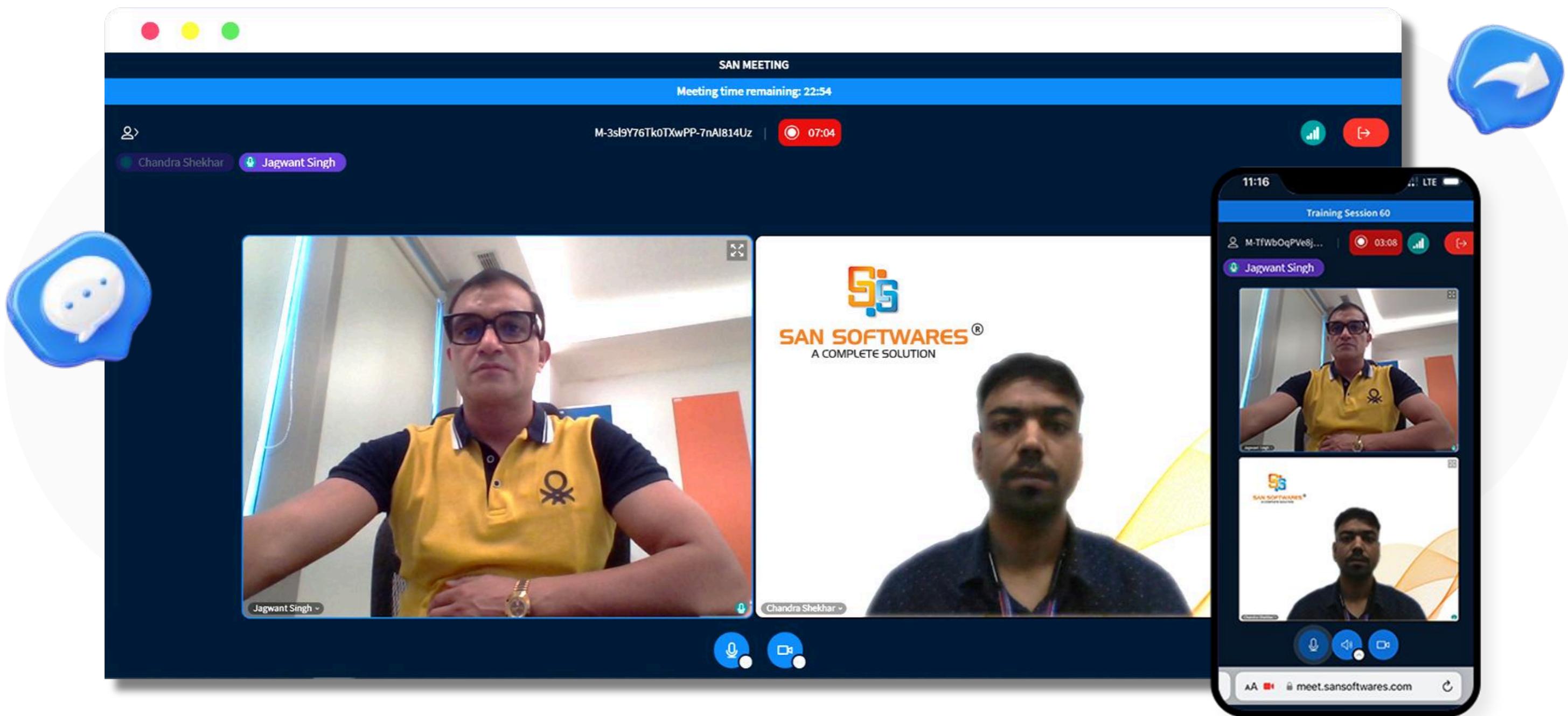


The Ultimate All-in-One VIDEO CONTACT CENTER SOLUTION



What is SanMeet?

If you are trying to experience seamless connections then SanMeet is what you need. It is the ultimate video contact center solution that brings people together no matter the distance! Whether for work, family gatherings, or catching up with friends, SanMeet makes every call a delightful experience. Dive into crystal-clear conversations and enjoy features designed to enhance your virtual interactions!

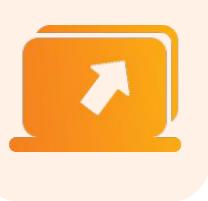
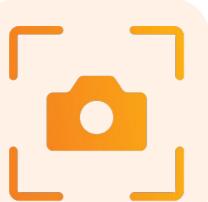
Why Choose SanMeet - Video Contact Center Solution?

We have been building trust, and we feel that every in-person interaction should be more personal and human. A video contact center presents a novel methodology for customer support by integrating advanced techniques, including **Secure High-quality Video Calling, Co-browsing, and Screen Sharing**. This method merges the efficiency of traditional call centers with the benefits of video communication, enhancing problem resolution. We considered key reasons for implementing this:

Quicker visual resolution of complicated issues like **Virtual KYC Verification** and other complex tasks. A video calling solution that values all customers and ensures everyone is heard



Main Features

	Screen Sharing		Chat
	Virtual Background		API Integration
	OTP Based Verification		Time Limit Meet
	Co-browsing		Video Recording
	Image Capture		FAQ
	WhatsApp Integration		Email Integration
	Document Sharing		Audio/Video Meet Selection
	Fully on Redundant Servers		Smart Agent Allocation
	No Need of On-premises Infrastructure		Video Meet on Demand or Scheduled



Best Use Cases for Industries



SanMeet For KYC Verification

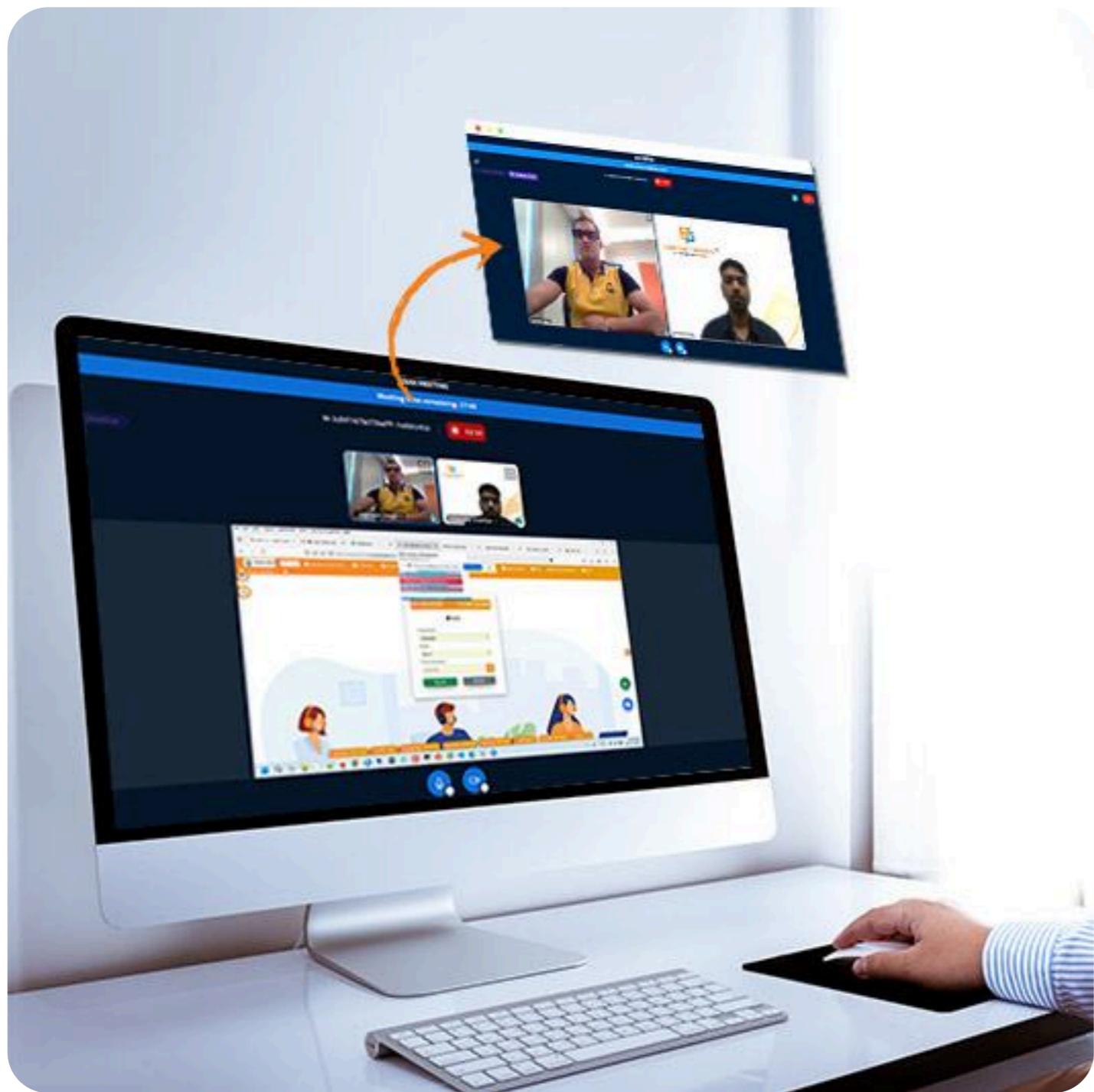
The KYC verification process is that simple! Our video-calling solution facilitates seamless identity verification, minimizing fraud and compliance risks. It also enables real-time document validation and customer authentication, eliminating the need for physical meetings. Our video KYC solution can streamline your onboarding process while ensuring regulatory compliance.

SanMeet For NRI Assistance

Now, you can easily assist your NRI clients from anywhere without the hassle of physically calling them for legal consultations, banking processes, document verification, etc. You can do this through real-time face-to-face video calling with our video calling solution.



