



VIDEO ONBOARDING

FOR A DIGITAL CERTIFICATES
SOLUTION PROVIDER

A WALKTHROUGH TO OUR REMOTE
IDENTIFICATION SOLUTION



Our customer

Our customer is a trusted company that offers solutions based on qualified digital certificates. The certificates they issue are internationally recognized.

Before choosing us, they handled this service in-house, but the peaks that appeared required a dedicated professional team to cover online customer identification.

We already had the knowledge and the staff for this solution, and we were happy to customize it to their needs. We also have customer care in mind so, our solution also delivers customer satisfaction.



How it works

Step 1 - connect

When a person wants to use the digital signature, they receive a link and connect with our colleagues for the agent assisted video identification.

Step 2 - check

A trained specialist connects via a video platform with the customer and guides them through the verification process. They check the ID, and identify the person sitting in front of the camera.

The customer shows the ID to the camera, while answering identification questions.

Step 3 - validate

If the customer identification is positive, the agent will communicate the result on the spot and the customer can start using the digital signature.

Customer Support Line

Additionally, we provide level 1 support over the phone in the following circumstances:

- Customers **need support** to use the signatures;
- They can not install **specific apps**;
- The digital signature certificates need to be **renewed**.

Moreover, our company has set up an application for the customer sales team. This software app facilitates the logging in process for agents and supervisors, and enables them to initiate and receive calls.

95%
answering
rate

Our Video onboarding solution impact on the customer experience

- Quick, convenient and secure process.
- Online verification, saves a trip to an office.
- Speeds up customer onboarding.
- Protects them against identity fraud.
- GDPR-compliant data storage.
- Makes the whole process easier for them.
- The verification journey is guided by an agent.
- Real time approval.
- All they need is a webcam, Internet connection and their ID.

95%
answering
rate

The Video identification team

Our agents are “trusted agents”. They benefit from a specific training to get the certification for helping customers.

- Agents are trained to identify fake or invalid documents.
- They have specific video calls skills and customer service proficiency.
- Experience in guiding the customers through the process.
- They make print screens during the conversation and save them into the customer platform.
- Dedicated experts for a smooth verification journey.

Your BPO provider

With over 18 years of proven experience, our skills and solutions cover various industries, from banking to IT, healthcare, and delivery services to name just a few.

We offer 24/7 multichannel solutions, by phone, email, SMS, live chat, social media and video interactions. We can manage all your customers, no matter if they are B2B, B2B or corporate accounts. Everything with GDPR compliance.



What about your business?

Do you have more than 10,000 monthly interactions?

Let's get in touch!

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