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Pexip Engage

Connect with your prospects, customers, and clients through a user-friendly and intuitive scheduling interface, with high-quality integrated Pexip video meetings.

Today enterprises need a frictionless transition from a digital customer journey to a high-touch sales interaction to lower their customer acquisition costs and increase their sales productivity.

... and **Appointment Scheduling** is becoming a crucial tool to meet these rising customer expectations.

71%

of millennials would schedule an in-store appointment with a store associate

67%

of customers will invest more in a service after a face-to-face interaction

48%

of customers will consider visiting locations more often if brands offer the chance to pre-book appointments with expert staff

Pexip Engage provides frictionless scheduling and video meetings that enable your sales force and advisors to meet customers in their preferred channel at the right time.

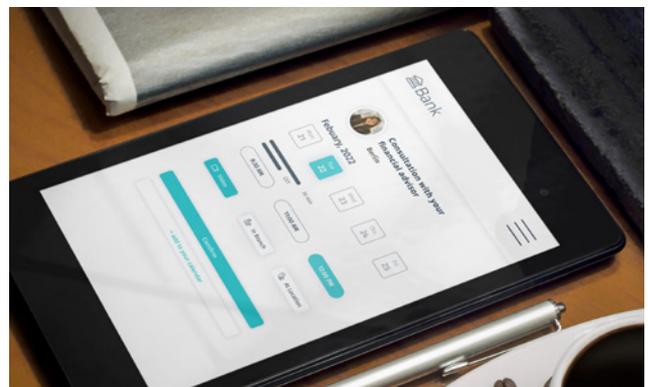


Pre-meeting

Schedule

Automate the scheduling flow

- Effortlessly qualify and convert more of your online visitors to qualified meetings.
- Guide your online visitors to meet with the right advisor, at the most suitable time, in the way they prefer (virtual or physical) by automated scheduling.
- Automatically offer optimal availability of your staff while still keeping full control.



In-meeting

Meet

Provide the optimal channel to meet and deliver a branded customer experience with Pexip video.

- Offer flexibility in channel choice, based on the needed user experience and contact/context requirements within your organisation.
- Fully branded experience including virtual waiting room.
- Branded video and audio setup link to ensure video meetings that always work.

Post-meeting

Win

Make informed decisions

- Gain full insights into the customer booking journey and optimise each step of the process to schedule more conversations.
- Trigger automated actions linked to certain meeting outcomes to streamline processes in an automated way.
- Capture feedback from your customers after having the meeting.





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The Pexip team works closely with their customers to improve their product, and they intensively worked with us to remove all barriers. They always go the extra mile. For this, I consider them one of our true business partners.

David Geerts, CEO of hypotheek.winkel



Conversion

A guaranteed increase of Digital-2-Human channel conversion. See an improvement of double-to-triple digits (30%+) for all inbound and outbound digital customer journeys.



Efficiency

Increased productivity by up to 17% per agent. Create an automated, error-free scheduling process within their agent network, aiding the goal of professional excellence.



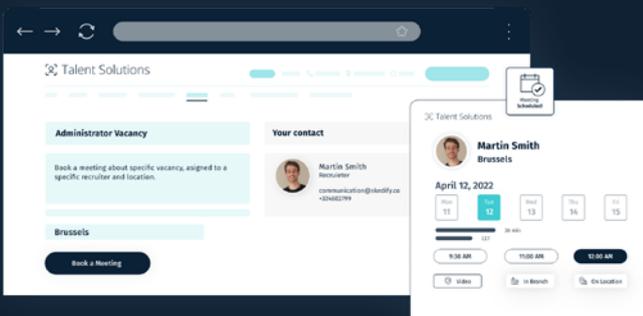
Business Intelligence

Real-time insights, capturing all commercial, scheduled activities and agent performance for omnichannel customer-facing agent networks



Customer Experience

A customer-centric and professional Customer Experience, significantly driving your closing ratio and a higher chance for renewal and/or referral.



Pexip Engage is ideal for medium to large enterprises that don't sell directly to customers online, but instead guide their customers with expert advice at critical moments in their customer journey.

It's an especially good fit in industries like banking, insurance, high-touch retail and for functions like HR and Recruitment.