



## INSTANT VIDEO EXPERT



# Instant Video Expert

## For Kiosk Applications

### For Your Customers

Sometimes you need to speak with a person live. No matter how good the content is on the kiosk, some customers need to talk and look at a person live.

### For Your Brand

Allows you to make direct contact with the buyer. The call center agent will have special expertise.

Now you can virtually staff every kiosk location with a product expert.

Sell more with live face-to-face customer encounters. Simple, easy, and HD quality.

Can be used as a training tool for local sales personnel. Now there is always direct visual contact available for the local sales person.

### Technology

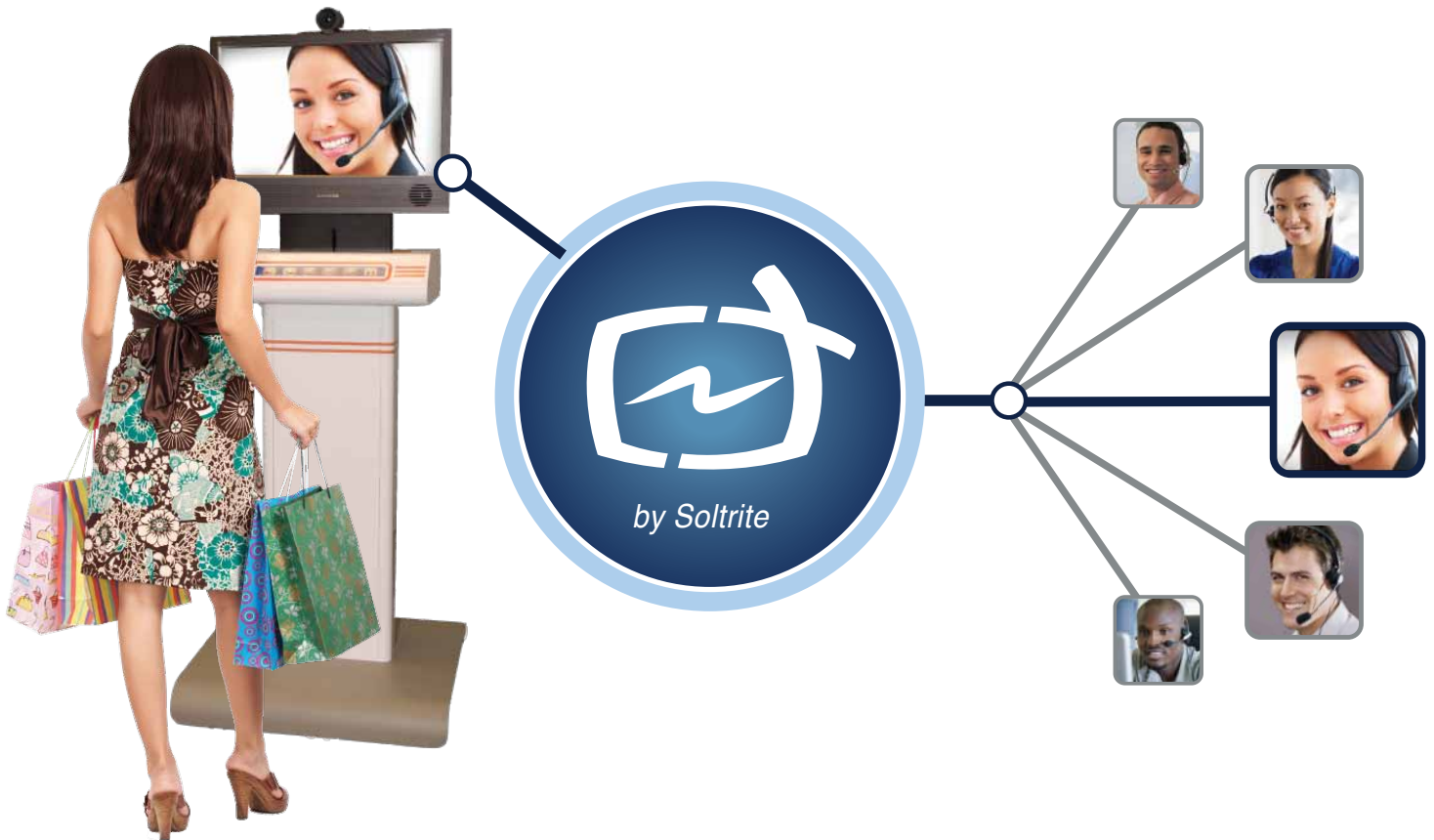
Video powered by Vidyo. Allows HD quality over everyday data networks and supports a wide variety of customer facing devices such as PC's, Mac's, and tablets coming soon as well. Includes sophisticated ACD routing so the most qualified agent is connected to the customer.



Bring a live agent directly into the Kiosk/Digital Sign experience



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Instant Video Expert does the routing. Agents can be anywhere

- Sell more by creating a personal connection with your customer
- Staff hundreds or thousands of locations with a small number of employees
- Integrate with most Kiosk / Digital sign hardware and back end software
- HD video over the public internet



## Requirements

### Kiosk device

- Powered by PC, Mac and (tablets coming soon as well)
- Wired or Wi-Fi internet connection
- Able to be integrated into many kiosk applications in the market today

### Call Center

- Agent must use a PC
- Wired or Wi-Fi internet connection
- Could be in house agents, existing outsource call center or a new call center
- No integration with Call Center ACD required. We run our own ACD as part of the service

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