



Vidyo®

## Enghouse LiveRetail

Supercharge your e-commerce with seamless video buying experiences

### Use Cases

- **E-Commerce:** Offer customers an in-store buying experience and personalized assistance from sales associates working remotely
- **Remote Expertise:** Enable your experts to remotely assess a situation without leaving their office
- **Car Dealerships:** Offer seamless video tours and test drives to customers who are unable to come in to the dealership
- **Real Estate:** Regardless of their geographic location, customers can accelerate their home buying journey with video walkthroughs from an on-site agent
- **Advising:** Meet customers more often, more effectively, and always bring in the most qualified experts
- **Contact Center:** Provide interactive video support in moments that matter most

### Benefits

- **Grow revenue with increases in customer acquisition, up-sell and cross-sell, and repeat sale**
- **Prevent loss of revenue** due to the pandemic and lockdowns that limit in-store shopping experiences
- **Improve key customer service metrics** such as satisfaction, NPS, first call resolution rate, and average handling time
- **Improve emotional and interpersonal connections** with customers
- **Lower costs** through more efficient allocation of scarce resources
- **Deliver a consistent experience** across channels
- **Fully brand and customize** the video channel experience
- **Rapidly deploy** from the cloud, without burdening IT resources

## E-Commerce: What Next?

You have websites with great UI/UX – your visitors can see 360-degree views, close up photos, visualize your products in different available colors, and probably have the option to add these to their cart and purchase. Yet your traffic and browsing analysis will show that prospects drop at each stage of the journey – some just after browsing a few products, some after comparing a lot of products, some in various stages in between, and some who abandon carts at the payment gateway.

## Enghouse LiveRetail

The most effective, consistent, systematic experience which can address this challenge – and influence and drive sales at each and every level – is human interaction.

Enghouse LiveRetail brings best-in-class multichannel and call center routing technology and our unique video platform together to provide a flexible and powerful all-in-one solution for bridging digital experiences with in-person experiences.

Enghouse LiveRetail enables you to:

- Easily integrate video customer engagement into your website, your chatbot, your social media, your mobile apps, and even your in branch kiosks
- Click-to video chat, customer waiting treatments, and post-call surveys and summaries in a professionally branded and customized workflow
- Provide a seamless client experience with additional components such as scheduling or e-signature solutions

This solution benefits from over a decade of research and development and more than 190 patents to deliver unmatched resilience and quality over any device and network.

## Anticipated Results

- ✓ Higher conversion rates for your digital strategy
- ✓ Increased number of loyal customers who have made informed buying decisions
- ✓ Little to no IT required
- ✓ Quick time to value

## Enghouse LiveRetail What's Included

### Cloud Contact Center

- 1 supervisor license
- 10 agent licenses
- Provisioning portal
- Smart routing
- Outbound emails
- Queue handling

### WebRTC Vidyo Integration

- Video chat
- Text chat
- Screen share

### Integration Bundle

- Website integration service pack

## Enghouse LiveRetail Add-Ons

### Add-On Options

- Co-browsing
- SMS
- Recording
- Inbound voice calls

*Additional services and licenses available upon request.*



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