

# More secure **phone calls** with BankID - verify the person you're talking to.

## As simple as it is safe!

Thanks to this secure method for remote identification, you can now easily help your customers to carry out matters over the phone - matters that you previously haven't been able to handle for security reasons.

Smooth and frictionless for both you and your customer to be able to remain in the channel you started the dialogue!



Security for both you and your visitors



More secure customer experience



An increased service range



# Video calls – directly in your chat!

## Why should you offer video calls?

Video calling takes chatting to the next level. With video calls, you can enhance the omnichannel experience, meet your visitors in real-time and build stronger relationships. Use the opportunity to offer the same service online as you do in a physical meeting!



Create a more personal customer experience



Provide a more precise service



Blur geographical boundaries by always being available to your customer



# Get your **Instagram DMs** in **ImBox** – never miss a dialogue!

## One login, one interface for a clear overview

With our Instagram connection, you can manage and respond to DM's and story mentions in ImBox. It's just as effective and easy to respond to as any chat,

and you see the ticket status directly in the ImBox interface, along with whether someone has answered it or not. Gather everything in ImBox, log into one interface, and never miss a message again!



Manage Instagram DMs in the same interface as other tickets & service channels



Offer faster service



Better overview with everything in the same view



# Visualize aggregated **statistics** in real-time with ImBox Wallboard

**Easy to set up & easy for everyone to track the progress of the customer service team!**

Implement ImBox Wallboard and visualize the key figures and statistics for your ImBox services in real time. Ensure that everyone is working towards the same goal and can follow the development -

what is going beyond expectations and what needs to be optimized here and now? Inspire, evolve, and get everyone onboard toward increased efficiency!

