# WHITEPAPER VIDDGET TELCO

## 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
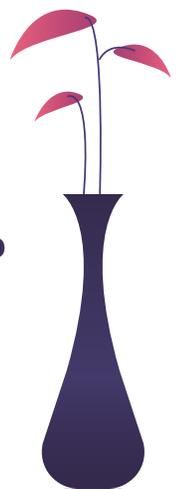
## About Viddget Telco

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.

With our long expertise working with Telco and other communication services we have collected a great deal of requirements on functionality which we have created branch specific packages to make it easy for our customers as well as for your customers.

Viddget Telco include a set of modules: Viddget Basic, Security package, Network package, Commercial package and Know Your Customer (KYC) package.

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

# What's included in Viddget Telco 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, such as: 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
- First call resolution
- Friendly face, no robot
- No installations needed
- Higher conversion rate
- Fewer abandoned baskets
- Cross & upsell opportunities
- Increased basket value

Hello, welcome to VIDDGET. How can I assist you?

viddget

**Visit www.viddget.com to get started now!**