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Digitizing customer contact journeys through video calling

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salesforce

+

24SESSIONS

Enterprises rely on 24sessions daily

24sessions rated with an NPS of +76 by clients

Banking



Insurance



Retail, Telco, Energy, Public Sector



24SESSIONS

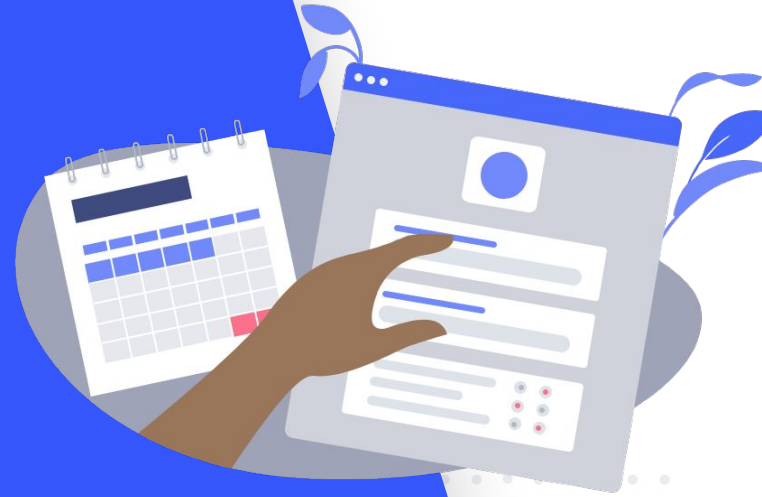
“Some of my
agents have
doubled
in sales
meetings”

achmea 

Bas Kemperman
Commercial Manager

SF <> 24sessions | WHY?

- 1** Requests from multiple corporate enterprise customers
Such as Nationale Nederlanden, Aegon, Schiphol
- 2** Ease of use and efficiency for employees.
1 single system of use (SF) and seamless plug and play
- 3** Closing of regional branches and changing customer demands
Digital personal approach is key and expectations of customers are higher
- 4** Completely support customer workflows and CJ's
Highly configurable and easy to personalize to add to brand experience



Keypoints 24sessions

1. 50+ Employees
2. HQ in Amsterdam
3. SAAS
4. Fully embedded or Stand-Alone
5. WebRTC
6. AMAZON Europe
7. REST-API's
8. P2P- encrypted
9. Security by design



specifications

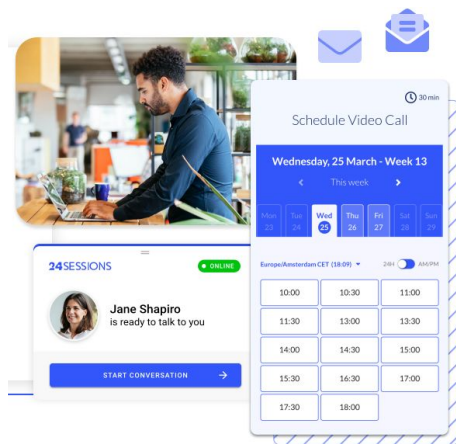




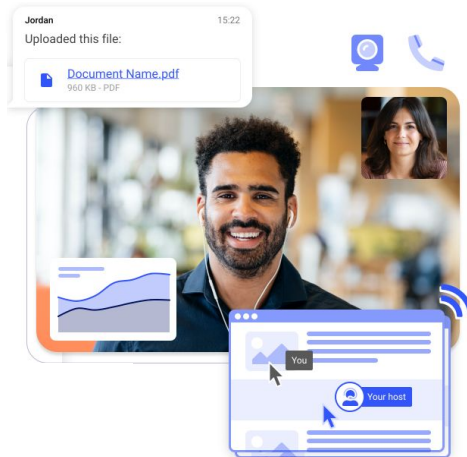
Solution

Product overview as a customer journey

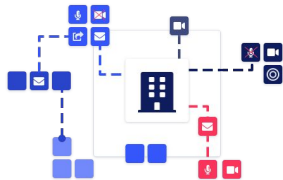
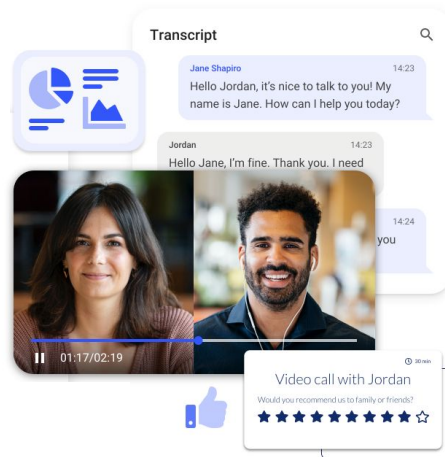
Before meeting



