ScreenMeet Replay – At a Glance

With **Replay** your customers can record their question with video and audio and submit it directly to your support CRM.

Your agents can also use **Replay** to record an answer and send it back to the customer – all through your CRM.

ScreenMeet

Use Cases

- Customer Product Support (consumer products, physical equipment)
- Customer Technical Software Support (consumer tools, business applications)
- Sales (Retail, Business)
- Employee Technical Support

Workflow Scenarios

Inbound

- Customer via Chat bot: ask if customer would like to create a recording; if they reply yes, a Replay link is created and sent via chat; customer records and submits; routed to agent in CRM; CRM notifies agent; agent reviews / replies
- Customer via CRM workflow: ask if customer would like to create a recording; if they reply yes, a Replay link is created and sent via CRM; customer records and submits; routed to agent in CRM; CRM notifies agent; agent reviews / replies
- Customer via Email -> Customer emails questions; agent create Replay link in CRM and shares with customer via email; customer records and submits; agent notified that Replay recording available; agent reviews / replies

Outbound

- Sales Agent via email or CRM: records proactive product demonstration via Replay and emails link and/or notifies via CRM to the customer
- Support Agent via email or CRM: agent records response via Replay and emails link and/or notifies via CRM to the customer

ScreenMeet Replay – Why and Benefits

Why Use Replay

- Customer and agents are in different time zones
- Support agents are on the road / in the field
- Support agents are at capacity
- Support agents not 24/7
- Customer issues / questions are not urgent
- Need customer/employee to record a physical piece of equipment or product
- Need customer/employee to record their screen to share issue, error, etc.
- Sales Agents would like to demonstrate something to a prospect customer
- Screenshots provided by customers are not helping to solve issues
- Multiple agents needed to resolve issue
- Capture customer issues that happen intermittently.

Benefits of Replay

- Get full and accurate context of issue with video and voice over vs. choppy screenshots or text-based description; allowing agent to provide an accurate response
- Reduce the number of interactions required to solve an issue and answer questions
- Reduce handle time and increase first contact resolution rates
- Reduces/eliminates customer wait times
- Agents get focused time to assess issue before engaging / responding to customer (rather than using customer time to research while on a joint call); can pass to and/or collaborate with others
- Allows agent to manage amount of time spent with each customer on periphery topics
- Prevent language barriers from slowing down resolution time
- Support remote employees across many time zones
- Improves customer experience

ScreenMeet

Try It!

✓ Spend four minutes watching this training video: ScreenMeet Replay Training

✓ Read all the details in our documentation: ScreenMeet Replay Documentation

✓ Start a no cost trial by emailing us at: sales@screenmeet.com

Customer Example: International Testing Agency

- Use Case: Customer product usage support

- Workflow: Inbound, Customer via Email

- Why: Customers are in different time zones, Screenshots were not providing context, multiple agents needed to resolve

- Benefits: Full and accurate description, reduction in handle time/increase first contact resolution, improved multi-agent collaboration, improved customer experience

Customer Example: Global Technology Corporation

- Use Case: Customer technical product support

- Workflow: Inbound, customer via CRM workflow (future via chat, and possibly a "Replay" specific channel)

- Why: Support agents at capacity, screenshots not beneficial, multiple agents required

- Benefits: Get full context, agents get focused time to assess and can collaborate with others, provide higher quality first response to customers

ScreenMeet