Best Use Cases for Industries

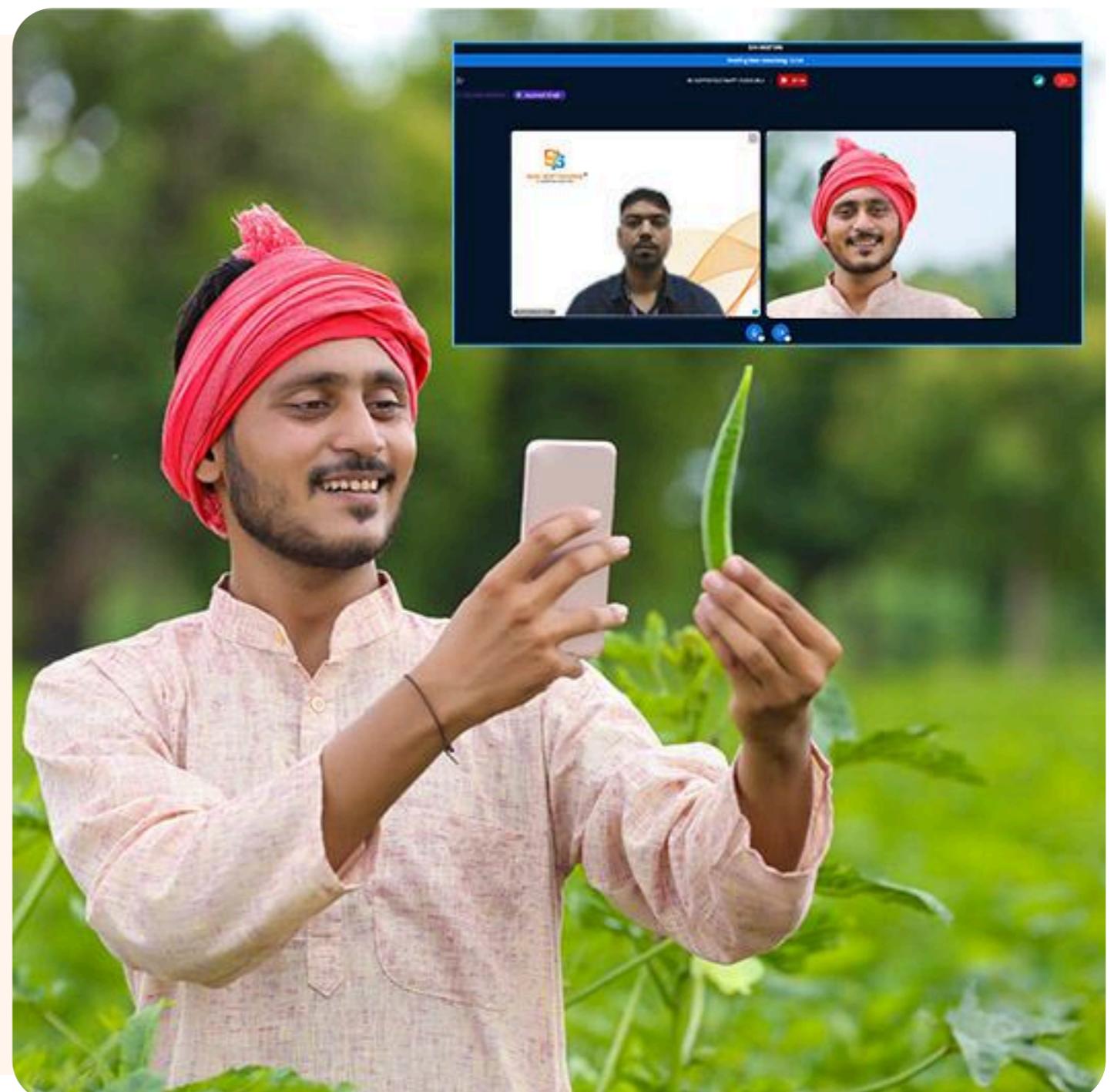


SanMeet For Customer Support Co-Browsing & Screen Sharing

Video Calling for customer support enhances real-time issue resolution through real-time interaction. Co-browsing allows agents to navigate particular web pages with customers. Screen sharing helps troubleshoot technical issues efficiently. Use Cases: IT support, banking, e-commerce, telemedicine, insurance claims, and remote on-boarding.

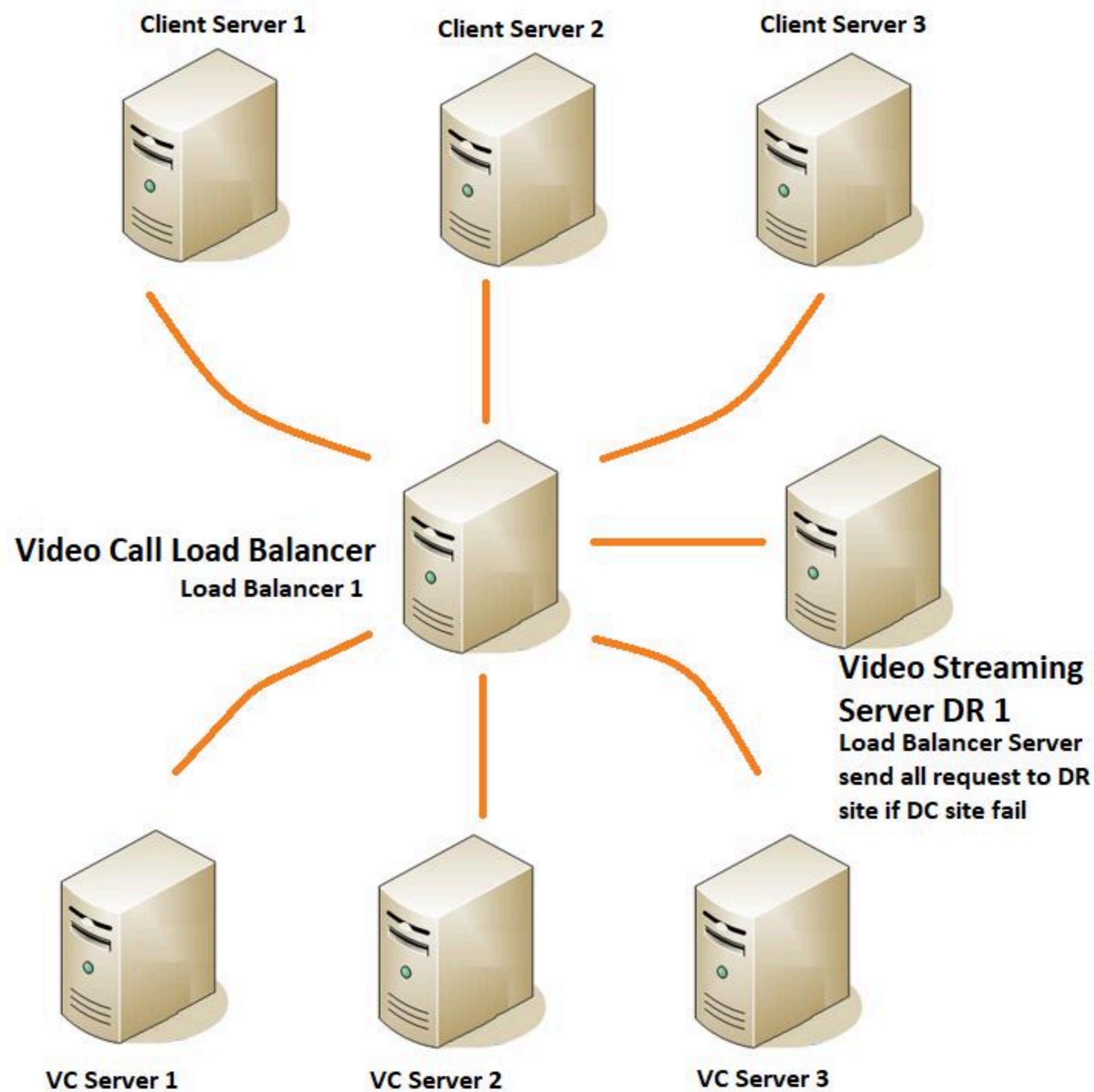
SanMeet For Farmer's Helpline

Farmers don't have to wait for help to come for farming needs! Now you can help them in no time. You can provide real-time expert advice face to face on health, pest control, soil testing, and weather updates. It also helps with equipment troubleshooting, government scheme guidance, market price insights, and remote training for better productivity.



SanMeet Video Call and Load Balancer Architecture

CRM Server to Raise Video Request

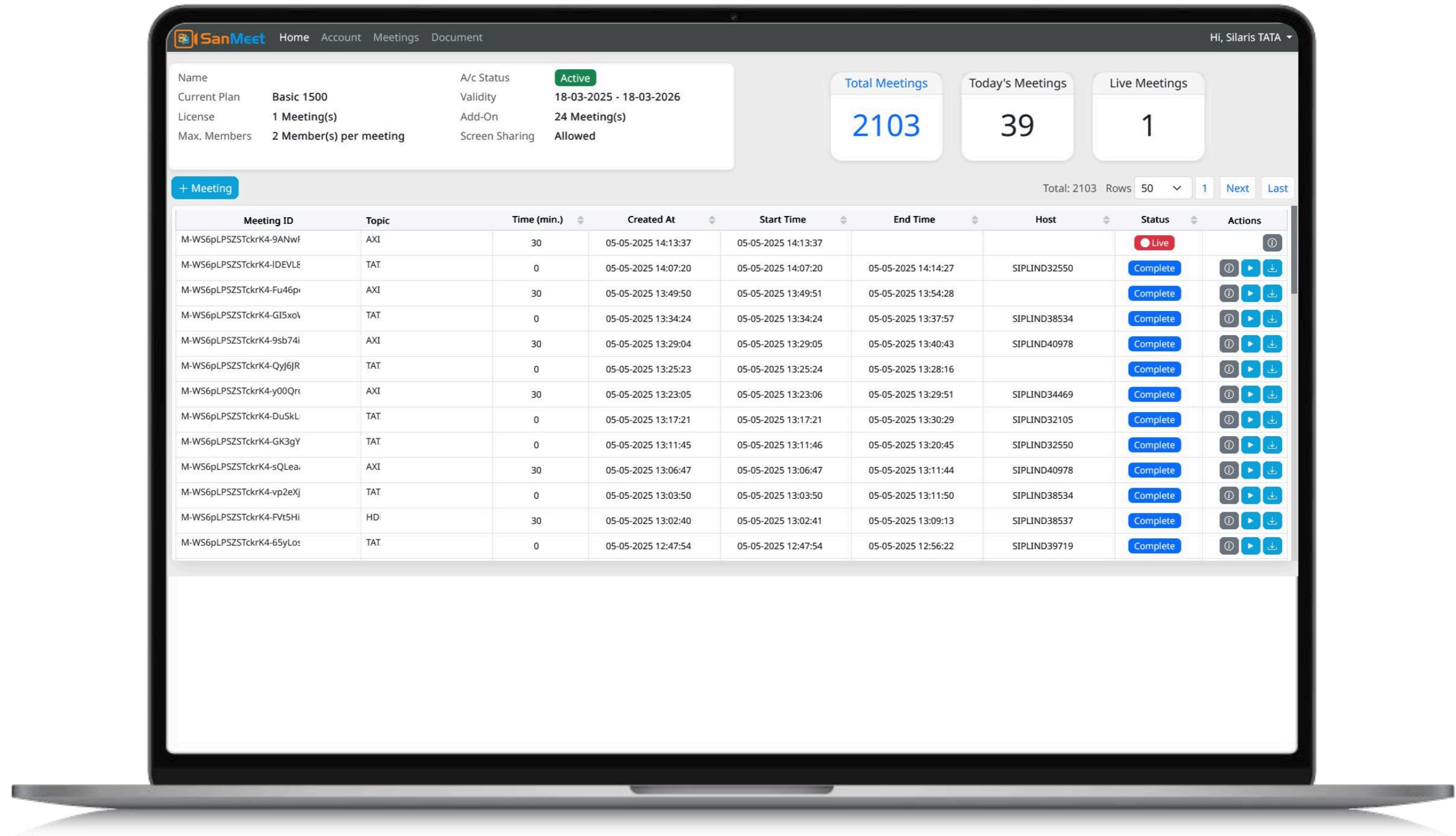


Video Streaming Servers DC 1

We have 100% redundant architecture on our cloud, so that client will get 100% reliable solution. We have installed multiple servers at the back end on DC Location, if any of one server fails in DC location, then our Load Balancer server will redirect all further request to another servers, if all DC servers are down then LB will redirect all further request to DR Servers. All mentioned steps won't need any human intervention, this is all designed to work on independent. There is only one situation when we need human intervention if Load Balancer server down, we have another server live at DR site as a Load Balance which we need to shift manually, this may take 15-30 minutes me.

