared to meet customers' needs.

Innovative companies see this as an opportunity to transform customer service and support from a cost center focused on damage control into a source of value creation that builds customer loyalty. These innovators are looking to video-enabled support services to ensure customers have the best possible experience with their products, and they are using the VidyoWorks platform to deliver those services.

Transform customer service and support from a cost center into a source of value creation and customer loyalty



Speed problem resolution with visual aids and "show me" capabilities

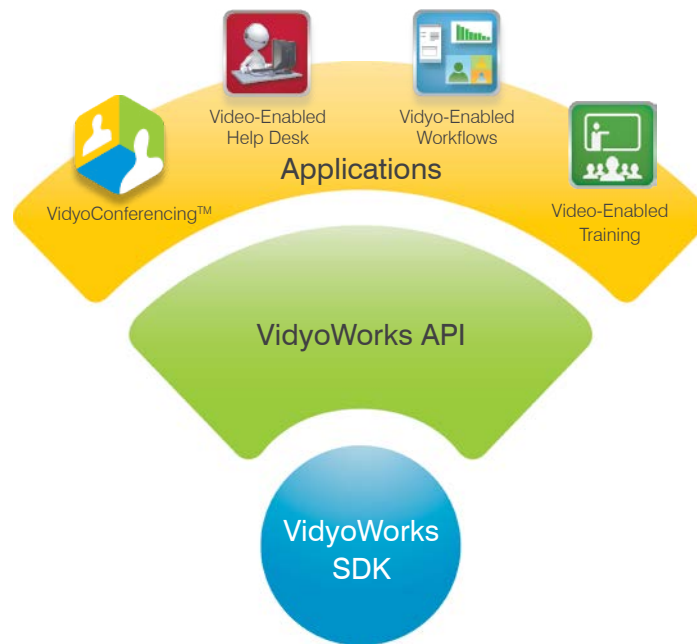
Hassle-free product installs and fixes with no need to travel to a brick & mortar store

Convenient video-based learning and skill-building for avid consumers

## VidyoWorks gives online support a personal touch

- A web portal with one-click access to secure, HD video chat with a tech advisor.
- The power to bring subject matter experts and other service resources into the conversation at any point during a video-enabled interaction.
- The ability to connect with a customer training center for scheduled classes simply by clicking on a link in an Outlook or Google calendar.
- A convenient way to walk through instructions for product assembly or product use during a support session.
- Speedier problem-resolution using remote diagnostics integrated with video.
- Instant communication from any web browser using any mobile or desktop device and a simple internet, WiFi or 3G/4G connection.
- Access to recorded and archived training, support and service sessions and related resources for later reference.

The VidyoWorks™ software platform video-enables your differentiated customer services, and is easily integrated with your support infrastructure, tools and workflows. Natural, interactive HD video support calls can be set up easily and conducted securely over the Internet and 3G/4G/LTE mobile networks. And with VidyoWorks, flexible licensing options let you scale cost-effectively with the growth of your product line, customer base and service operations.



Customers appreciate having the ability to connect with service and support personnel in seconds without the need for special expertise or equipment. Customer loyalty is assured when product questions can be asked and answered without frustration or delay.

With VidyoWorks, you can have secure face-to-face interactions with your customers when they need your support. Providing step-by-step assistance boosts customer success with your product and affinity with your brand.

If you have questions or you're ready to video-enable your customer service and support organization, visit [www.vidyo.com](http://www.vidyo.com).



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