

Stroom[®] video chat, better than being there



The Stroom[®] platform enables interactive video chat inside the tools you use everyday—helping your team support customers with a view that’s better than being there.

Simply powerful; Stroom connects users in real-time to an expert using secure mobile phone video to guide and help customers remotely; transforming support operations and customer satisfaction scores.

“
From on-demand virtual energy advising, to expert-view site inspections, to quality assurance; the Stroom platform helps us deliver more choice, convenience, and control to utility customers—and has been a revenue driver across our business.
”

Seth Little, CLEAResult Director
of Virtual Delivery

Prioritize the customer experience

Rebuild experiences completely around the customer and their goals, conveniently meeting them when and where they are ready

Deliver powerful enterprise results

Break down silos, build modern workflows, and launch customer experiences into the future with AR- and AI-powered tools

Define your AR roadmap

An AR-view of the world gives teams unprecedented power to build the future of interactive experiences and connect short-term wins with long-term innovation strategies

Innovate for tomorrow

Create additional revenue streams, realize multiple operational efficiencies, and uncover new business opportunities

Drive results

Double sales team capacity and reduce site-visits while strengthening workforce resiliency and unlocking siloed data

Explore the benefits of remote customer support powered by Stroom:



Respond to business challenges

Offer safer, virtual visits and build resiliency into your organization.



Improve NPS scores

Rapidly improving CX through visual communication results in higher NPS scores.



Expand into new markets

Leverage virtual estimates and contractor networks to grow into new geographic markets.



Up-level customer training

Reduce errors and help customers with contextual, real-time support.



Increase agent capacity

Increase an estimator's daily capacity by 200-600 percent.



Reduce warranty budgets

Eliminate escalated support requests and reduce case handle times.



Reduce opportunity costs

Reduce travel time and travel related expenditures.



Remove language barriers

Transcend language and cultural barriers and improve training with visual context.



Boost first-call resolutions

Ensure you have the right tools and equipment for increased project efficiencies.



Reimagine client experiences

Guide discovery with a white-glove touch from anywhere.



Decrease sales cycles

Reduce the time it takes to produce quotes and close deals faster.



Conduct more efficient installations

Remotely measure and record project details so installs go right the first time.

Learn how to quickly launch high-impact customer-first products and programs that can transform your bottom line with easy-to-implement AR-powered StroomCore™ video.

To get a free consultation, visit <http://www.stroom.com>