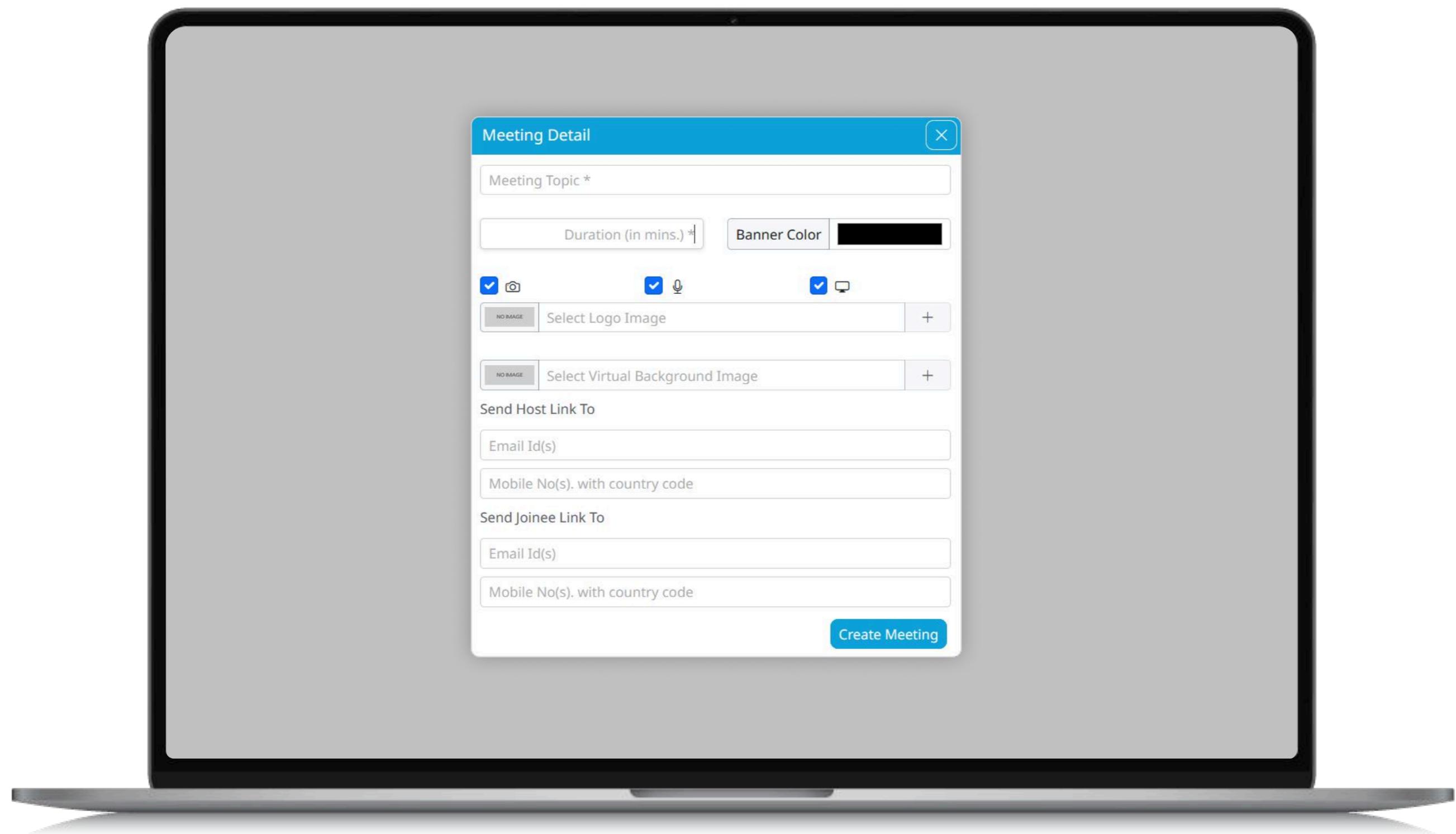


This is the UI view from the Cloud



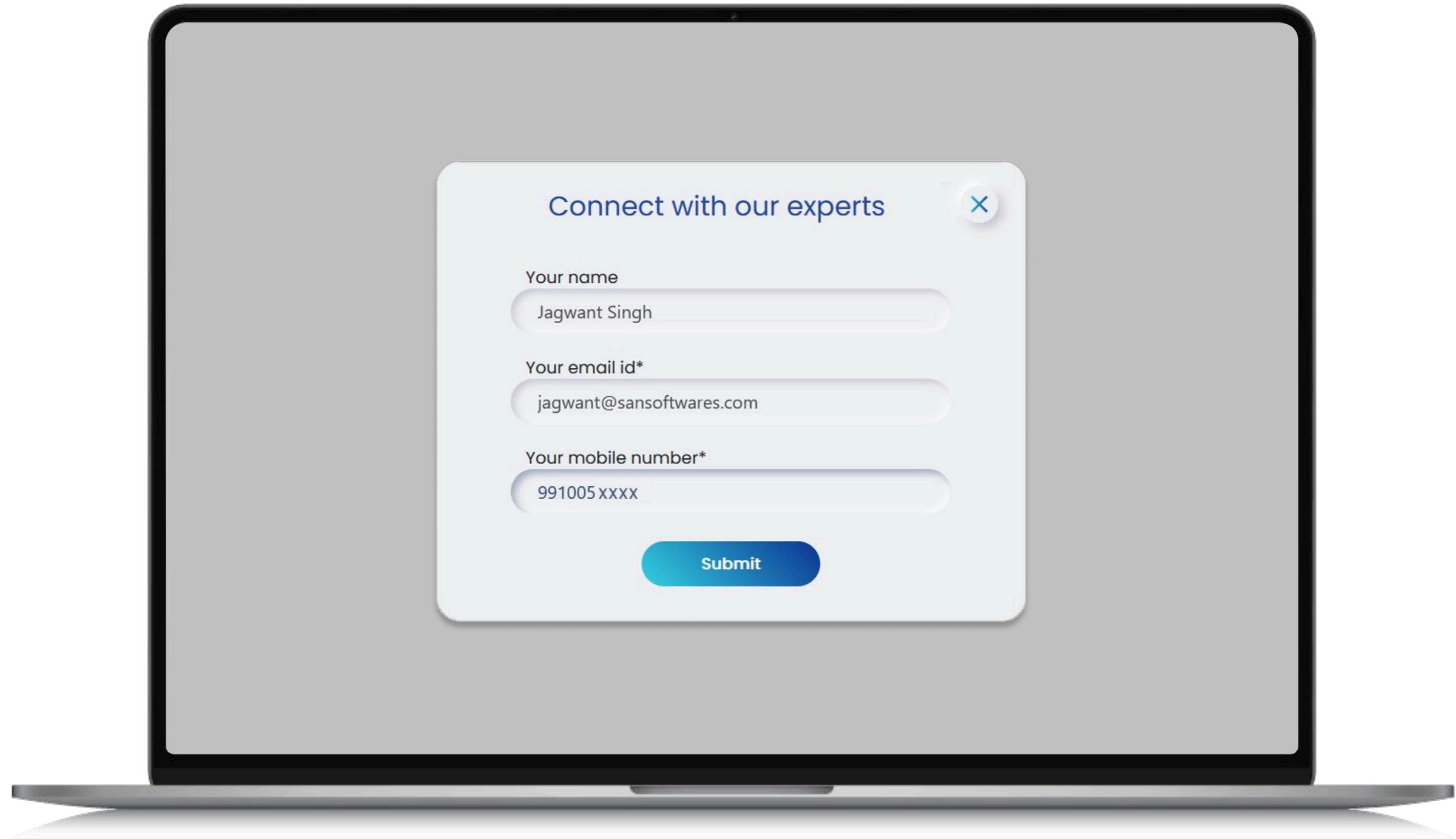
Create Your Meeting

A user-friendly interface where clients can initiate a new meeting



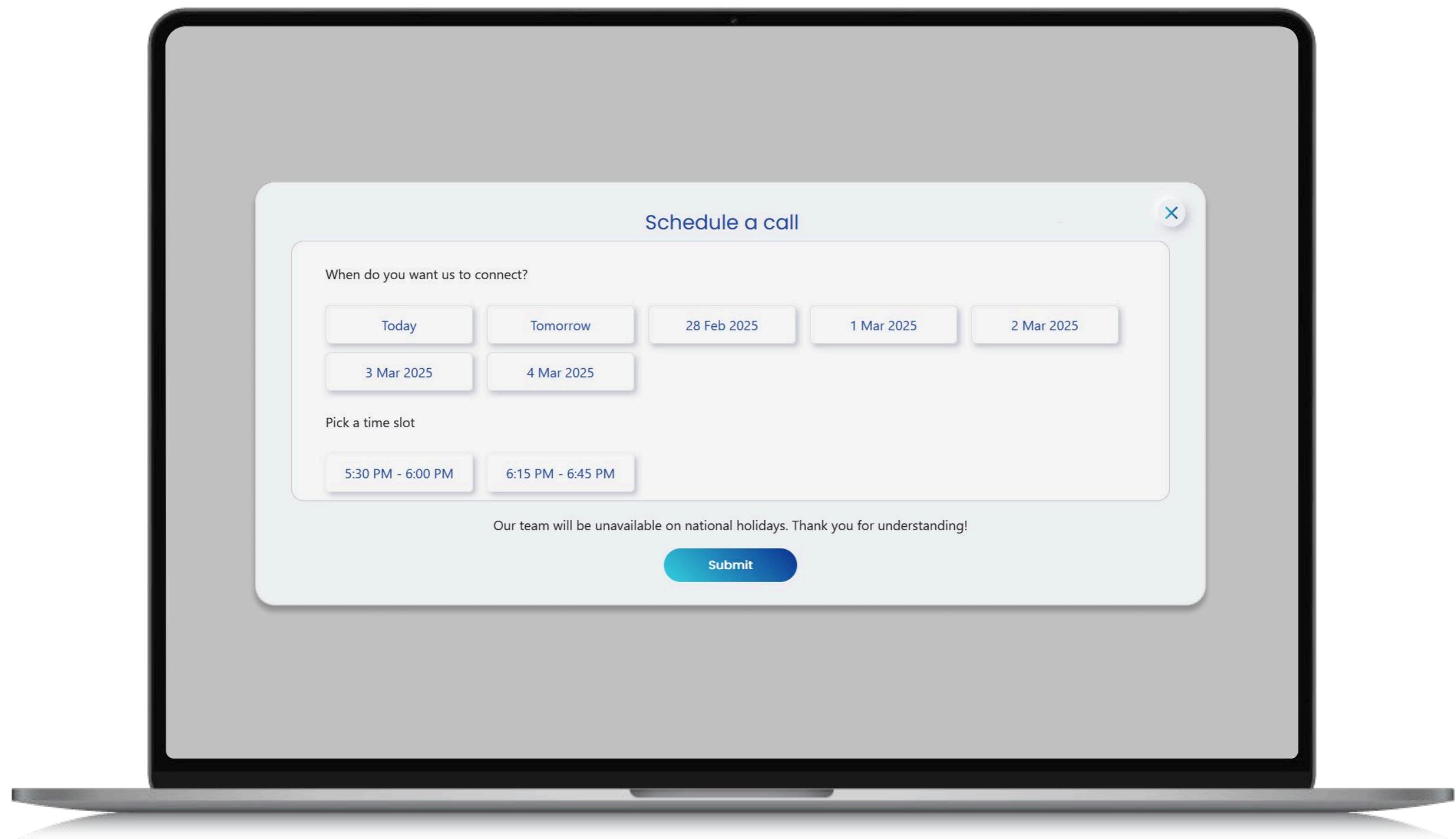
Embed iframe on Client's Website

A scheduled meeting can be integrated into your client's website. When a user clicks "Schedule Meeting", they are redirected to the scheduling page



Schedule Your Meeting

A page where users can select a date, time, and fill in required details to book a meeting



