

Deliver better customer experiences with ScreenMeet and Microsoft Omnichannel for Customer Service

With easy, secure, and integrated voice and video chat, cobrowse, and remote desktop takeover, ScreenMeet enhances Omnichannel for Customer Service, enabling Omnichannel customers to deliver best-in-class customer service while reducing case volume and costs.

Overview

Customer service managers need to drive a high level of customer satisfaction by bringing together the front and back office, handling common customer requests rapidly at scale, and proactively addressing customer issues.

As customer service demands grow, companies must increasingly engage digitally with their customers and provide frictionless service across channels.

They need to bring voice and video chat, cobrowsing, and remote desktop takeover into



the agent and customer experience, to meet their customers with empathy and take the most effective path to issue resolution.

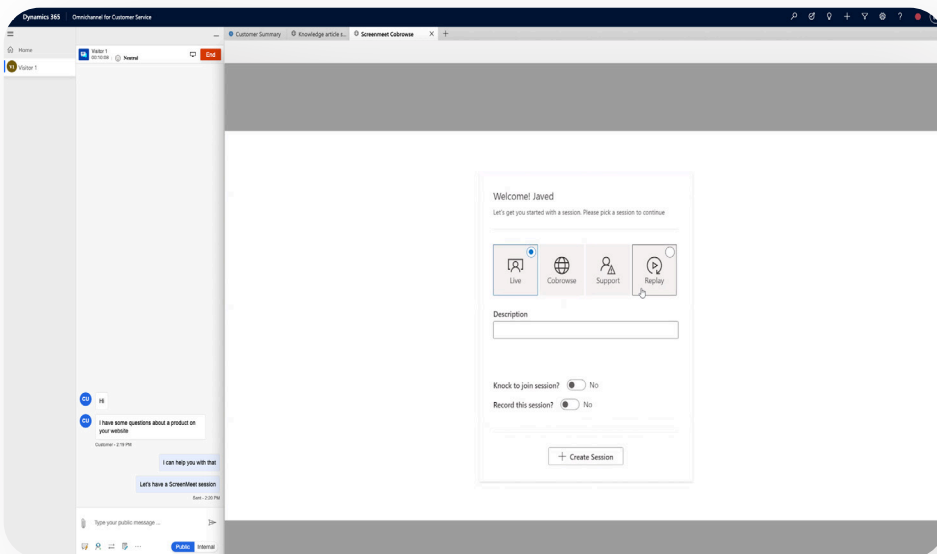
When you add ScreenMeet to Omnichannel for Customer Service, you can easily satisfy these demands and provide a level of customer service that is second to none.

ScreenMeet and Dynamics for Customer Service

ScreenMeet enables customer service professionals to improve service delivery by bringing real-time interactions seamlessly into Omnichannel for Customer Service, enabling agents to launch voice and video chat, cobrowse, and remote desktop takeover without additional software to download or applications to learn.

Customer service can accelerate case resolution, reduce agent training costs, and increase customer loyalty by delivering better real-time customer experiences from within Dynamics.

Many Dynamics customers are already using ScreenMeet's capabilities within Omnichannel for Customer Service to deliver unrivaled levels of customer service. As they leverage their investment in Dynamics, they can leverage the same trusted technologies to deliver better real-time customer experiences.

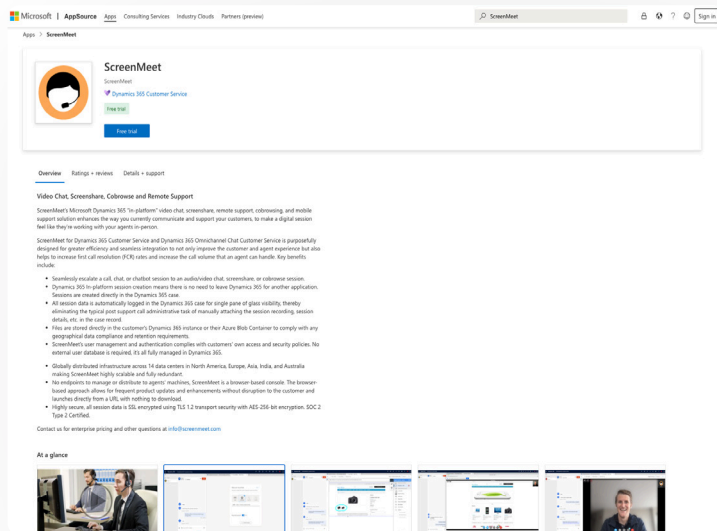
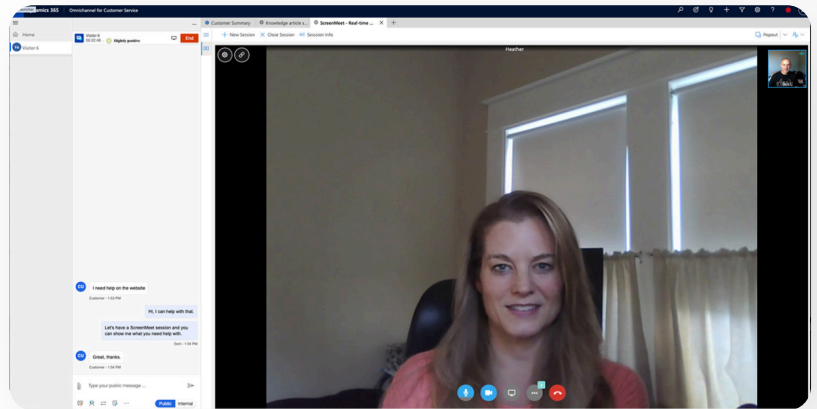


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Technology

Cloud native and supported by a global network of enterprise-grade data centers, ScreenMeet Live is designed to meet local and global scalability, performance, and security requirements. Unlike other solutions that require downloads or separate applications, ScreenMeet delivers a device-agnostic seamless experience across channels. Standards-based integration, APIs, pre-built connectors, and an open SDK enable rapid embedding of ScreenMeet into any experience.

Prebuilt integration into Omnichannel for Customer Service accelerates deployment and reduces ongoing management costs.



Why Screenmeet

ScreenMeet delivers better real-time online experiences, with easy, secure, and reliable voice and video calls, chat, cobrowsing, and remote support. ScreenMeet customers around the world use it to drive best-in-class customer, employee, remote work, and remote support experiences. ScreenMeet delivers those customer, employee, and remote-support experiences for hundreds of customers worldwide.

Visit ScreenMeet on [Microsoft AppSource](#) for a free trial, learn more at [ScreenMeet.com](#), or contact us for a customized product demonstration.