

AURASEL

AuraSel's Interpersonal Live Video Checklist

Are you looking at different solutions to take your client experience to the next level with Interpersonal Video? To help you out a bit as you contact different vendors, we've put together this checklist of features. AuraSel covers all of these bullets. Compare us to all others and see why we are the most successfully deployed client experience solution on the market today.

Client Experience

- The Interpersonal Video solution works on all browsers.
- The Video solution works on all devices (smartphones, tablets, Mac, PC etc.)
- There is no software for the client to download (even for co-browsing and screen sharing).
- The dialog box with the operator stays on top of the browser through-out the entire session and does not become hidden behind the browser while navigating the website.
- The operator and client can text chat while on a live video if it is needed during the session.
- The operator and client can co-browse and navigate the site together.
- The Live Video allows your agents to share offline content with your clients (PDFs, images, videos) and not just web pages.
- The video, text, co-browsing functions are all seamlessly integrated and delivered within the same browsing session.
- The operator can resize and move his/her panel out of the way when co-browsing so it does not block the client's view of the page.
- The agent is provided a broadcast monitor, so that they can manage the call while maintaining eye contact with the client.
- The operator environment contains an on-air light, so co-workers know when the operator is engaging with a client.

Technical Expertise

- The solution can be up and running quickly; just add one line of code on the website.
- The operator console is the same across all products for ease of use, expedited training and efficiencies in supporting multiple channels (web, mobile app.)
- The software can support multiple-languages.
- The vendor provides free upgrades and system updates to improve the service and stay up to date on new browsers and devices.
- The vendor offers a set of APIs to integrate the tool to our existing web analytics tools (i.e., Omniture, Google Analytics).
- The solution supports communications within secure web pages (https).
- The software can integrate with third-party CRM systems to provide client data to the agent in real-time.
- The Interpersonal Video solution hardware has been specifically designed to provide the best quality video possible (this includes lighting, camera built for eye contact, easy to use screens and adaptive bandwidth management).
- All data is transmitted in encrypted form and the service is delivered from 100% PCI compliant facilities.

Vendor Capability

- The vendor can demonstrate a proven ROI based on clients in a similar industry.
- The solution was built with a purpose, rather than adopted from other video products, such as video conferencing.
- The vendor has successful clients in a variety of industries and company sizes where we can see the solution in action.
- The vendor has a proven scalable solution, meeting the needs of clients who handle anywhere from 10 to 10,000 calls per day.
- The vendor can share examples of complex integrations or implementations.
- The live video assistance solution is widely adopted, supporting millions of users per year.
- The vendor has a support department with an issue escalation process to service customers worldwide.
- The vendor will assign a dedicated, senior-level account manager to assist in monthly account reviews, utilizing best practices and applying real-time site enhancements.
- The vendor will provide extensive hands-on training for our video call agents, in-person.
- The vendor has analysts to jump-start the initial implementation project by utilizing best practices data garnered from 100+ clients.



For more information on voice, video, text and co-browsing solutions from AuraSel, please visit www.aurasel.com.