



WHITEPAPER VIDDGET E-COMMERCE

Why Viddget exists?

Recent studies from Accenture and American Express reveal that we are in the midst of a digital transformation that we've never seen before.

In today's competitive market - service is sales!

This is why Viddget exists. We add additional human touch and help our customers to increase their sales and customer satisfaction. Because people are people with emotions. Technology can help, but it should not replace people.

86%

expect chatbots to always offer an option to transfer to a live person

83%

prefer dealing with humans via digital channels for solving customer services issues

79%

prefer live chat purely because of the immediacy it offers compared to other channels

78%

have bailed on a transaction or did not convert because of a poor service experience

About Viddget E-Commerce

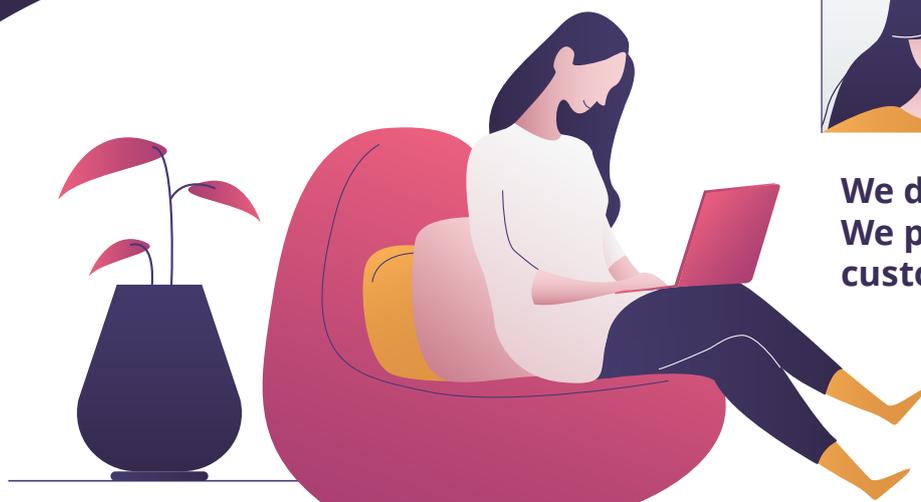
If your company is working within sales, support or customer service, you know how competitive the market is. Viddget allows your company representatives to communicate with your most valuable customers in an easy-to-use video chat. No installations needed on customer side. Viddget is a unique interactive solution where we seek to give your representatives the right tools to offer your end customers the very best service and a great customer experience, in a more personalized manner. The solution is secure, and it is compatible with today's most common and used online verification systems such as BankID in the Nordics.

In today's e-commerce market, conversion rates average 2-3% in many categories. With Viddget interactive video chat, our clients can convert 10 - 30% of assisted interactions with end customers, and with 25-35% increase in average order value.

Viddget E-commerce include a set of modules: Viddget Basic, Commercial package, E-banking package, Security package and Network package.



**We do what robots don't.
We put heartbeat back to
customer service!**



What's included in Viddget E-Commerce BASIC



Viddget video chat



Text chat within video



Shared desktop



Additional interactive features
for increasing sales and customer satisfaction, please contact us



How to get started

It's easy to get started, 2 lines of code is all it takes for you to get Viddget video chat installed on your website. No customer installations needed. Visit Viddget website for free trial, www.viddget.com!



Viddget Commercial & API

Our Commercial & API modules include a set of API's that enable Viddget to communicate with your other systems, like CRM data, Payment solutions like BankID, E-signage, Customer Data and Order Data.



Viddget E-Banking

With E-banking you get all the features needed to have your store online. It includes Payment Solutions, Registration, Product presentation, Comparison tools and Order export plus many more features that our e-commerce, Bank and travel customers use.



Viddget Network

Our network package enables you to integrate Viddget into your existing server set up and use your own domain address.



Viddget Security

We know how important security is and have always had this as our top priority when developing Viddget. In our Security package, we include and apply the latest security technologies to secure: Data handling, Encrypted stream, GDPR compliant & Data security certificate.

Why Viddget interactive video chat?

- An easy-to-use tool for all employees within sales, support & customer service
- No changes to existing working routines, just add video chat to current channels e.g. mail & textchat
- Higher customer satisfaction
- Higher level of service & support engagement
- Instant & fast help
- Friendly face, no robot
- No installations needed
- Higher conversion rate
- Fewer abandoned baskets
- Cross & upsell opportunities
- Increased basket value



Visit www.viddget.com to get started now!