



24SESSIONS

CX video calling technology

Buyer Guide

Foundations

Checklist



Pre-onboarding Services

Proof of concept (POC)



Onboarding Scope plan



Incl. Goals, KPIs, scoped journeys, required meeting type settings.

Consulting services



Expert-led training to support channel transformation

Onboarding Services

CSM support team



Users get direct support via chat, email & phone

CSM training modules:



- Onboarding Training
- Scheduling Day
- Troubleshoot Training
- Coaching Calls
- Manager Onboarding
- Train the trainer

Client Video Call Certification



Customer experience

Checklist



User Experience Pre-Meeting

24sessions

Other vendor

- One-click experience, across devices (no downloads)
- Custom domain & emails address
- Built-in booking forms
- Host video call on company's website
- Advanced meeting management and routing
- Confirmation & reminder messages via email & SMS
- Automated notifications via email & SMS
- Multi Language settings

- ☒
- ☒
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- ☐

User Experience During Meeting

- Professionally branded video channel experience
- Default meeting journey via browsers
- Media Test: Test audio, camera & network connection
- Chat/messaging during video meeting, incl. file sharing
- Virtual assistance bot: get tips for best experience
- Screen/desktop sharing
- Browser sharing
- Application sharing
- See content details with pinch-to-zoom (mobile device)
- Audio phone fallback
- Recording (video & audio)
- Customer & colleague Multiparty
- Streaming (cx firewall block)
- HD quality
- Quality monitoring during call

- ☒
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- ☐

User Experience Post Meeting

- Review questions
- Custom end-page redirect
- Agent summary

- ☒
- ☒
- ☒
- ☐

Agent experience

Checklist



Availability Management

24sessions

Other vendor

- | | | |
|--|---|--------------------------|
| Set availability on company, team and individual level | ✓ | ☐ |
| Block time buffers between scheduled meetings | ✓ | ☐ |
| Out-of-the-box integrations with calendar/WFM tooling | ✓ | ☐ |
| (Re)schedule video meetings for a colleague | ✓ | ☐ |

Analytics & Insights

- | | | |
|---|---|--------------------------|
| Technical meeting insights | ✓ | ☐ |
| Review insights | ✓ | ☐ |
| View and downloads recordings | ✓ | ☐ |
| Data visualization (e.g. tableau dashboard) | ✓ | ☐ |
| Conversation Intelligence: transcripts, keyword tracking & insights | ✓ | ☐ |

Customer Success: Adoption Services

- | | | |
|--|---|--------------------------|
| Customer Support via telephone, email, website/FAQ | ✓ | ☐ |
| Customer Support via text chat within product | ✓ | ☐ |
| Customer Success monthly program: | ✓ | ☐ |
| <ul style="list-style-type: none"> Project Guidance with dedicated Customer Success Manager Reporting on set KPIs and milestones through Quarterly Business Reviews (QBRs) | | |

Workflows

Checklist



Built to fit your business workflows

24sessions

Other vendor

Highly configurable meeting types for each process:

✓

❑

- Agent authorization
- User management
- Required prep time
- Scheduling forms
- Meeting durations
- Email flows
- SMS reminders
- Review forms
- URL Redirects
- Reporting
- Recording settings
- Legislation settings

Workflow: Scheduled Appointment

Customizable booking forms (logo, colors, messaging)

✓

❑

Share booking form as a link

✓

❑

Easy to embed forms on your website

✓

❑

Create separate booking forms for each meeting type

✓

❑

Connect agent's personal calendar & team calendar

✓

❑

Timezone detection

✓

❑

Workflows: Instant click-to-call & Chat-to-call

Allow your customers to request instant video call with any available agent

✓

❑

'Live Now' functionality for your website/app

✓

❑

Offer appointment module when no agent is available

✓

❑

Availability toggle: set available/unavailable in 1 click

✓

❑

Notifications of incoming requests in the browser

✓

❑

Insert 'join video call' button directly in your text chat

✓

❑

Technology

Checklist



Software	24sessions	Other vendor
Deployment: Full cloud*	✓	☐
Video:		
• Industry standard video codecs: VP8, H.264	✓	☐
• Quality adjusts to any types of connection		
• Built-in content capture mechanism		
Audio:		
• Codec: OPUS	✓	☐
• Noise reduction & echo cancellation built-in		
Supported web browsers:	✓	☐
Chrome 56 or higher, Firefox 44 or higher, Internet Explorer 11, Edge 18 or higher, Safari 12.1 or higher		
Supported mobile browsers:	✓	☐
Safari on iOS and any browser on Android		
Network & Hardware		
Protocols UDP (preferred), TCP	✓	☐
Bandwidth: 1 Mbps (Up/Down)	✓	☐
Configurable bandwidth - based on requirements	✓	☐
Processor requirements: Dual Core 2Ghz (i3/i5/i7 or AMD equivalent) or higher	✓	☐
RAM requirements: 4GB or higher	✓	☐
Connection type		
P2P connection	✓	☐
TURN server	✓	☐
SFU for lightweight multi-party meetings & recordings	✓	☐
STUN or SFU - choose connection type that fits your organisation, IT and use-case best	✓	☐
Integrations		
REST API and Mobile SDK	✓	☐
Single sign-on (SAML) and user management (SCIM)	✓	☐
Genesys Engage & Genesys Cloud	✓	☐
Amazon Connect	✓	☐
Salesforce Service Cloud	✓	☐

Security

Checklist



Security	24sessions	Other vendor
Automatic firewall traversal	✓	☐
Enterprise security standards: TLS, SRTP, & AES 256-bit encryption	✓	☐
Certification: ISO27001	✓	☐
GDPR compliance	✓	☐
MIFID II compliance	✓	☐
PCI compliance	✓	☐
Service Level Agreement	✓	☐

About 24sessions

24sessions is a SaaS solution that empowers enterprises to meet customers personally in a digital way. Through smart automation and calling analytics, 24sessions empowers advisors, account managers, and sales agents to focus on what really matters: building the customer relationship - not on repetitive admin jobs, scheduling of meetings or boring compliance tasks.

For more information visit www.24sessions.com

Stay connected



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