CSG Visual Connect:
See what your customer sees.
Best-in-class visual customer support.

Internet-of-Things (IoT): Market Disruption & The 2025 Business Problem

As IoT continues to be a market disruptor, consumer technology is an increasing commodity.

By 2025, there will be nearly 75 billion connected devices; that means incoming call volumes and field technician trouble calls will continue to increase. This business model is not scalable for contact centers and field dispatch teams.

What if you could reduce time to resolution by enabling contact center agents and customers to troubleshoot with a remote mobile screen share, ultimately reducing technician home visits and call center volumes?

Eliminate non-essential technician dispatch

Customers live in a world where instant gratification is essential to troubleshooting problems. CSG Visual Connect bridges the traditional communication gap between the customers and the contact center.

By setting up a remote visual session, the customer can "transport" the problem over their smartphone camera. This allows the agent to act like a virtual technician, simplifying the communication from "tell me what you see" to "show me what you see."

Improve Customer Satisfaction with Instant Troubleshooting

Increasing Net Promoter Scores (NPS) is a priority for all industry leaders. By quickly resolving issues through a virtual hands-on approach between contact center agents and customers, Visual Connect increases satisfaction and improves the overall perception customers have about an organization.

20%	**40%**	**12%**
FIRST CALL RESOLUTION	NPS CUSTOMER EXPERIENCE	AVERAGE HANDLING TIME

CSGI.COM

CSG Visual Connect:
See what your customer sees.
Best-in-class visual customer support.

Increase Agent Efficiency

Contact center agents trying to troubleshoot a problem over the phone can cause stress for both the agent and the customer. By giving agents the ability to see a problem via screenshare, you ensure a seamless and successful experience for your customer.

Visual Connect, using Artificial Intelligence (AI), will:

REDUCE TECHNICIAN DISPATCH RATE BY

17%

AND INCREASE FIRST CALL RESOLUTION BY

20%

Create a knowledge base through customer history, visual KB, and visual call scripts, ultimately allowing for AI to be collected through machine learning.

Be **simple and easy** to use with remote customer connection, web-based portal, and no app download.

Provide visual interactive support that **allows for a contact center agent to see a customer problem in less than 30 seconds.**

Record video on demand (including audio) and **retrieve the playback recordings for future reference.**

Add another expert to a support session as a third participant, and **allow the two agents to pass session control back and forth.**

Enable open integration through REST-based APIs and the ability to initiate Visual Connect from a contact center agent's desktop.

Integrate escalation workflows allowing for agent interactions to be monitored and technical consultation to take place.

Offer security and availability that provides a secure access data center and end-to-end SSL encryption (128 bit).

The benefits of using **Visual Connect** to connect the customer and contact center agent include:

Lower contact center costs. The average cost of a call center support call is $60.00. Resolve technical issues by arming contact center staff with advanced tools eliminates expensive truck rolls and job scheduling, and it frees up field staff to focus on new customer onboarding and installation.

Reduce time to resolution by creating a machine learning knowledge base. Know your customers' recurring call history and technical issues before an inbound customer call even happens.

Enhance your customers' experience and increase your Net Promoter Score by quickly resolving issues through a virtual hands-on approach.

Increase first call resolution rates and the number of customers that a contact center agent can assist in an hour or day.

Deploy as soon as possible. Be live with Visual Connect in 6-8 weeks, including training for contact center agents with no integration needed.

CSGI.COM