



Video Customer Engagement Platform

Realize the power of face to face conversation

Humanize relationships in a Digital world through GIEOM's Video Customer Engagement Platform



Two-Way Screen Sharing

Both the customer as well as the employee can share their screens. The employee can help the customer to fill out the application form.



Co-Browsing

A restricted view of the customer's screen can be shared with the employee to enhance customer support. GIEOM's co-browsing solution combines the power of web real-time technology that does not require any download, installation, or plugin.



Live Chat

The live chat feature enables the employee to engage with the customer in real-time thereby offering a quick service to the customer that ultimately leading to an improved customer experience.



Meeting Scheduler

This feature enables the customer to schedule an appointment with the employee as per their convenient day and time.



Online Document Exchange

Both customer and the employee can share documents during remote conversations for better mutual understanding. This file exchange takes place in a secure manner and the documents exchanged during the session are saved in the history of the communication.



Easy Integration

GIEOM's Video Customer Engagement Platform can be integrated with any Third-party applications to deliver High quality experiences.



Conference Option

Tripartite option allows such as a subject matter expert spouse or business partner can be in the discussion to streamline and expedite the decision-making process.

Enhance your Digital Engagement to Optimize Customer Experience

Host remote interactions with clients through **high-quality video meetings** that are as effective as in-person meetings.

Reduced staffing needs

Due to the flexibility to work from anywhere

Improved customer satisfaction through **Increased first call Resolution**

Reduced wait time

For customers

Increased up-sell And cross-sell opportunities
For the organization

Some of the Use Cases



Private Banking and Wealth Management



Insurance



Lending & Mortgage



Account Opening



Video Enabled Customer Care