ABYLON

Video Call Center Platform

Modernize your customer support and simultaneously improve efficiency and customer satisfaction. Build your own video-based customer service and take your customer service operation and business to the next level.

www.abylon.hu

Deliver what customers want
MODERN CUSTOMER EXPERIENCE

Today's customers have demanding expectations. Especially when it comes to customer-service where customers expect a digital, omnichannel experience with effortless problem resolution. Our Video Call Center can replicate the experience of face to face customer support, but in a more efficient way for both, you and your clients. Increase customer engagement, enhance customer service and strengthen loyalty.

VIDEO CALL CENTER BENEFITS

01   IMPROVE YOUR BRAND THROUGH MODERNIZING YOUR CUSTOMER SERVICE PROCESSES

02   BETTER, LIFELIKE CUSTOMER EXPERIENCE LEADING TO HAPPY AND LOYAL CUSTOMERS

03   FASTER SERVICE, BETTER EFFICIENCY, LOWER COSTS LEADING TO HIGHER REVENUE

04   GIVE DATA MEANINGFULL CONTEXT FOR EFFECTIVE ANALYTICS

It's easier that you think!
LEVEL UP YOUR CALL CENTER WITH VIDEO

No matter what industry you're in, a video-enabled call center offers major benefits, including stream-lining contact center interactions, reducing costs, increasing trust and personalization, and ultimately improving customer retention and brand loyalty.

> *According to British Barclays Bank survey using a video channel brings 44% higher Net Promoter Score than a telephone call center.*

Empower your call center agents with a flexible, easy to use call center software and technologies like customer specific data, dynamic scripts, digital signature, artificalintelligence and advanced report-ing to drive productivity and deliver a great customer experience.

Video-based customer support is ideal for financial companies (e.g.video banking), for utility provid-ers or telco companies (video customer support), for HR and for the healthcare sector (e.g. medical call center).

MAIN FEATURES

EASY, WEB-BASED CUSTOMER UI
Our simplified, end user interface is fully browser-based, so it can be access from any device without downloading any software.

FEATURE RICH OPERATOR UI
Flexible layout, customer and transaction data, dynamic scripts and customizable workflows for an easier and faster customer support

EASY BRANDING, EXTENSIVE CUSTOMIZATION
Every part of the platform is fully customizable to match your branding, while the workflow will adapt to your use case and existing back-office processes.

RAPID IMPLEMENTATION
Using our Rapid Implementation Framework method and the ready-to-use modules our Video Call Center can be implemented within 3-4 weeks.

Don't start from scratch
READY TO USE ADD-ON MODULES

There's no need to reinvent the wheel. Our Video Call Center solution is already used by banks, utility providers and healthcare companies. Based on these project we not only have the experience, but also ready-to-use moduls that cover the most typical industry scenarios. With the help of these moduls, your own call center solution can go live in a matter of weeks!

> ### CONTRACTING MODULE
> *This module includes two-factor authentication, video compression, digital signature and GDPR compatible data retention.*

> ### ARTIFICIAL INTELLIGENCE MODULE
> *Artifical Intelligence based real-time emotion and satisfaction monitoring and measurement, automated fraud and misuse detection.*
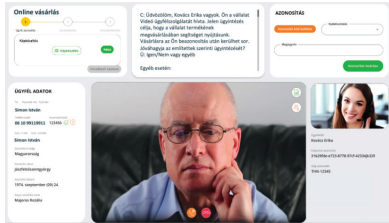
> ### REPORTING MODULE
> *The Reporting Module includes Power BI and Excel based reporting interfaces, standard and custom reporting, including integrated reports (e.g. call center and back-end systems).*

Where our solution is essential
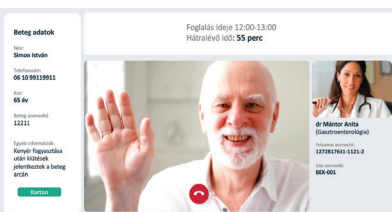## IDEAL USE CASES AND INDUSTRIES

Video Bank

- Opening bank account
- Signing a loan
- Any other contracting process
- Product and client support

Video Call Center / HR

- Video customer service
- Contracting process
- Contract amendment
- Data verification

Video Doctor / Telemedicine

- Doctor-patient remote consultation
- Clinical evidence consultation
- Prescriptions

About Us
ABYLON CONSULTING

Abylon Consulting offers rapid and scalable solutions for collaboration, business intelligence and data analytics. Our products range from data warehouse automation toolkits, through planning and forecasting tools, to document workflow automation and motivation solutions.

We have a long history and high expertese with Microsoft Office, Data Analytics and BI products, so most of our solution are tightly integrated with these products. Our goal is to channel your business-critical data to generate insights and drive outcomes throughout your organization.

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