ScreenMeet delivers better real-time online customer and employee experiences for Sales, Service and Support.

As organizations continue their transition to digital and remote service models, they need modern remote support technologies that enable them to seamlessly support a professional, digital-first experience for agents, systems administrators, and end users.

Remote support solutions must support streamlined agent and end-user interactions, automate data capture and administration, and support multiple channels to deliver fast, high-quality issue resolution.

ScreenMeet helps address these challenges by providing remote device support, voice and video chat, and cobrowsing within one cloud-native solution without downloads or plug-ins. Delivered "in-platform" in leading CRM and ITSM solutions, ScreenMeet accelerates incident handling, increases productivity, and drives better remote support experiences for agents, administrators, and end users.

ScreenMeet
www.screenmeet.com

MODERN REMOTE SUPPORT CHECKLIST

- Modern UI
- Cloud native
- Single sign-on
- Voice/video
- Co-browsing
- No download
- Flexible licensing

ScreenMeet versus Legacy Applications

Service and support leaders choose ScreenMeet to replace their legacy applications and tools to modernize their service models and streamline the agent, end user, and administrator experience:

- **For agents,** a single modern support session can be launched from directly within their ITSM application, enabling them to rapidly provide the relevant support to resolve the problem, whether that's full remote control, video chat with lightweight screen share, or Web site cobrowsing. There are no additional applications to learn, authenticate to, or download.

- **For systems administrators,** a modern cloud-native application means a browser-based UI and no third-party applications or physical or virtual appliances to manage. Embedded in-platform, ScreenMeet reduces integration and administration support burdens.

- **For service and support leaders,** a modern cloud-native application supports digital transformation, enabling them to provide best-in-class tool and technologies for multiple channels and use cases, delivering clear business outcomes while driving staff retention and satisfaction.

- **For end users,** ScreenMeet delivers a more natural, frictionless workflow, with no need for a download if an issue can be resolved more easily. Video chat quickly enables a more human interaction when it's needed for a better experience.

Cloud native and supported by a global network of enterprise-grade data centers, ScreenMeet is designed to meet local and global scalability, performance, and security requirements. ScreenMeet delivers a device-agnostic seamless experience across channels, with standards-based integration, APIs, pre-built connectors, and an open SDK to enable rapid embedding of ScreenMeet into any experience.

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