

vScreen Product Data Sheet



vScreen is the market leading screen sharing technology that allows a presenter to remotely share visual information with a customer on a real time basis during a call

- ✓ Unique design ensures vScreen works first time, every time for all customers...guaranteed
- ✓ Proven success in improving sales conversion, customer satisfaction and compliance
- ✓ Easy implementation in large call centres without needing IT resources
- ✓ Market leading solution used by 4 of the top-5 UK lenders and 2 of the top-5 UK insurance companies

"We are always striving to improve the customer journey and enhance the service we provide. vScreen brings a face-to-face experience to a remote advice process, helping us to engage in a more valued way."

Jon Roderick, Director L&G



A vScreen session can start spontaneously within any customer conversation, without the need for the customer to download any software.

vScreen Benefits

Increased sales

- Faster and simpler sales process
- Eliminates costly breaks in the sales process through use of electronic signatures, secure file delivery and receipt
- Increased sales conversion – customers are more engaged through use of visuals

Improved customer satisfaction & trust

- Shorter, more transparent sales process
- Easily explain complex issues with images, calculators and documents

Easy to use – works first time, every time guaranteed

- Works on all operating systems and browsers
- No download needed
- No firewall issues
- Instant sharing
- Works on any device including mobiles, tablets, etc.

Reduced risk

- Recorded and time stamped archive
- Central control of materials that the presenter can share
- Send and receive files using 128-bit encryption
- Customer only sees what the presenter wants to show them i.e. not the whole desktop
- Presenter has no access to customer's desktop and vice versa
- Provides compliance oversight

Easy to deploy

- No IT involvement needed
- Totally intuitive system
- Quick and easy training
- Low bandwidth requirement
- Bolts onto existing systems
- Can be custom branded

About Vizolution

Vizolution creates innovative visual sales solutions for businesses to better engage their customers through instant, easy, secure screen sharing. Vizolution's vScreen technology enables substantial improvements in sales productivity and customer satisfaction, whilst reducing compliance risk.

Vizolution enhances sales conversions by eliminating breaks and through establishing greater customer engagement. Based in the UK, with three patents, Vizolution's innovative solutions are used by most of the largest UK lenders and insurance companies.



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Case Study - Santander

Santander implemented vScreen for their credit card sales. The results were remarkable:

+45%

Sales increase

12

Day reduction for transactions

97%

Positive customer feedback

“vScreen has dramatically improved our customer experience by making the sales process more visually engaging and eliminating breaks and time delays that hamper the non-vScreen sales process.

The bottom line is that the customer gets what they want easier and faster.”

*Glenn Lindsay, Director,
Personal Segments,
Santander*

What makes vScreen different

- ✓ Designed for an enterprise call centre environment
- ✓ Nothing for presenter or customers to download or install
- ✓ Universal – works on all platforms, devices and with all browsers
- ✓ Robust security and compliance options
- ✓ Easy deployment – get up and running quickly without the need for IT

vScreen is comprised of four modules

Presenter module – features include

- Initiate a vScreen session and generate a unique session code
- End-to-end 128-bit security encryption
- Sharing of pre-loaded images and documents and sending of ad hoc documents
- Obtain electronic signatures from the customer
- Deliver surveys to the customer
- Lock a session to prevent others joining the session
- Ability to capture ad hoc images
- Ability to have multiple presenters on a session
- Click to call feature to allow a customer to go directly from a website or HTML email into a vScreen session with a notification to the presenters that there is a customer waiting

Admin Module - to manage the vScreen account

- Ability to add/remove presenters
- Ability to re-set passwords
- Ability to assign roles and responsibilities.

MIS Module - to see management information generated by vScreen

- Report on number of sessions, slides and durations on a per presenter per day basis
- Ability to export reports in a number of formats (including Excel)

Compliance Module - to review all compliance materials for all presenters

- Ability to search and sort sessions
- Ability to download compliance records

Additional features designed to increase sales and customer satisfaction

- Custom calculators to visually demonstrate your product benefits
- Electronic signatures to shorten the sales process and reduce costs
- Click to call feature that immediately adds visuals as the call is being connected vChat module that adds visuals and file sharing options to web chat functionality

For more information and to arrange a demo please call 0845 539 1972 or visit www.vizolution.co.uk



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