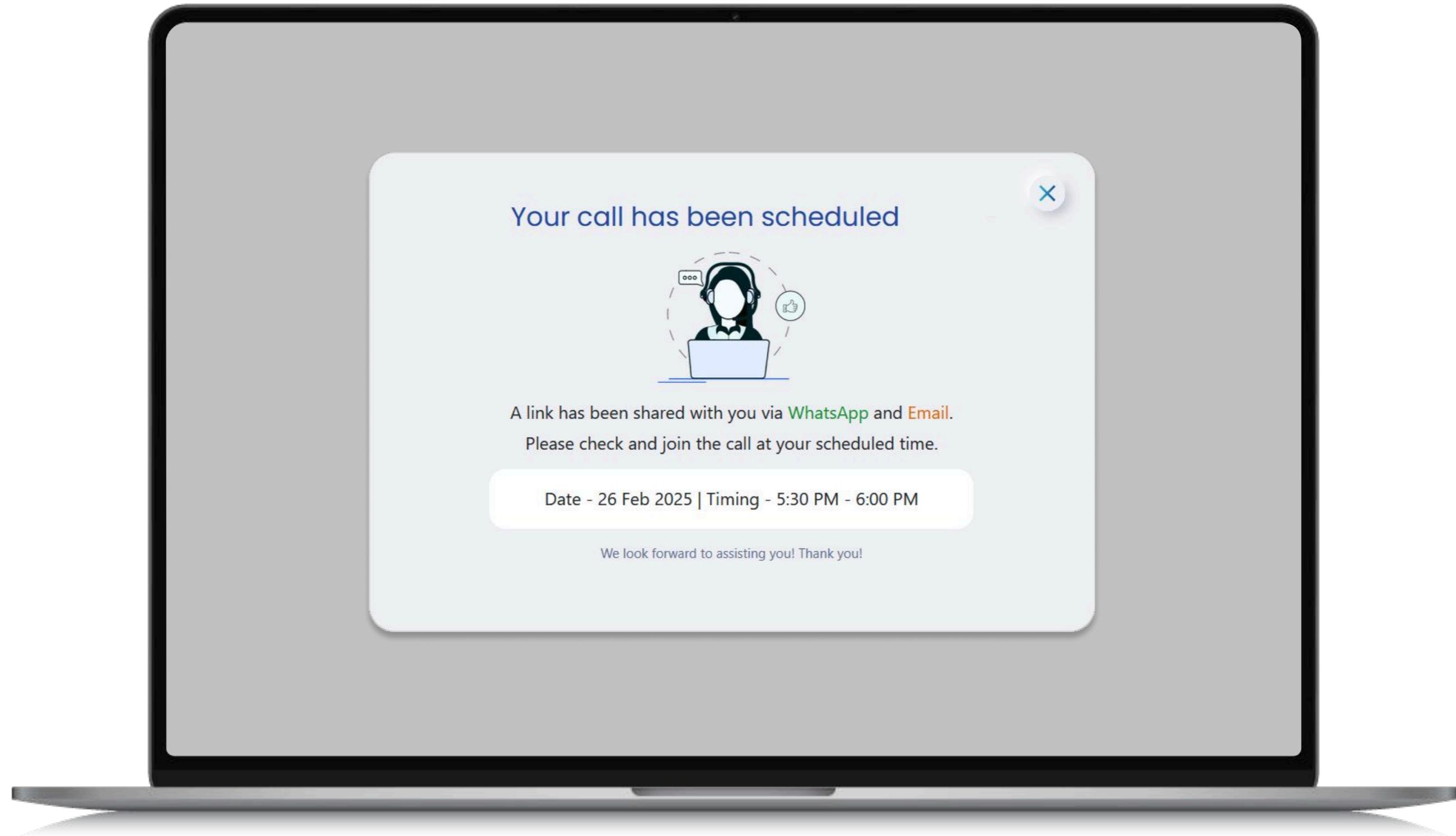
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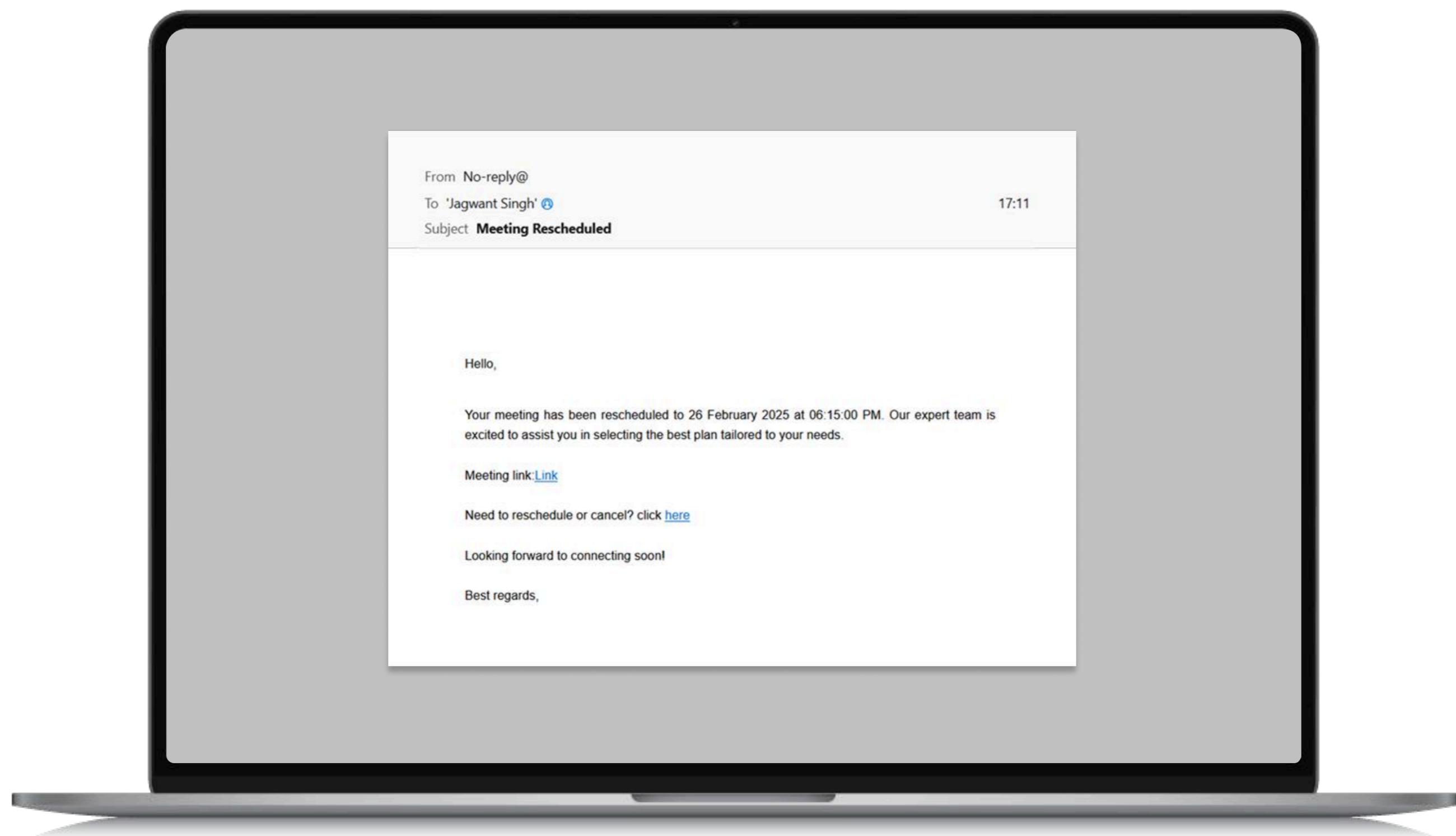
Thank You Message After Booking