During the meeting



After the meeting



Highly configurable to suit any customer journey and internal workflow

Requirements - Pre-meeting

Start an interaction with ease and shorten the sales cycle

24sessions offers a number of ways to create an interaction with customers including: one-click instant video calling, advanced (re)scheduling tools, and escalation from chat



Appointment



Fully customizable waiting room



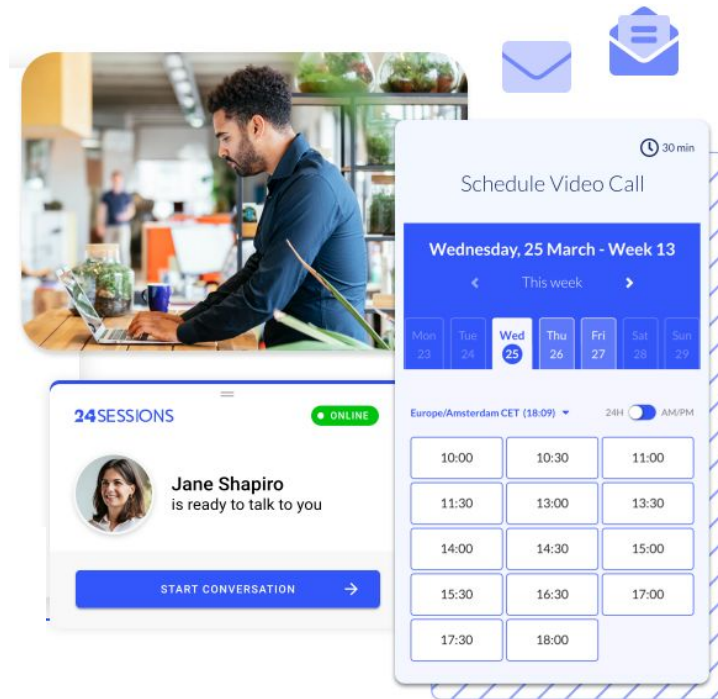
Click to Video call



Automated troubleshooting



Chat escalation



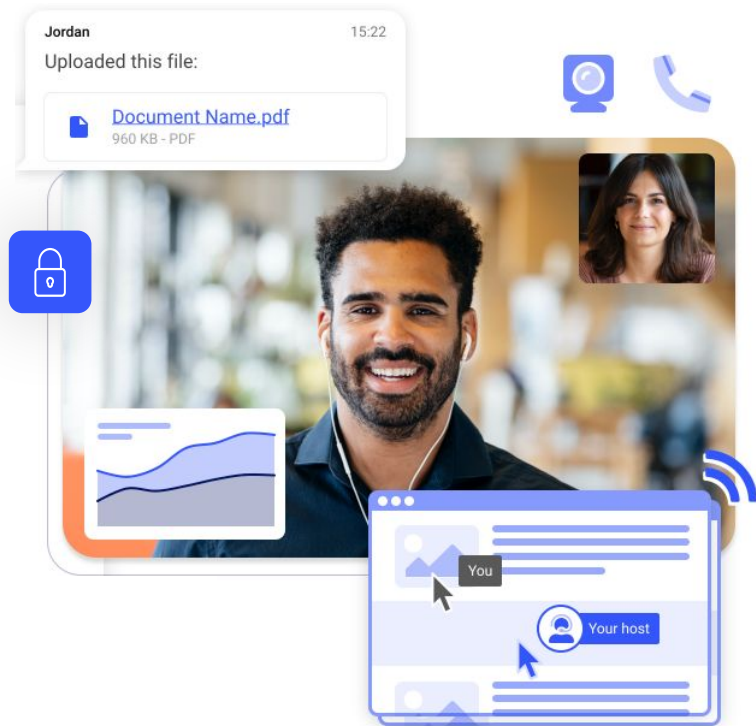
Requirements - During meeting

Create a frictionless, personalised interactions with the customer

Interactions across all devices, including mobile, without installations, plugins or accounts.

