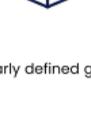


Why Leading CX Brands Choose AR-Powered Video



The formula for executing customer experience transformation includes:



Clearly defined goals



Agile approach



Thoughtful deployment of new capabilities*

Source: McKinsey & Company¹

Improving customer experience (CX) at scale requires change and growth.



Easy to get started

StroomCore® AR-powered video is a cloud based solution requiring no app download or IT experts to see impressive results.

Customer-first approach

Our teams are dedicated to delivering customer-first technologies and experiences.

Tried and true technology

We've got the cutting-edge mindset of a startup with the experience of our 50-year-old family of home service brands.

frontdoor

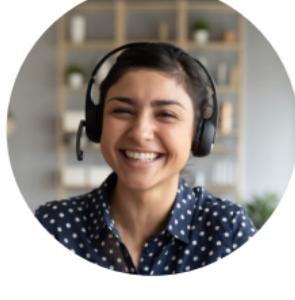
Great CX feels effortless.

A brand's channel strategy is as unique and diverse as their customers are.

*Execs In The Know, "A Practical Guide to Right-Channeling in 2021," January 20, 2021.

67%

of leaders are shifting to self-service channel strategies



Expert CX is on the rise!

Live, human touch-points work best when positioned as an expert experience building loyalty and positive relationships.

Source: Forrester Research²

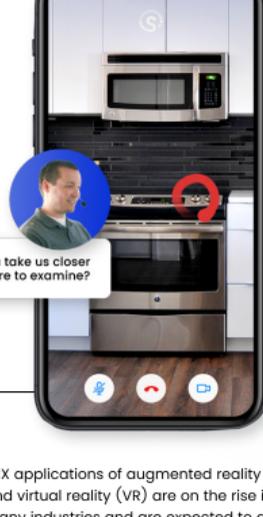
Customers want fast, easy, and empathetic experiences.

53%

of Americans now use video to chat with businesses regularly.

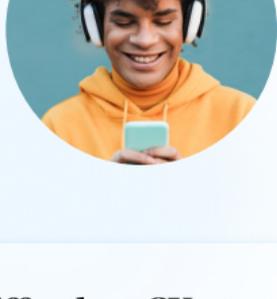
*Vonage, "The Future of Video Communication: 5 Trends for 2021," January 7, 2021.

Fast growing customer channel



"CX applications of augmented reality (AR) and virtual reality (VR) are on the rise in many industries and are expected to grow by \$125bn over the next four years."

Source: CX Network³



Meet customers on any channel

AR-video calls can fit into any channel strategy and amplify your ability to create human experiences that customers love.

Effortless CX starts with context



When experts need to see the situation, no other channel has the impact of live, remote AR video.

Getting straight to the point with the right context and data helps increase customer satisfaction anywhere in your CX journey.

"(Live) service should be treated like a precious resource and reserved for opportunities that significantly move the dial on outcomes the customers and the company care most about."

Source: Gartner⁴



See the context that makes a difference

StroomCore® video is the easiest experience in the market, giving CX leaders a channel-agnostic tool that eliminates inefficiencies, increases agent satisfaction, and turns customers into loyal advocates.

See how CX teams win with StroomCore®

60%

Traeger Grills has increased first call resolutions by 60%



2X

CLEAResult increased their agents' daily capacity by 2X and decreased travel by 60%



200%

British Gas doubled quoting capacity with virtual assessments

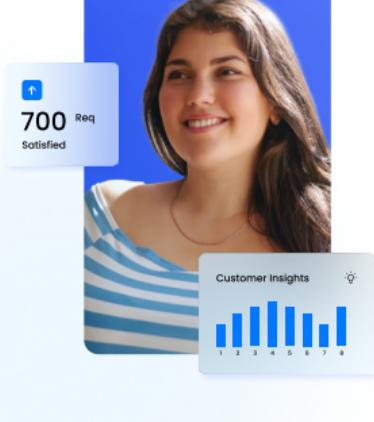


CX is real-time with connected data

*Dimension Data, "Customer Experience Benchmark Report 2020," 2020.

54%

of organizations report their CX operations are managed in silos



"Data-driven, predictive systems are the future of CX. Those who embrace connected data, AI and ML now, will see a competitive advantage."

Source: McKinsey & Company⁵

Unlock customer data, today.

Stroom's patented AI/AR platform captures data points that were never possible with traditional communication channels; integrated into the tools you use every day.



See where Stroom fits into your channel strategy.

Meet, see, and connect with your customers like never before.

Get a Personalized Consultation Today