A confirmation message is displayed after successfully scheduling a meeting



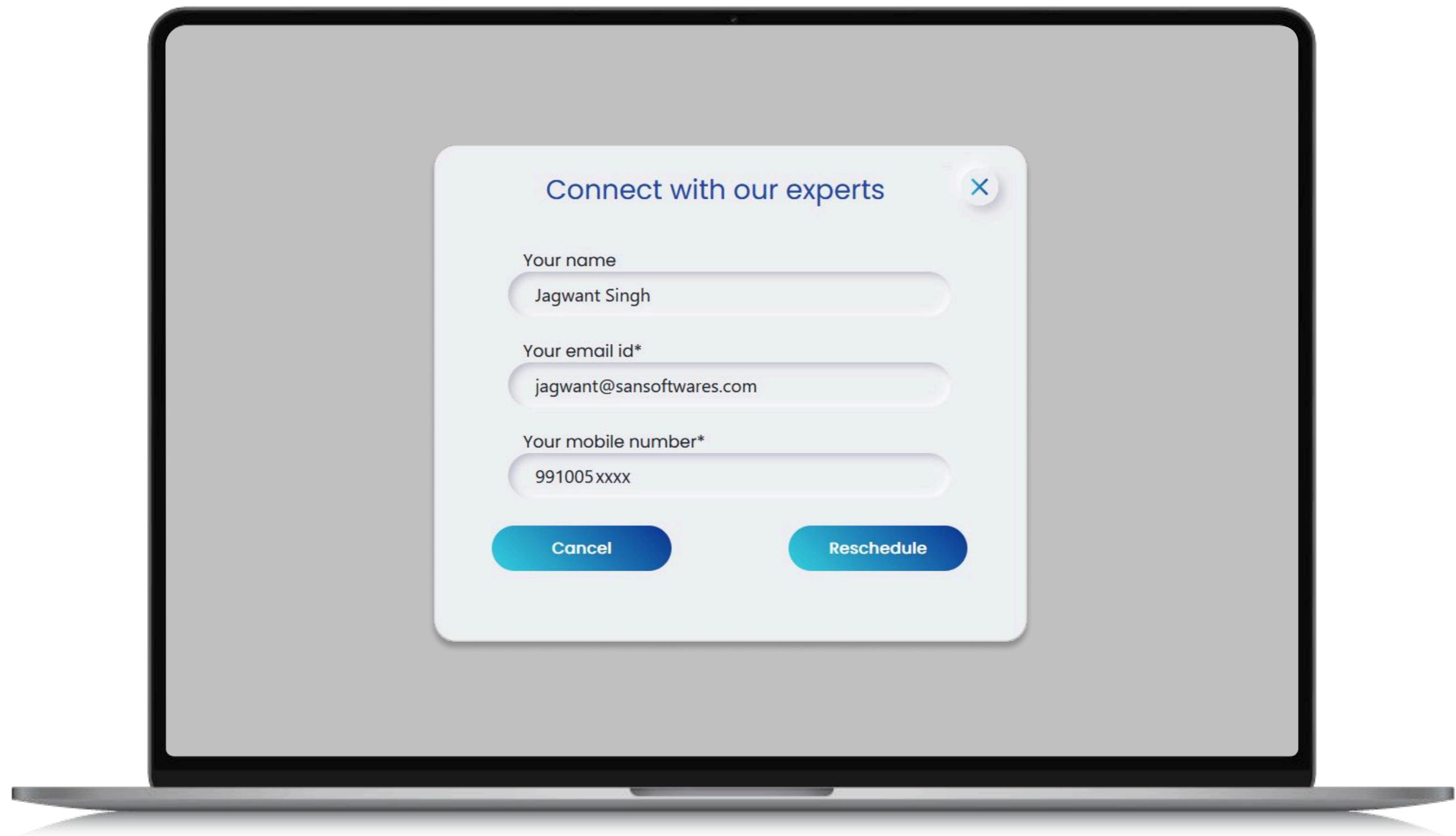
Email Confirmation Sent to Client

An automated email is sent to the client with meeting details and links



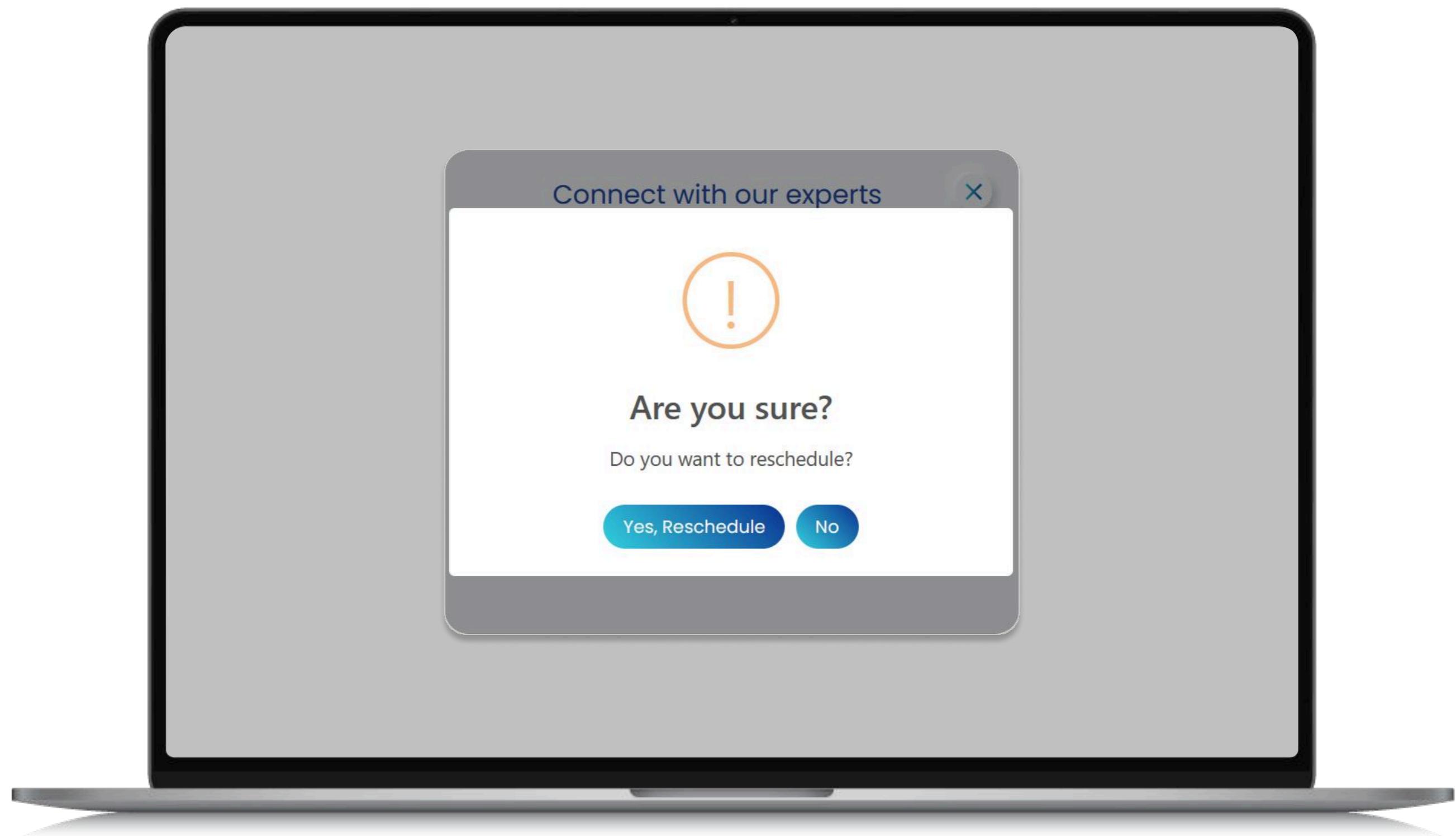
Reschedule or Cancel via Email Link

Clients can reschedule or cancel the meeting using the links provided in the email



Reschedule Confirmation

A confirmation message appears after a meeting is successfully rescheduled



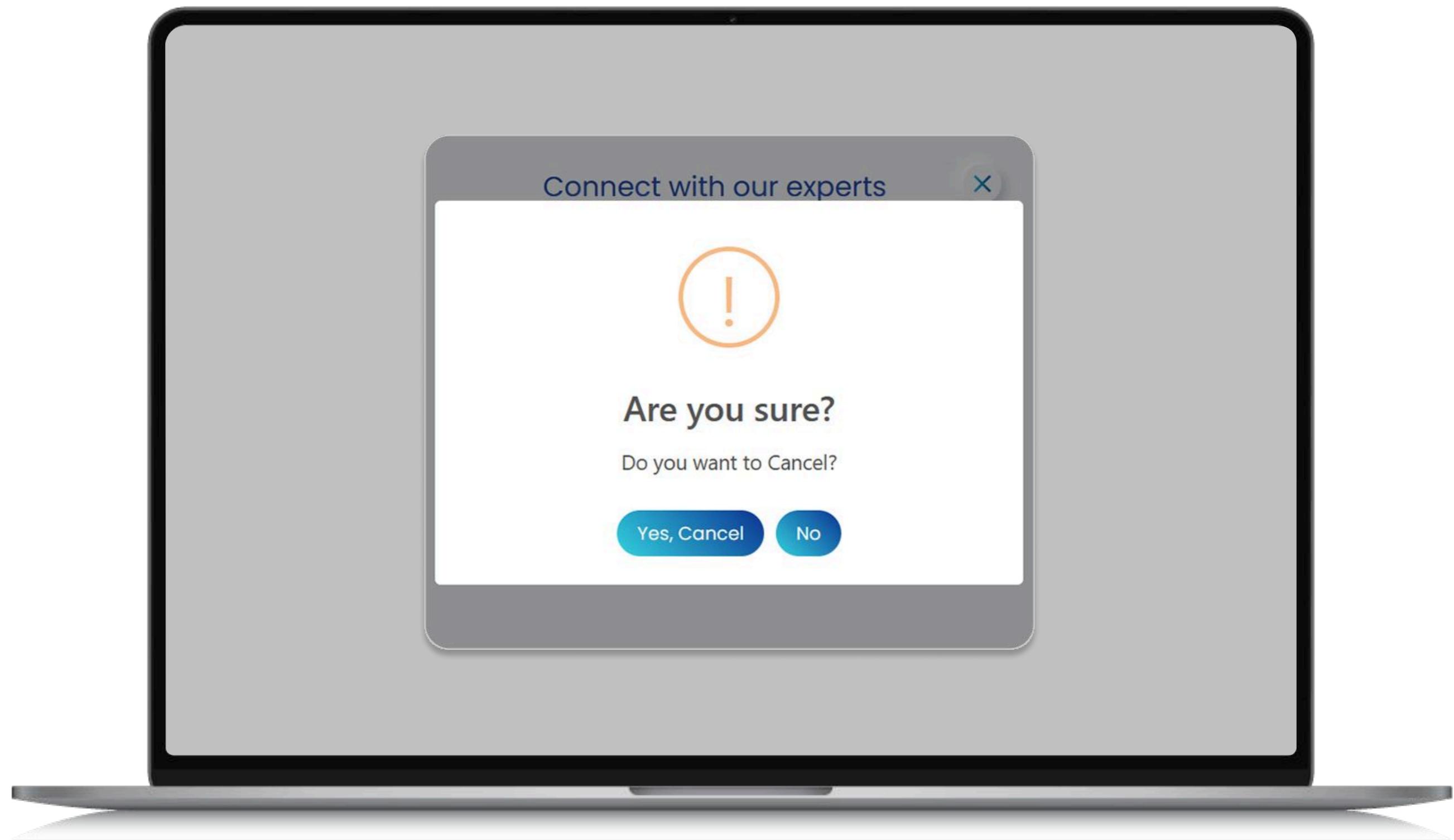
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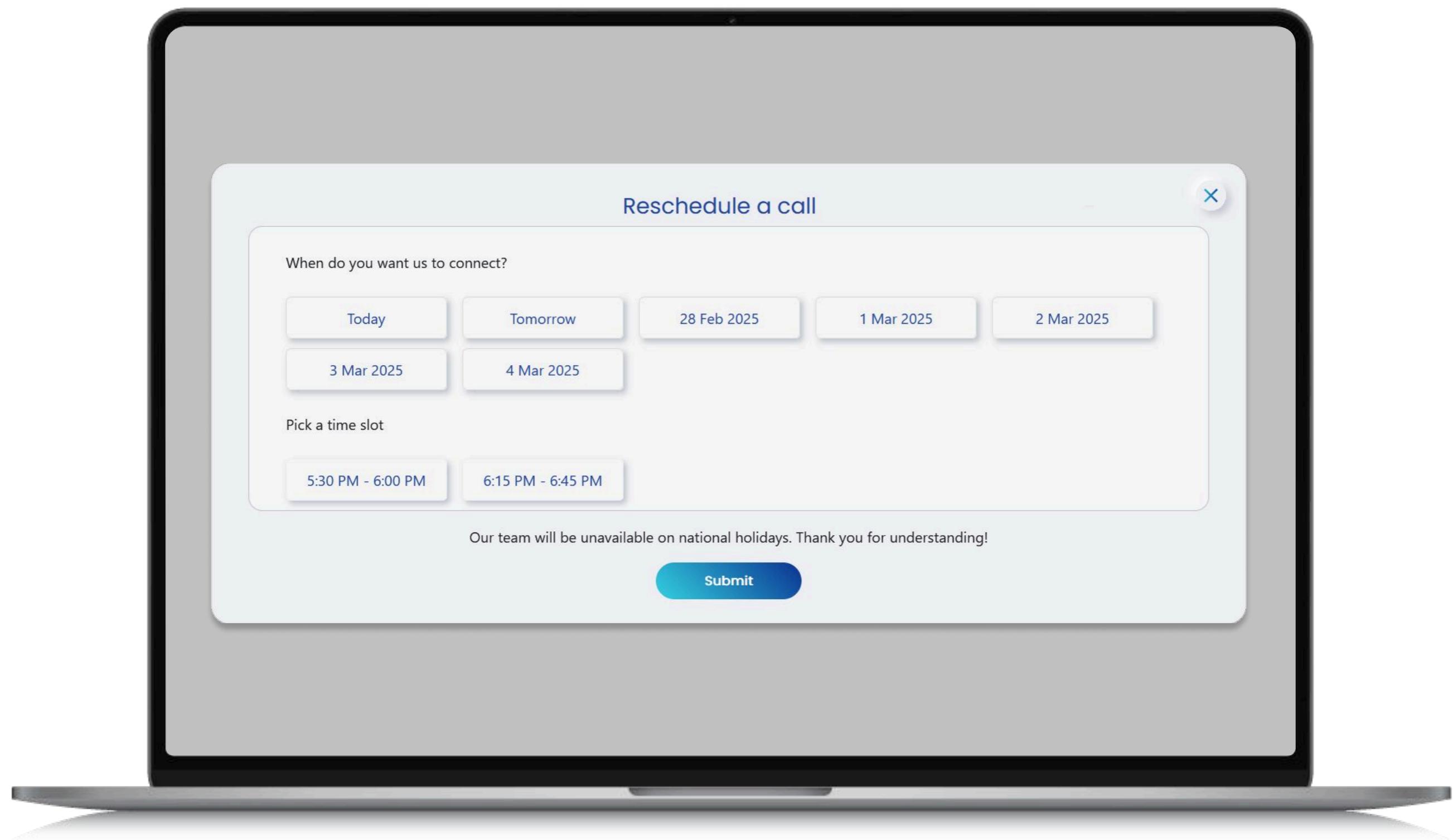
Cancel Confirmation