24sessions can be embedded directly with a client's existing website and customer journey

-  Encrypted video calling
-  Document sharing
-  Screen sharing
-  Embeddable on client website
-  Co-browsing
-  Full mobile experience without an app



Requirements - Post-meeting

Record, track, and improve the ROI of interactions

Analytics suite provides actionable insight into customer satisfaction, goal attainment, compliance and script adherence. Recordings and automated transcriptions improve efficiency.



Reviews & CSAT



AI goal tracker



Recordings



Analytics dashboard



Speech-to-text transcription





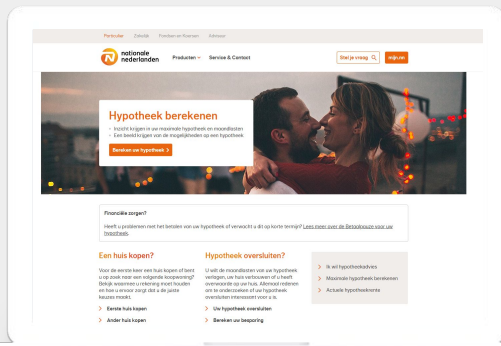
Customer Journeys

3 workflows

Customer Journey example via video | NN



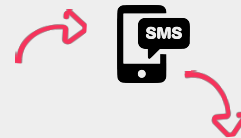
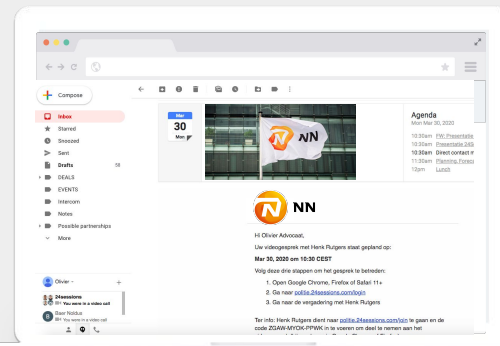
Client / Intermediary wants to get in contact via website or "mijnNN" personal domain.



Client can schedule right away based on their slot of preference



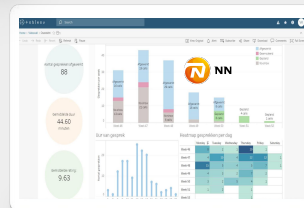
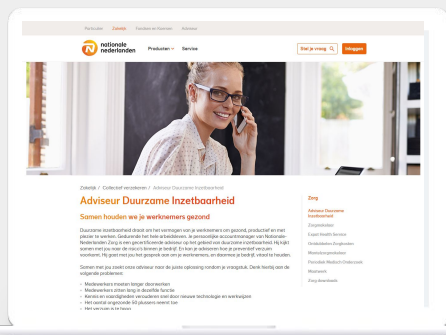
Client received confirmation with automated email and/or SMS



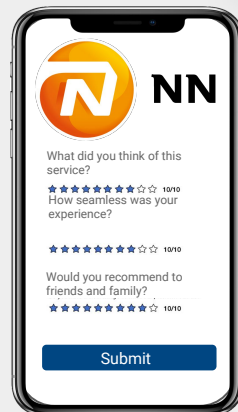
Waiting room available where client can watch additional content



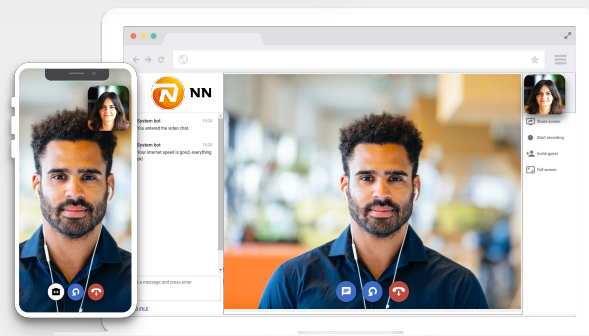
Client is redirected to a end-page of preference



Dashboarding and insights available (also via API)



