

# Video Consulting with Netris LViDesk

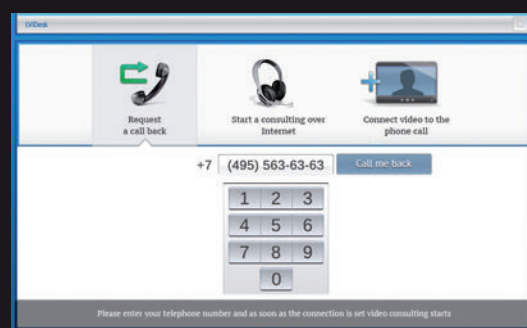
Support your customers with a smile

Learn how to improve your customers support with Netris LViDesk. This solution reveals a new era of providing clients with visual support. The service is available on PCs, laptops and tablets including iPads and enables users to look through different documents such as agreements, account details, bills, etc. and save them on the user's terminal. As well the contact center operator can help clients with site navigation and completing application forms. The conversation is accomplished by visual contact with the consultant that gives a positive effect and increases customer loyalty.

## Basic Functionality:

- Cross browser interface and multi screen support;
- Visual interaction with a contact centre operator;
- Demonstration of documents with an opportunity to highlight text pieces;
- Assistance in site navigation;
- Completing forms;
- Documents saving to users' terminals;
- Documents printing via information kiosks;
- Video materials saving and archiving.

## How It Works



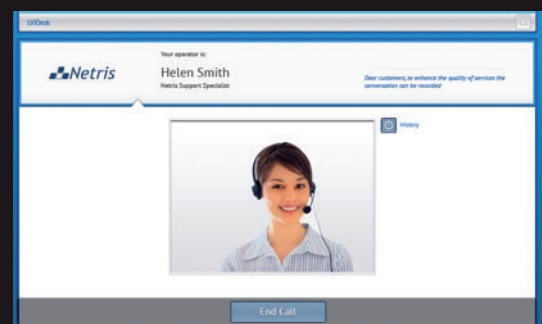
A user enters his/her telephone number on the site and orders video consulting service.

## Netris LViDesk Benefits

- Gain customer loyalty
- New effective sales channel
- Reduce the processing time of requests
- Decrease OPEX
- Increase understanding between clients and the company staff
- Form a positive image of the company

The system processes the information and finds a free operator who connects to the user by the phone.

And after picking up the phone video consulting starts.

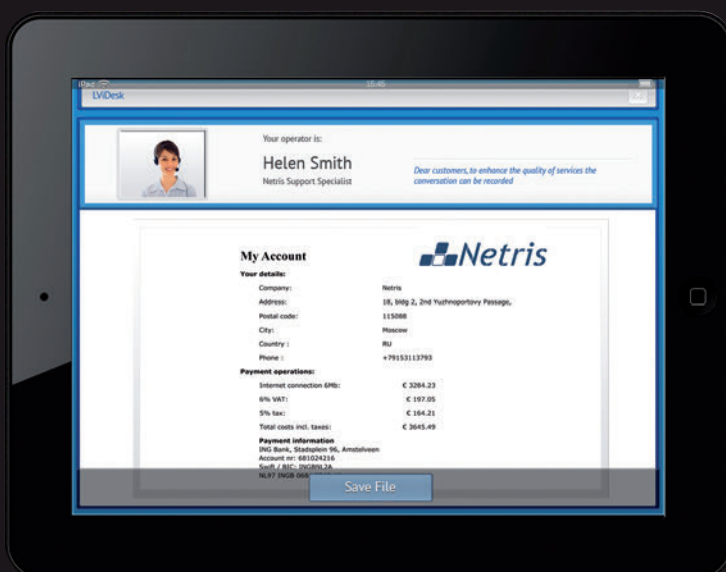


## Netris LViDesk Opportunities:

- Create an additional channel of communication with clients/prospects using modern Internet technologies;
- Offer multiple entry points to start communications: a website (an open access and a secured connection) and an information kiosk;
- Provide protection for the transmitted data;
- Design interfaces according to the customer needs;
- Work together with existing information systems: VoIP system, CRM, call center systems, ABS and others;
- Record, store and join the materials to the client profile.

## Netris LViDesk Components:

- IP cameras
- Netris LViDesk WebServer
  - Provides user interface for video consulting service, operator interface for video consulting service management, integration mechanisms with IP telephony systems (Cisco, Alcatel, Avaya and others), and support of different user terminals.*
- Netris Repository Server
  - Provides basic functionality for video archiving*
- Servers HP DL360, DL380 or similar
- Licenses for OS and database



*Netris LViDesk is the solution to provide Video Consulting Services over Internet. The service is available for PCs, tablets and information kiosks.*

## Spheres to Use Netris LViDesk:

- Empowering call centers to provide video consultations via the Internet.
- Online support of public services portal. The solution allows to provide expert assistance in completing application forms, declarations and other documents.
- Paid consulting services with the possibility of filling in the documents and save them on a user's computer.
- Education services. A consultant is able to connect with several users simultaneously for a demonstration or a lesson.

## About Netris

Netris ([www.netris.tv](http://www.netris.tv)) is the leader in IP-communications software development and systems integration. Netris is focused on development of award-winning Digital TV, Video Consulting and Banking Intelligence solutions. Twice Netris has won the National Big Digit Award in the "For New Technologies Adaption" and "Head Platforms for TV Streaming" nominations.

### Netris JSC

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