A confirmation message is shown once the meeting is canceled



Select New Time Slot for Rescheduling

Clients can choose a new time slot during the rescheduling process



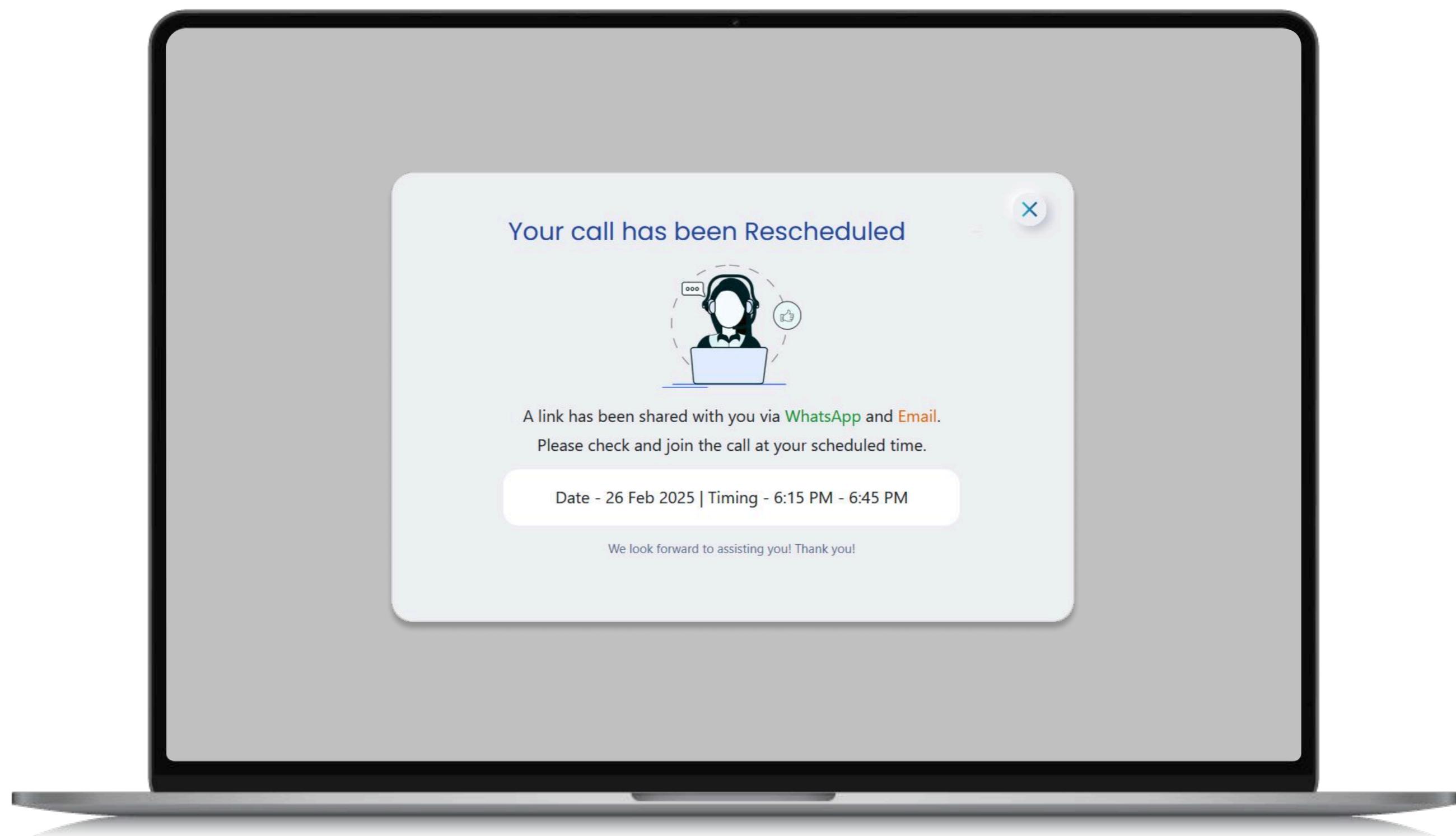
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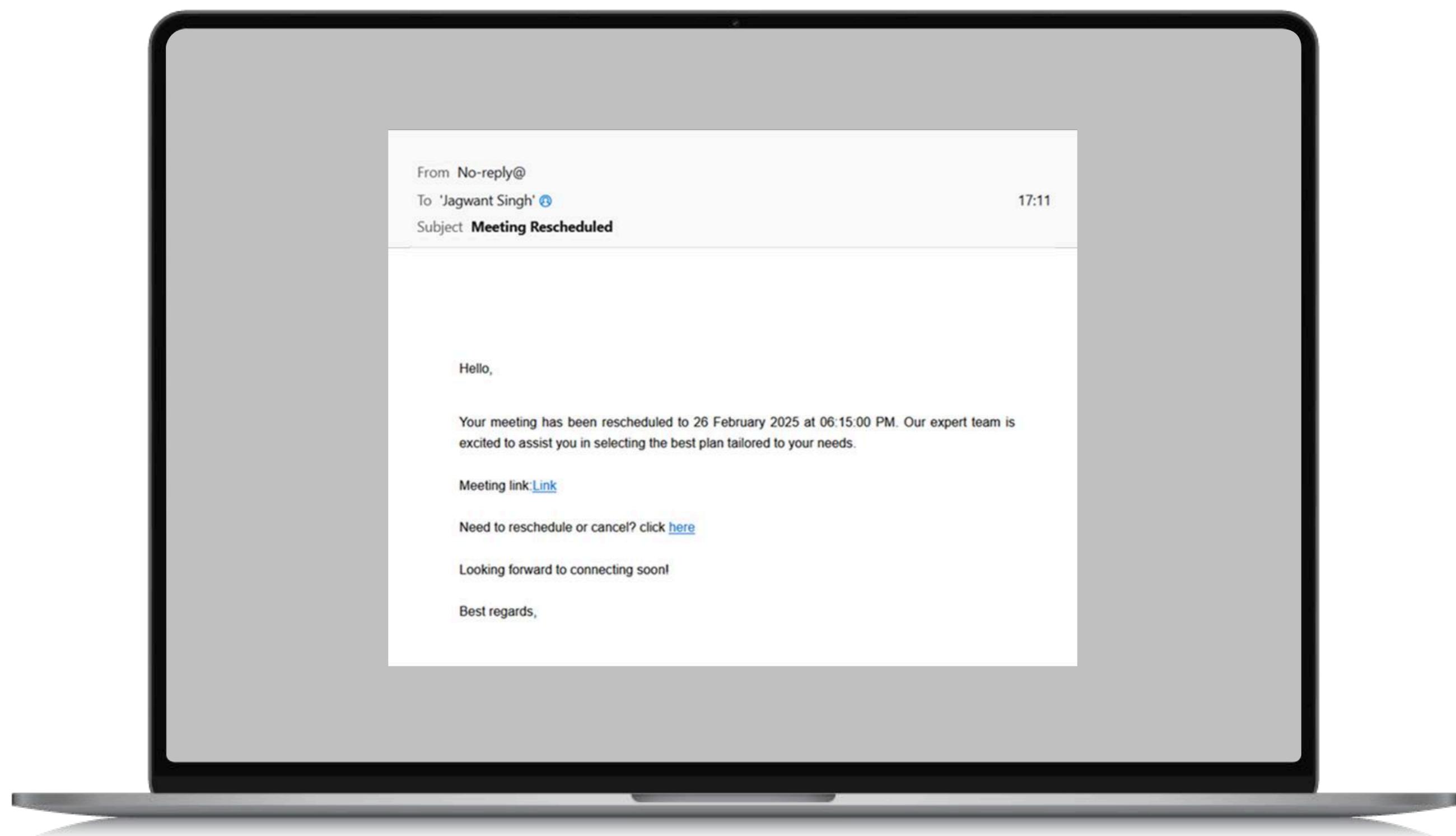
Thank You Message After Rescheduling