Instant reviews + NPS tracking



Videocall on any device no downloads

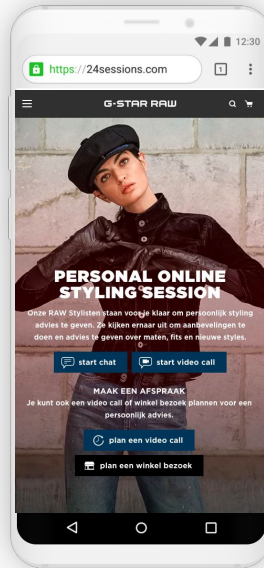
24SESSIONS

3 different types of workflows

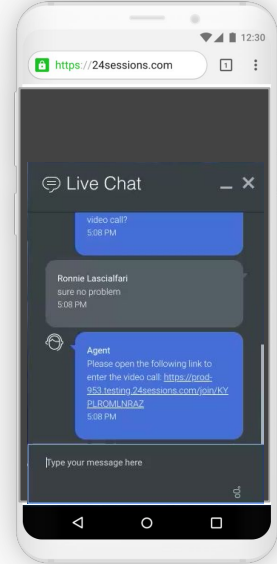
Start a video call from the agent and/or customers



Scheduled by
agent or
customer



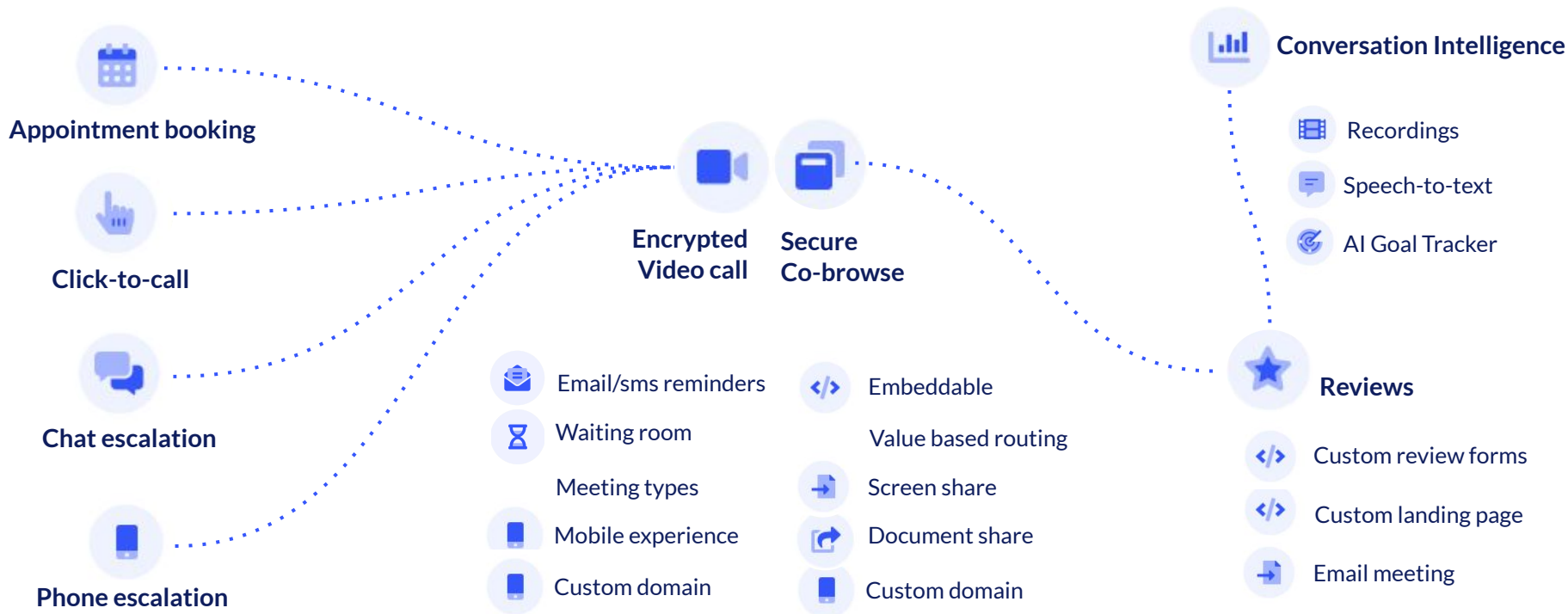
Ad hoc: click-to-video
on website or app



