



24sessions + Salesforce

Empower your agents to start secure video calls & co-browsing sessions right from within Salesforce.

Challenge

In an increasingly complex digital landscape, the **human touch** has become more important than ever to create a superior customer experience.

Empower agents to create a personal experience that easily fits the digital journey by adding video calling and co-browsing to your omnichannel mix. Enable Video-first Customer Engagement to better serve customers and boost remote sales.

Solution

24sessions for Salesforce empowers your agents to create a personal and visual Customer Experience that easily **fits the digital journey**. Through rich video calls and co-browsing, you help agents to better serve customers and drive more remote sales.

24sessions' technologies seamlessly integrate with the Salesforce environment to deliver the best video quality on any device (mobile, desktop, kiosks) and network, without any installations or downloads. Start a video call journey in 3 workflows, which can be initiated by both agent and consumer: instant video interactions, scheduled appointments, and text chat escalation to video.

24sessions offers modules for every step of the customer journey, such as appointment scheduling, smart onboarding, high-quality content sharing, CSAT tracking, recordings and speech analysis, all built into our solution.

Use cases

Sales

Provide leads and customers with the best experience through live demos and presentations to close deals faster.

Centralized Advisory

Provide customers with a fast and personal way to deliver advice.

Centralized Account Management

Enable desk account managers to become a trusted partner, resulting in more cross- and upsell opportunities.

Customer support

Get rid of miscommunications and help customers understand how to use your product or service through live video.

Technical inspection

Let customers visualize situations and technical problems via video calls so remote experts can better diagnose and resolve problems.

Kiosks

Connect customers in-store with remote agents via kiosks to provide a fast and personal service through video.

Key features

World-class Video Call Experiences

- No downloads, even on mobile devices, thanks to its WebRTC based solution.
- Professionally branded video channel experience, with the option to customize logo, colors, website domain, images and landing pages.
- Two-way sharing of screen, documents and applications.
- Collect instant feedback through integrated, customizable review forms.

Connection Workflows Support

- Click-to-video.
- Scheduled appointment to video.
- Text chat escalation to video.
- Warm transfer.
- Invite up to 4 additional participants to an established conversation.
- Meeting scheduler and availability manager, integrated within Salesforce to make the agent available before the scheduled meeting starts.

Recordings & Analytics

- Record calls in HD quality.
- Store recordings on cloud or on premise.
- Advanced call analytics dashboard.

Scalable & Easy to integrate

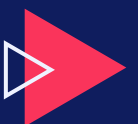
- Advanced user management and roles, API, mobile SDK.
- Single sign-on (SAML) and user management (SCIM) integrations with federated identity management systems.

Specifications

Video	Industry standard video codecs: VP8, H.264. Quality automatically adjusts to any types of connection. Built-in content capture mechanism (e.g. desktop, application, browser sharing).
Audio	Codec: OPUS Noise reduction and echo cancellation built-in support.
Security	Automatic firewall traversal. Enterprise security standards: TLS, SRTP, and AES 256-bit encryption. Certification: ISO27001
Deployment	Full cloud with optional on premise storage for recordings.
Integrations	Salesforce Service Cloud.

Technical requirements

Supported web browsers	Chrome 56 or higher, Firefox 44 or higher, Internet Explorer 11, Edge 18 or higher, Safari 12.1 or higher. Cross-platform ready.
Operating systems on Agent Desktop	Any operating system with one of the supported browsers
Salesforce platform	Salesforce Service Cloud



24SESSIONS

24sessions B.V.

info@24sessions.com
+31 202 101 229
www.24sessions.com



Salesforce, Inc.

+1-800-667-6389
www.salesforce.com