A message confirming the reschedule is shown to the client



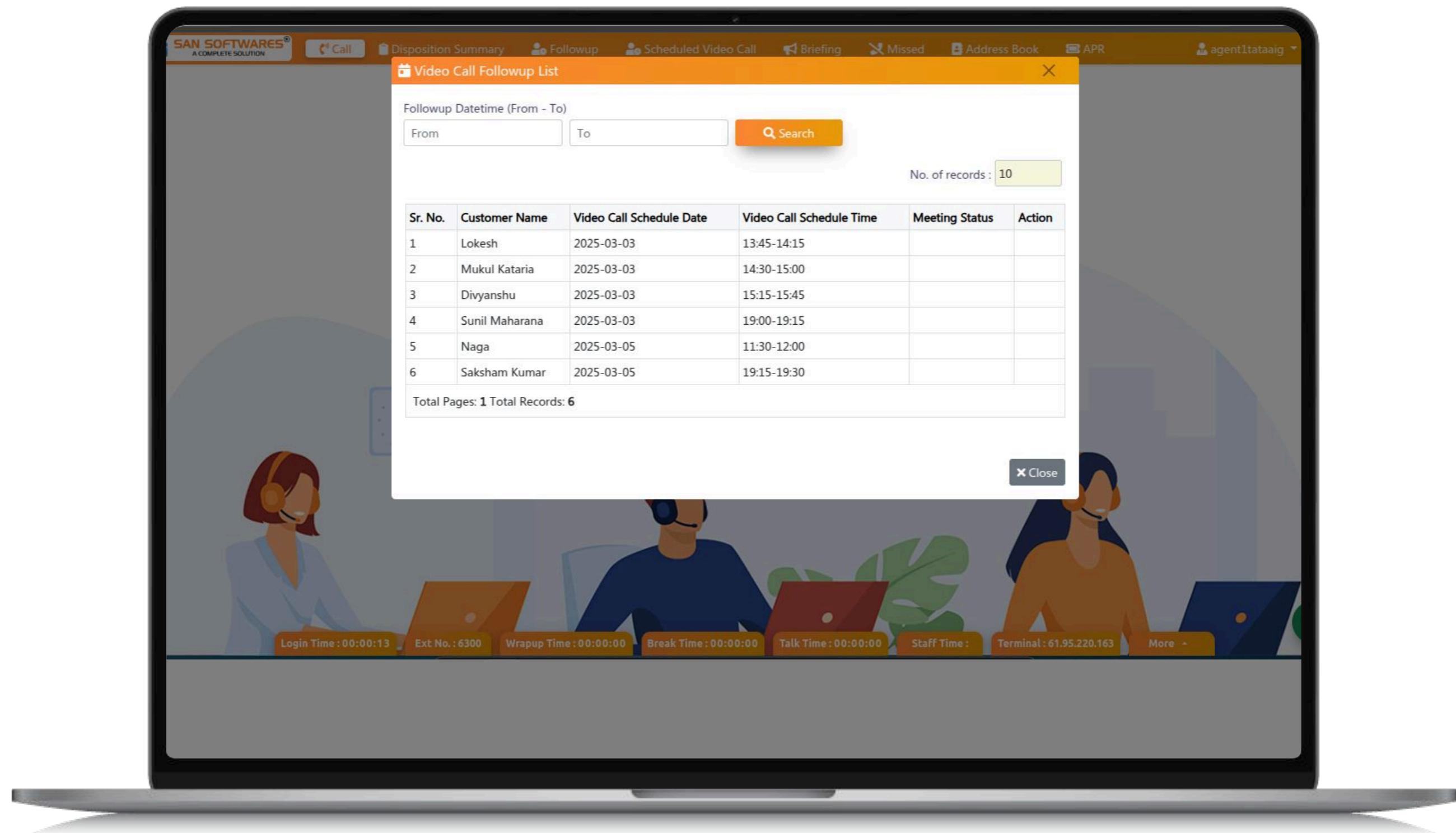
Email Confirmation After Rescheduling

An email is sent to confirm the updated meeting details



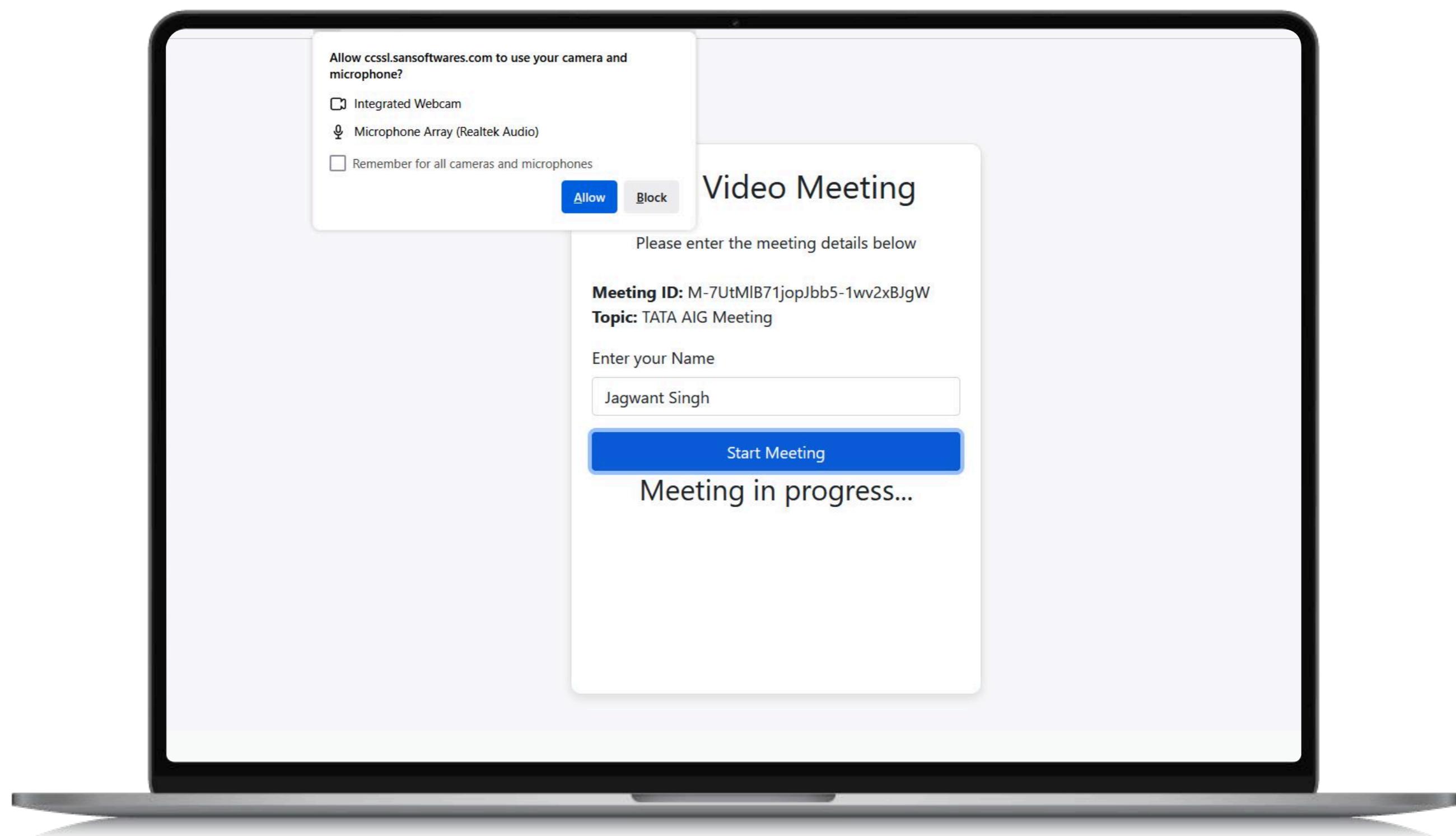
Pending Video Meetings for Agents

A dashboard section where agents can see meetings that are yet to start.



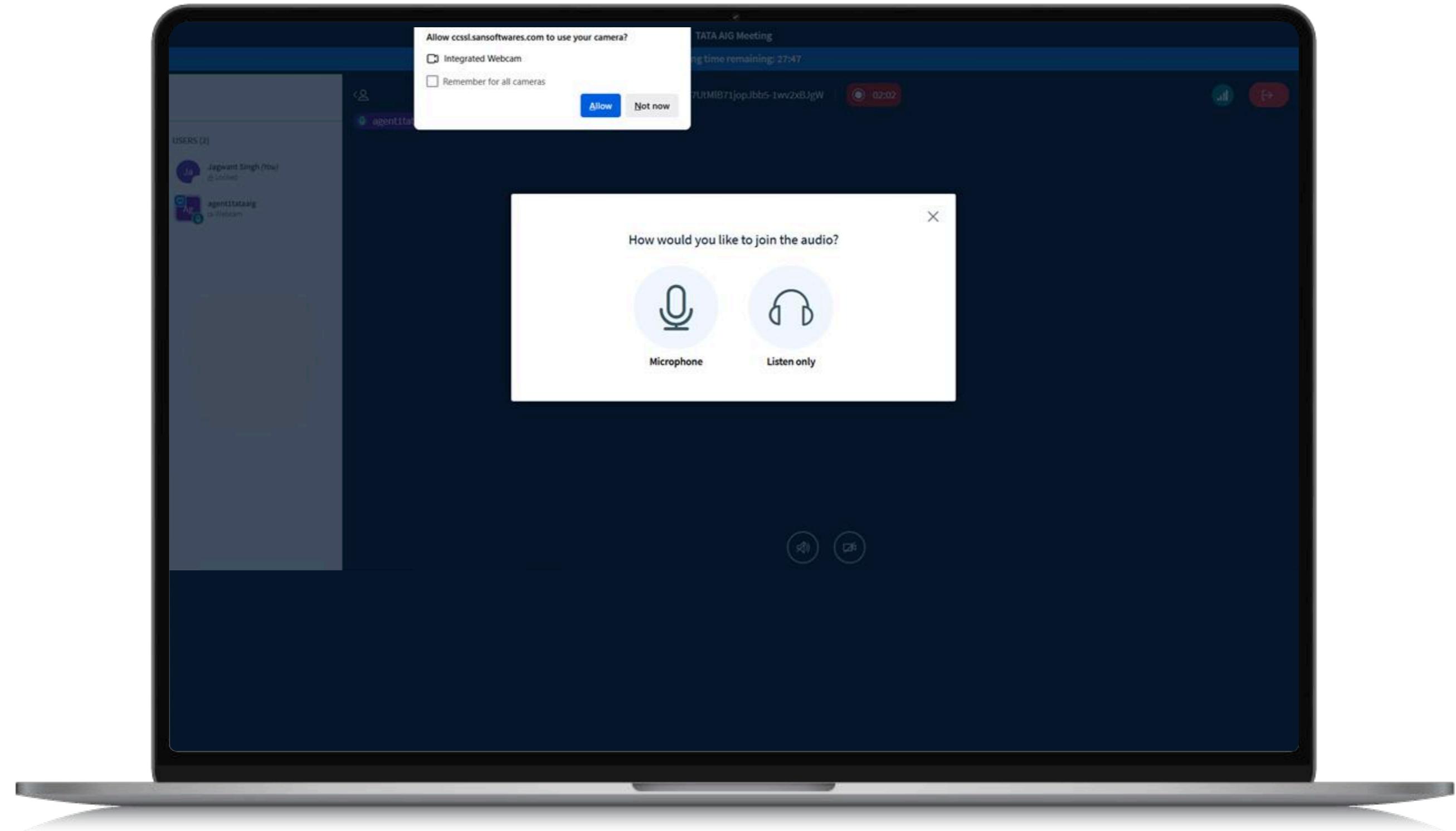
Client Joins Meeting

When the client clicks "Start Meeting", they must grant microphone and camera access



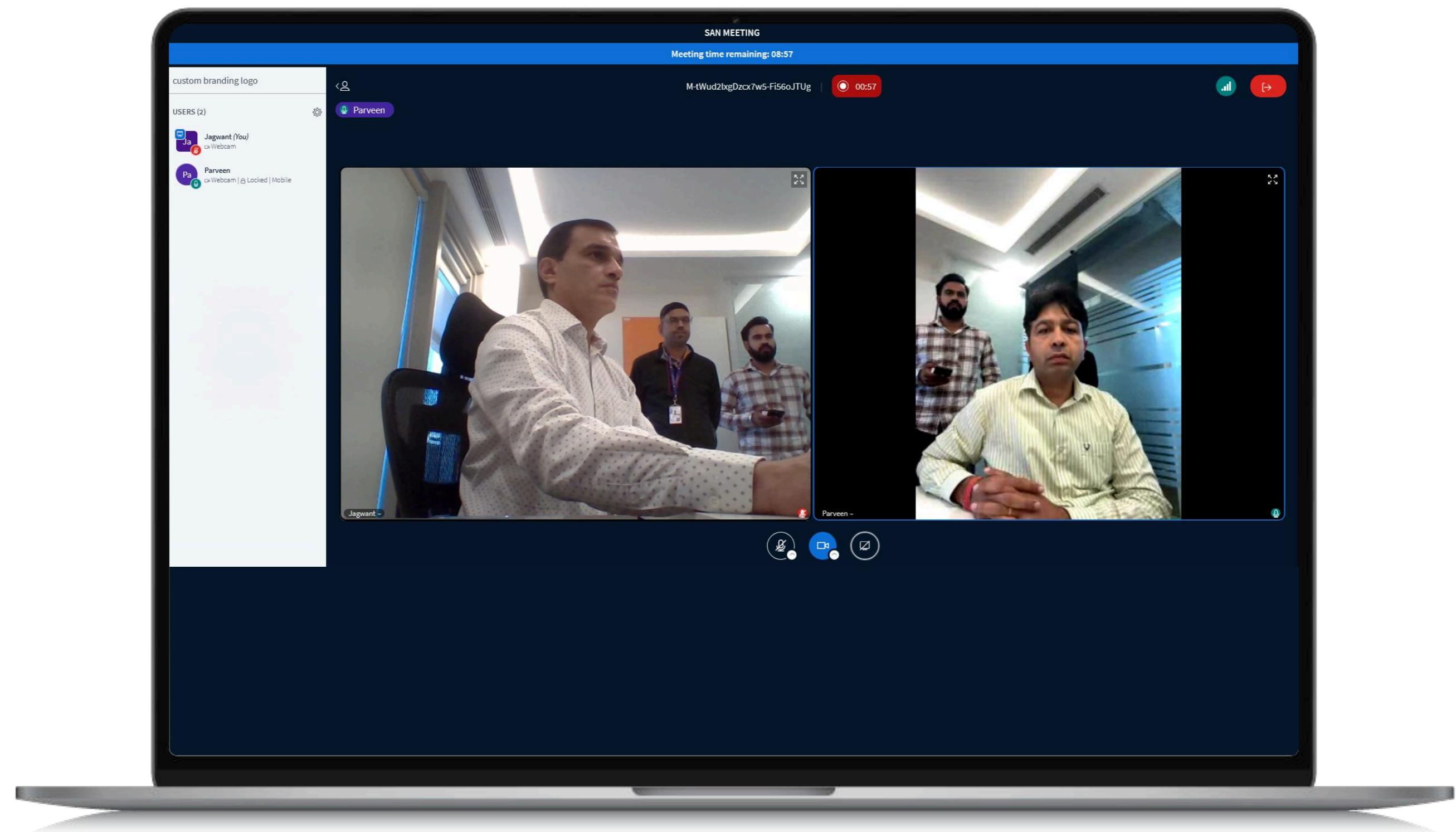
Client Re-Enables Mic if Agent Joins Later

If the agent joins after the client, the client is prompted to re-enable their microphone