Escalation: from
phone or chat
conversation

Journey Builder

Out of the box and API based

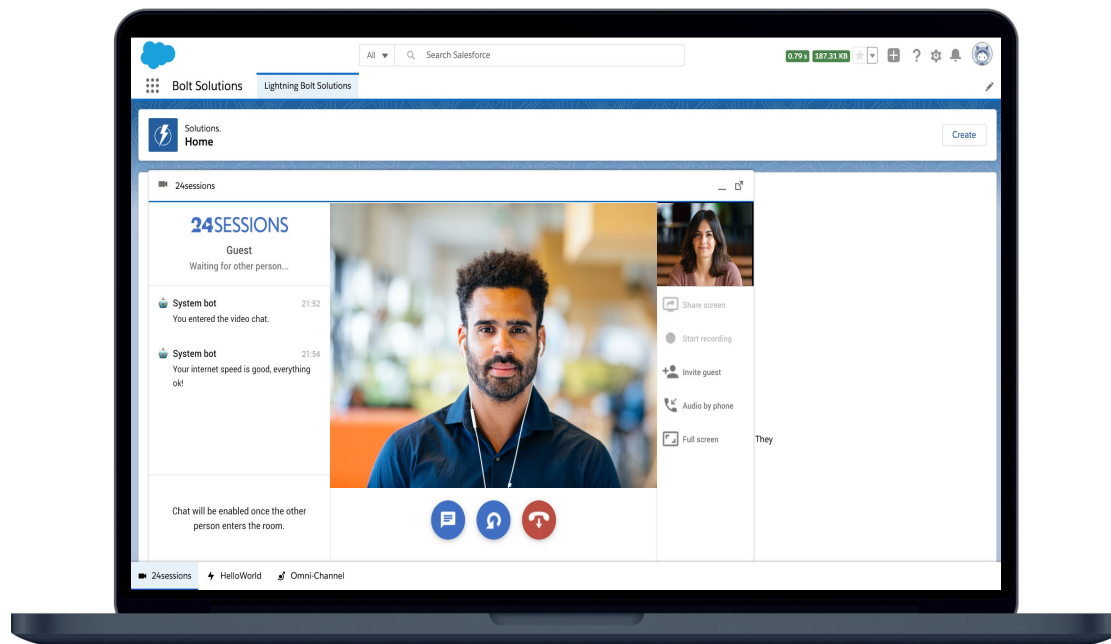




Live Demo SF

Live Demo

Inbound & Outbound interacties





Use cases

How businesses use video calling to engage customers



SALES



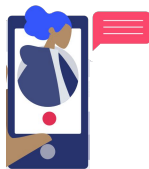
ADVICE &
CONSULTS



ACCOUNT
MNGT



SUPPORT



VISUAL
INSPECTIONS



INTERVIEWS

Business impact with video calling

Apply 24s to more complex, personal & high value interactions

Schiphol

Amsterdam Airport

Kiosks

VATTENFALL ●

Visual Inspections

DIGITIZE SUPPORT
*Ease customer effort &
decrease offline visits*



Rabobank

Centralized
Advisory



Gemeente Utrecht

Customer
support

INCREASE CX
Boost customer satisfaction

ING

Sales



**Centraal
Beheer**

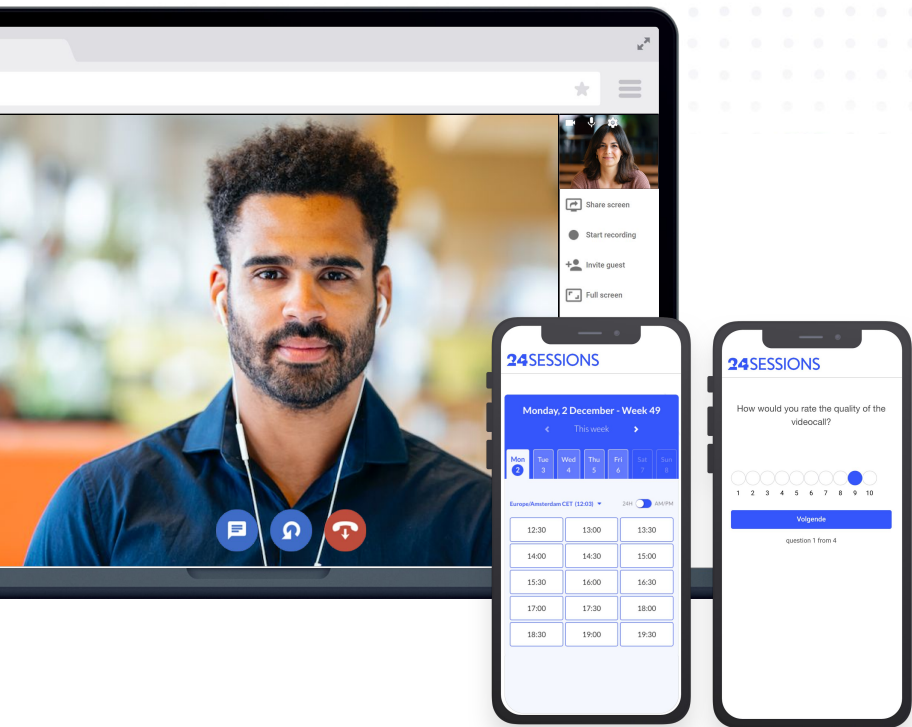
Centralized Account
Management

GROW REVENUE
Increase conversions

