



## The customer challenge

Interruptions and breaks in customer journeys are often caused by mail delays, complex products and compliance issues, to name just a few. These problems can negatively affect conversion rates, customer experience and compliance and even break the customer journey.



## The vScreen solution

vScreen is an agent assisted telephony solution that transforms the customer journey by enabling call centre agents to show, share and sign documents.



## How does it work?

vScreen allows agents and customers to connect via a simple browser, accessible on any PC, tablet or mobile. A simple password allows the customer to join a secure vScreen session. Once connected, vScreen facilitates a one-to-one communication allowing agents to show product and compliance information, have customers sign documents online and help customers through a streamlined journey.



## vScreen at a glance

- Share information, collect digital signatures and demonstrate complex products.
- Enables omni-channel journeys controlled by the customer.
- Browser based and simple to use.
- SaaS functionality. Easy to implement, short integration and significantly reduced IT resource.
- Robust security and compliance with full audit and archive functionality.
- Works first time. No problems with firewalls, pop-up blockers or computer settings.
- Cross device functionality across PC, tablet and mobile.
- App compatible. Can be embedded into an Android or iOS app via an iFrame.



## What can vScreen do for your business?

- Increased conversion.
- Increased customer satisfaction.
- Improved compliance.
- Reduced business costs.
- Reduced completion times.
- Deliver ROI within 3-4 months.

**Improved mortgage sales by 55%**  
(Global retail bank)

**Reduced customer journey by 14 days**  
(Leading UK insurer)

**Average 25% increase in conversion rate**

**21% increase in retention** (Leading telco provider)

**2 out of top 3 UK mobile operators use vScreen.**

**2 out of top 5 UK insurers use vScreen.**

**4 out of top 5 UK lenders use vScreen.**



**Streamlining Difficult Customer Journeys**

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