



Digital Engage

Content sharing

Often a customer process cannot be resolved during the first call. Subsequent interactions are usually required, whether by phone, email, or through other channels.

Not solving a customer's issue or enquiry in the first call can usually lead to a longer and more costly process which does not always help to improve the customer experience.

The prevalent global adoption and use of smartphones has given our customers many more functional capabilities that if the Contact Center could take advantage of them, it would significantly contribute to simplifying their processes and improve customer experience.

sabio

The Latest Innovation in Customer Service

Our content sharing platform is a new and exciting innovation that helps to connect a customer and an agent in a different way, more efficiently, and taking advantage of all the capabilities of smartphones.

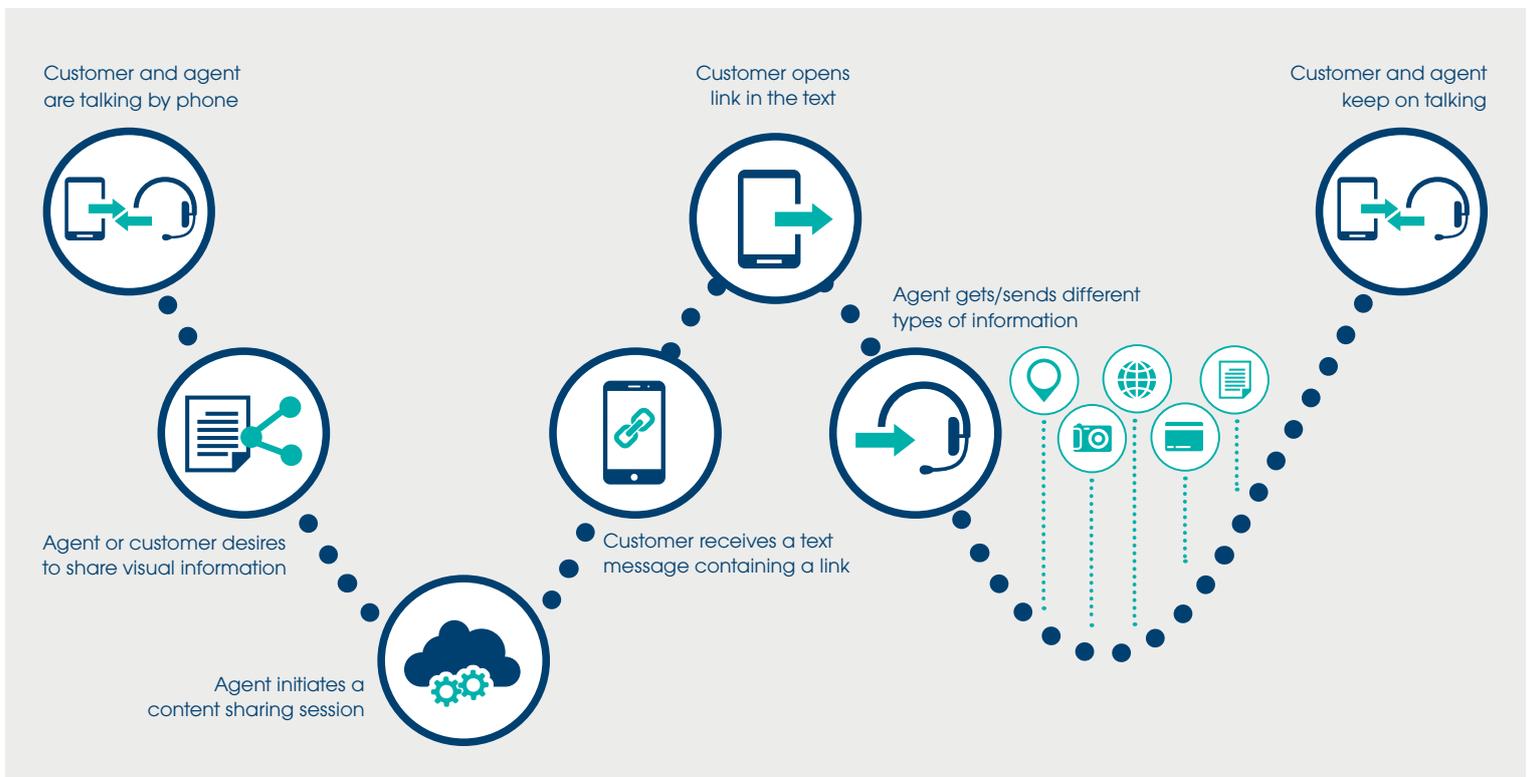
The advancement and pace of Technological change is opening up huge possibilities and presenting new functionality to the Contact Center which were unthinkable until recently.

Although current smartphones are able to perform many more tasks, calls to Contact Centers are almost always limited to the use of the voice channel.

While the customer is talking on a mobile device with an agent, the customer can seamlessly send and share important information in different formats: images, videos, files, or GPS position. All without having to install any application on the smartphone.

The agent can also send the customer the same type of data formats if appropriate. In this way the conversation is enriched with additional information, improving the customer experience and agent efficiency. In addition, complex business processes that usually require multiple steps can be completed during one single call.

Sharing visual content during conversations can boost comprehension and recall up to 600%.



Key Operational Facts



100% User friendly

Agent sends a SMS to the customer with a link to initiate a content share session. Customer clicks on the link and establishes the session with the agent.



100% Cloud

No additional infrastructure is required in the Contact Center



100% Compatible

Works on any smartphone with data connection (WiFi, 3G or higher)



100% Platform independent

Can be used with any PBX technology, CTI solution or CRM application

Interaction Examples



Home Insurance

Customer can send a picture of the incident to the agent who can check whether the incident is covered by the policy and if there is a requirement to send an expert insurance agent.



Collection and delivery of documentation required for trade or service procedures

The Agent can seamlessly share documentation with the customer during a session. Thus, being able to visualize the information while the agent explains it, making it easier to understand.

The customer can provide a photo of their ID card to activate a contract during the call. Subsequent emails or SMS reminders and potential loss of information is avoided.



Sending links to explanatory videos or web pages

During the call, the agent can support their efforts to resolve a query or an issue, or to sell a product, with explanatory videos.

For example, a short video that shows and provides information to a tourist about a particular hotel, a museum, leisure, sports or other landmark.



Sending GPS position when requesting assistance

A customer sends its exact position while talking to the agent to request roadside assistance.



Payment by credit card

The agent is requesting the payment of a debt and offers the customer to pay by credit card through our content sharing platform.

The customer feels more comfortable not having to give their card number over the phone.

Main Benefits

Managing and sharing information within a single call in 'real time' to resolve an issue results in considerable savings in time and resources, but also significantly improves customer satisfaction.



First call resolution



Improving customer experience



Cost savings by streamlining processes



Faster execution of business processes