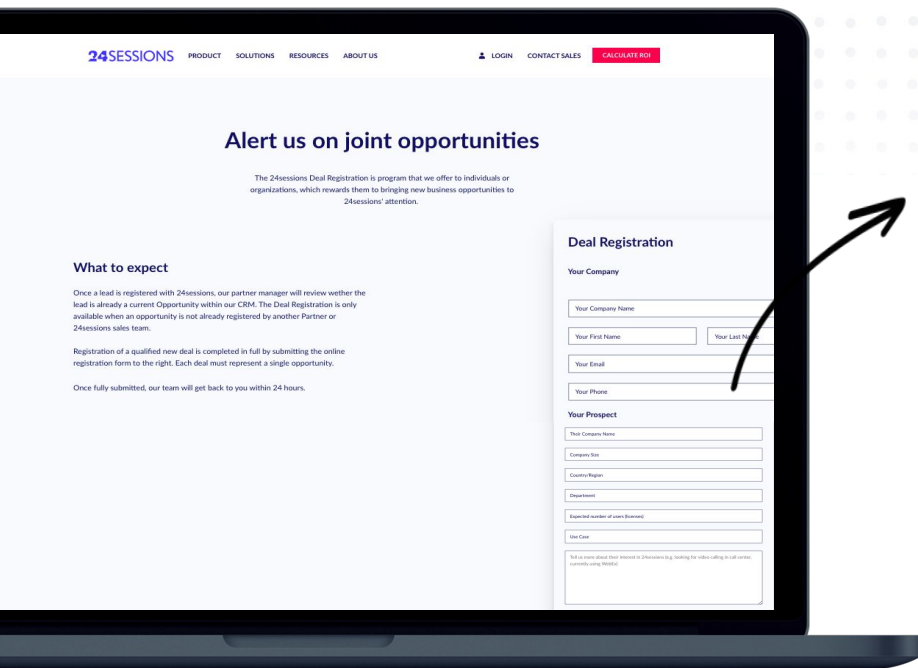


Get Started

24s for Salesforce: pricing components



- Licences**
User licences / month
- Setup & Configuration**
24sessions instance & project
Configuration Salesforce Service Cloud
- CS adoption program**
User and Project guidance & Strategic optimization reporting
- Add-on & Integrations**
Recording + download on prem (audio + video)
Recording + storage at 24sessions (audio + video)
Custom domain & email
SAML/SCIM
Sms reminders



Let's get started!

1. Register your deal at <https://www.24sessions.com/deal-registration>
2. Check in with 24sessions for available resources
 - a. Intro sales deck + Solution brief 2 pager
 - b. Product information manual
 - c. Installation manual
 - d. Sales manual
 - e. How we're different from competitors
3. Schedule intro meetings with 24sessions for your Salesforce team.

Thank you!

Questions?

