

VContact Centre Solution



Enable emotional & interpersonal client engagements using video

Use Cases

Self-service assistance

Video brings concierge services for sales transactions. In addition to providing advice, seeing a person changes the interaction by enabling trust, emotion, and engagement.

Visual troubleshooting

For support, a picture is worth a thousand words

Consultative selling

Video makes associates available to help with research or selection

Expert access

Video is eventually an enabler of customer success. It removes time and distance barriers to expert access

Not all customer interactions are best handled as transactions fulfilled using as much self-service and automation as possible. When consumers need assistance, time is the currency. Seeing and dealing with a person is often the best way. Chorus Call's VContact Centre maximizes pivotal moments, enabling a quality conversation with a knowledgeable person.

Customers will not have the need to download any applications or plugins and the platform will access the user's webcam and microphone from within a browser window.

- On the cloud click-to-videochat website deployments without burdening your IT resources
- Support one-on-one or multi-panel interactions with upto 4 sites
- Customizable process flow & branding to meet your requirements
- Enhance Customer Experience by adding advanced features such as Screen Sharing, Recording & Text Chat
- Bandwidth requirements to suit what is commonly available for home internet, 4G and 3G mobile networks

Chorus Call's Companion Web uses the device agnostic WebRTC protocol which enables video meetings without the need for downloads or plugins.

What is the Chorus Call Difference?

SUPERIOR CUSTOMER CARE

Chorus Call focuses on quality of service, customer care, and strong tech support to meet the needs of our customers. Chorus Call's Conference Specialists are college educated, highly trained individuals who are familiar with each client's unique requirements.

INNOVATIVE CONFERENCING TOOLS

In addition to high quality conferencing and customer care, Chorus Call places much emphasis on developing customized and innovative conferencing tools for its valued customers. Chorus Call's Technology Development Team maintains a dedicated focus on addressing specific requests to enhance the Chorus Call conferencing experience.

LONG LASTING LOYALTY

Chorus Call's high-touch services are among the best in the industry, but you don't have to take our word for it. Our satisfied customers say it best.

www.choruscall.com/connections/testimonials

SYNERGY WITH TECHNOLOGY

The Chorus Call headquarters are in the same building as Compunetix, a worldwide leader in the design and manufacture of multipoint conferencing bridges. Compunetix systems are successfully functioning in a number of critical conferencing environments, including government mission-oriented systems and commercial service bureau environments. With over one million ports installed in more than 30 countries, Compunetix has the industry's largest worldwide deployment of digital teleconferencing systems.



Trusted the World Over

Chorus Call provides world-class service on a global scale. With offices around the world, Chorus Call is always ready to assist.

Pittsburgh, PA, USA · Vancouver, Canada
São Paulo, Brazil · Rio de Janeiro, Brazil
Frankfurt, Germany · Lugano, Switzerland · Milan, Italy
Ancona, Italy · Athens, Greece · Gurgaon, India
Mumbai, India · Bangalore, India
Johannesburg, South Africa · Tokyo, Japan
Brisbane, Australia · Auckland, New Zealand

Since 1968, Chorus Call - through the Compunetix brand, has been providing advanced communications solutions all over the world, building and maintaining a reputation for reliability, customer service, product quality and technological excellence that others simply cannot match. A look at the Compunetix roster of customers - including government, military and the top-level corporations - that demand the highest standards of quality, dependability and integrity.

www.compunetix.com

www.choruscall.com