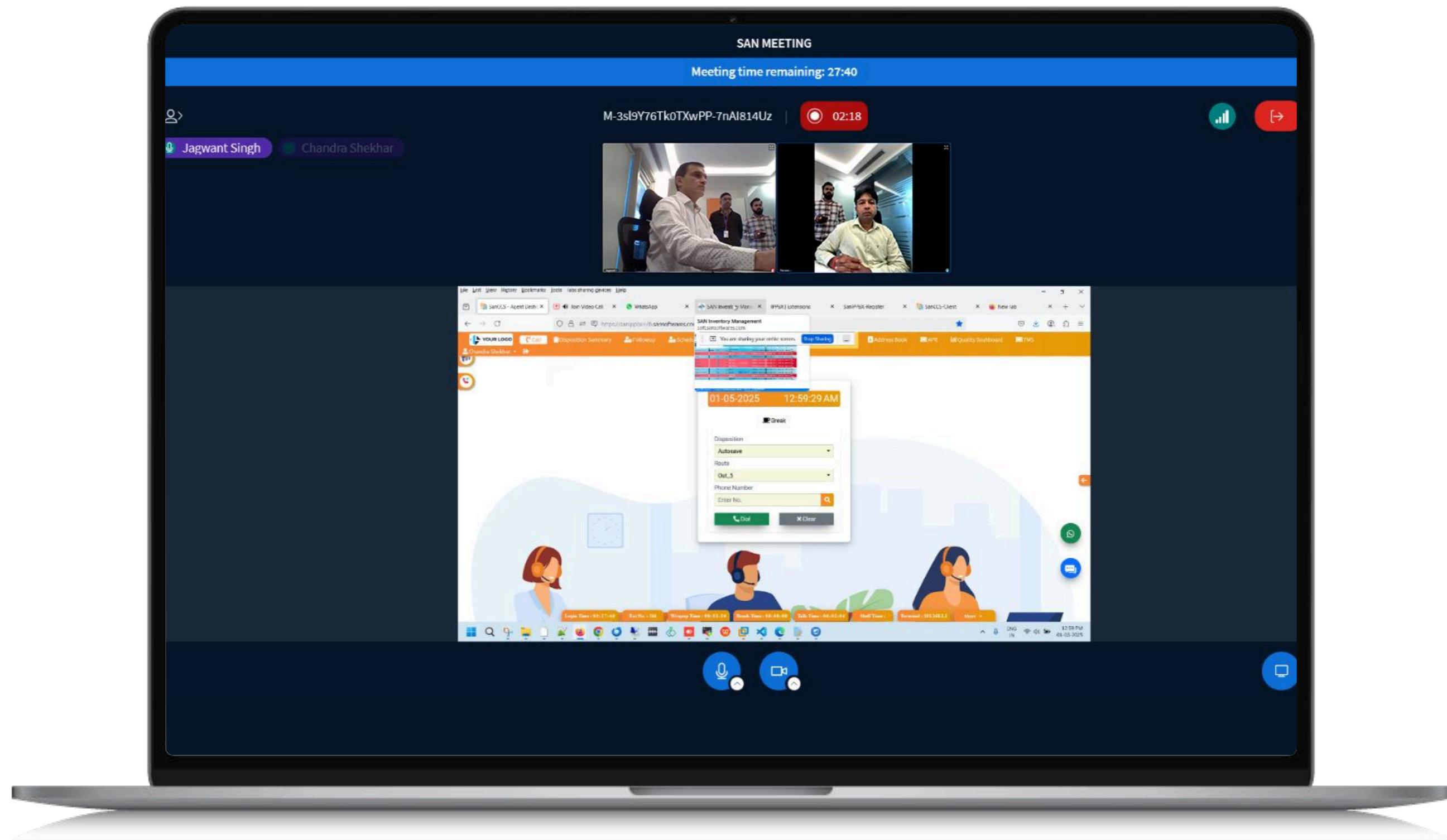
Agent's Meeting Window

Displays the meeting interface with the client's logo in the background



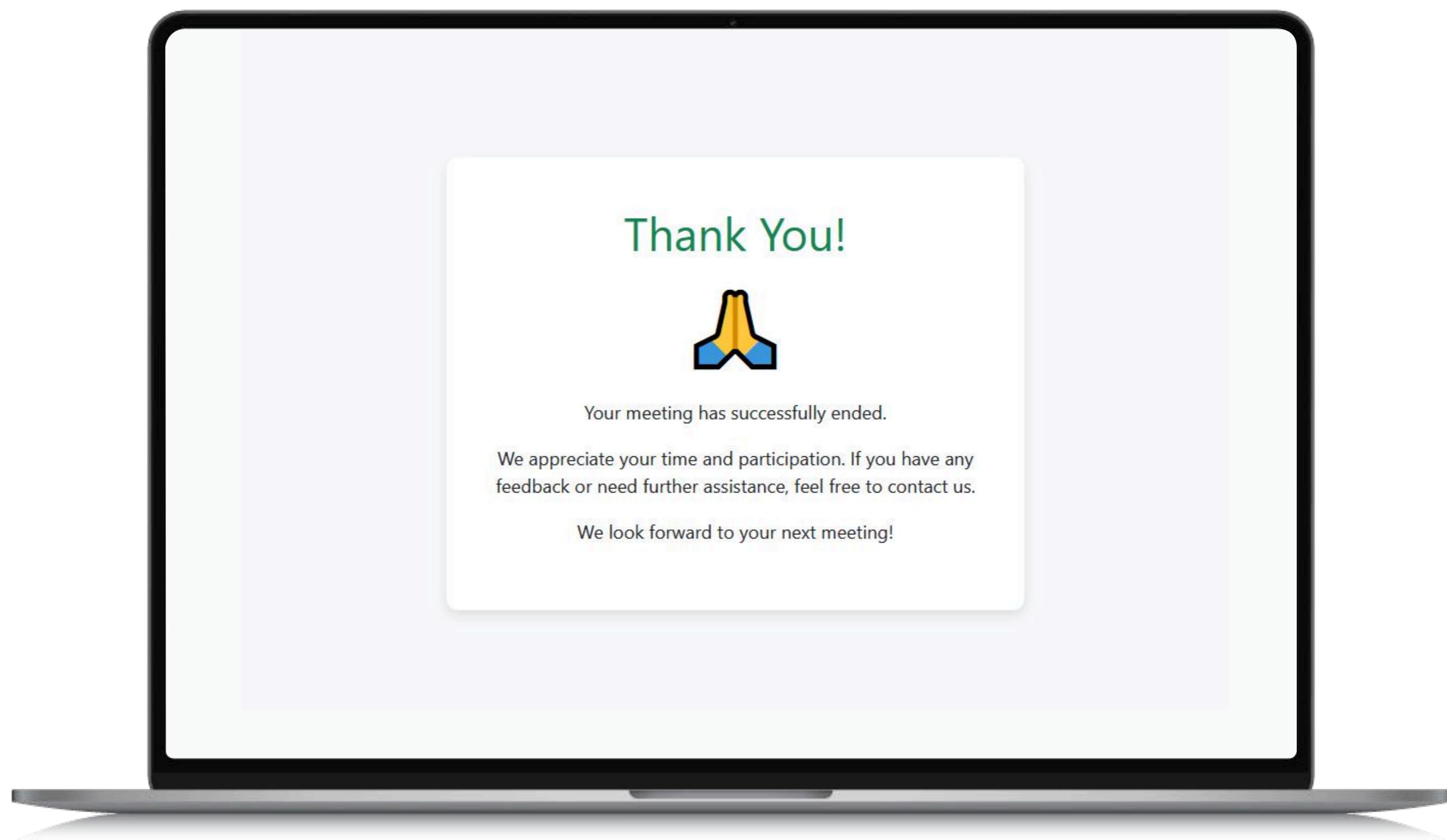
Screen Sharing Feature

Option to share screen during the video meeting



Thank You Message After Meeting Ends

A post-meeting message is shown when the session ends



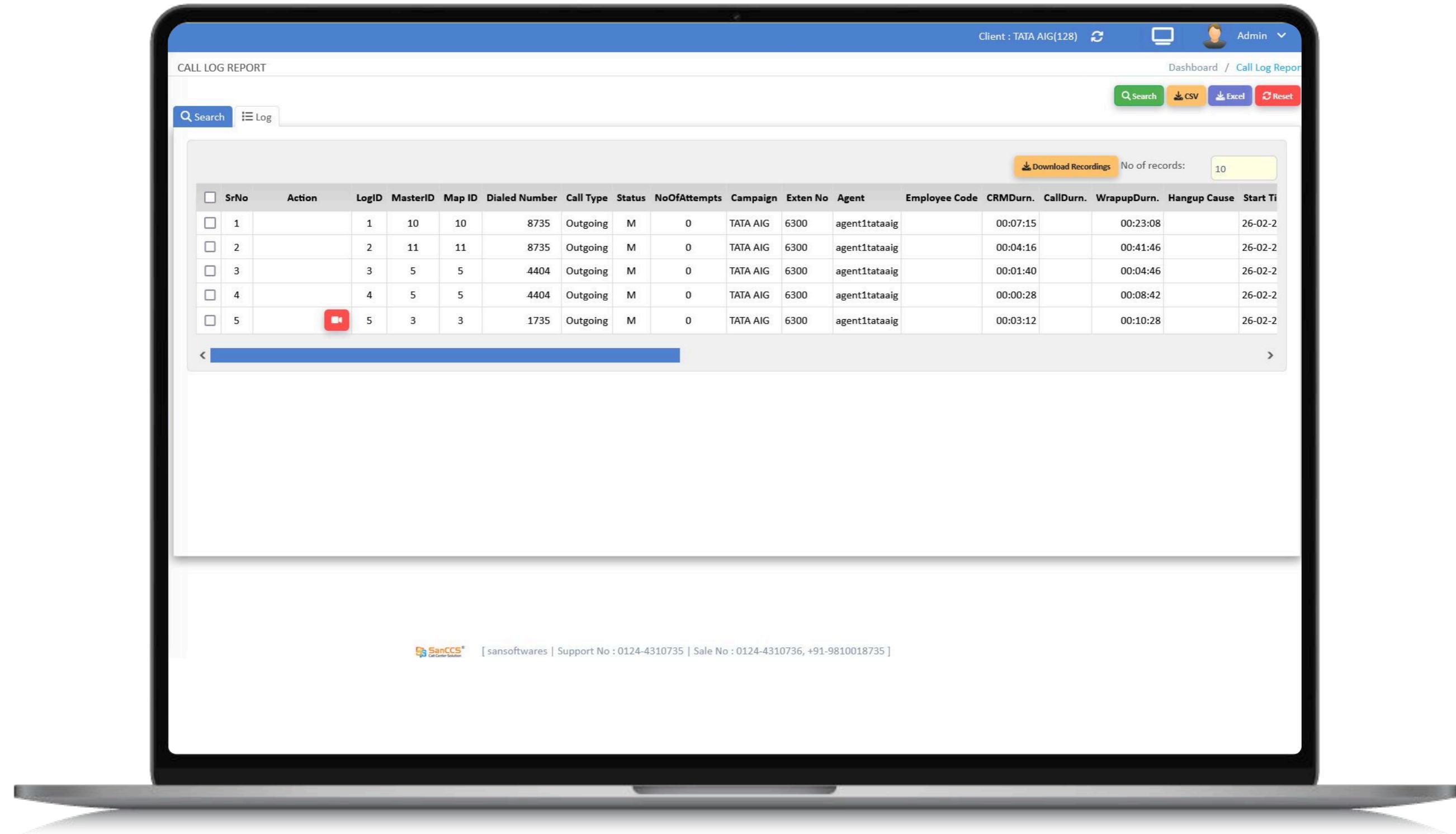
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Video Call Log Reports

Detailed logs and access to video recordings of past meetings.



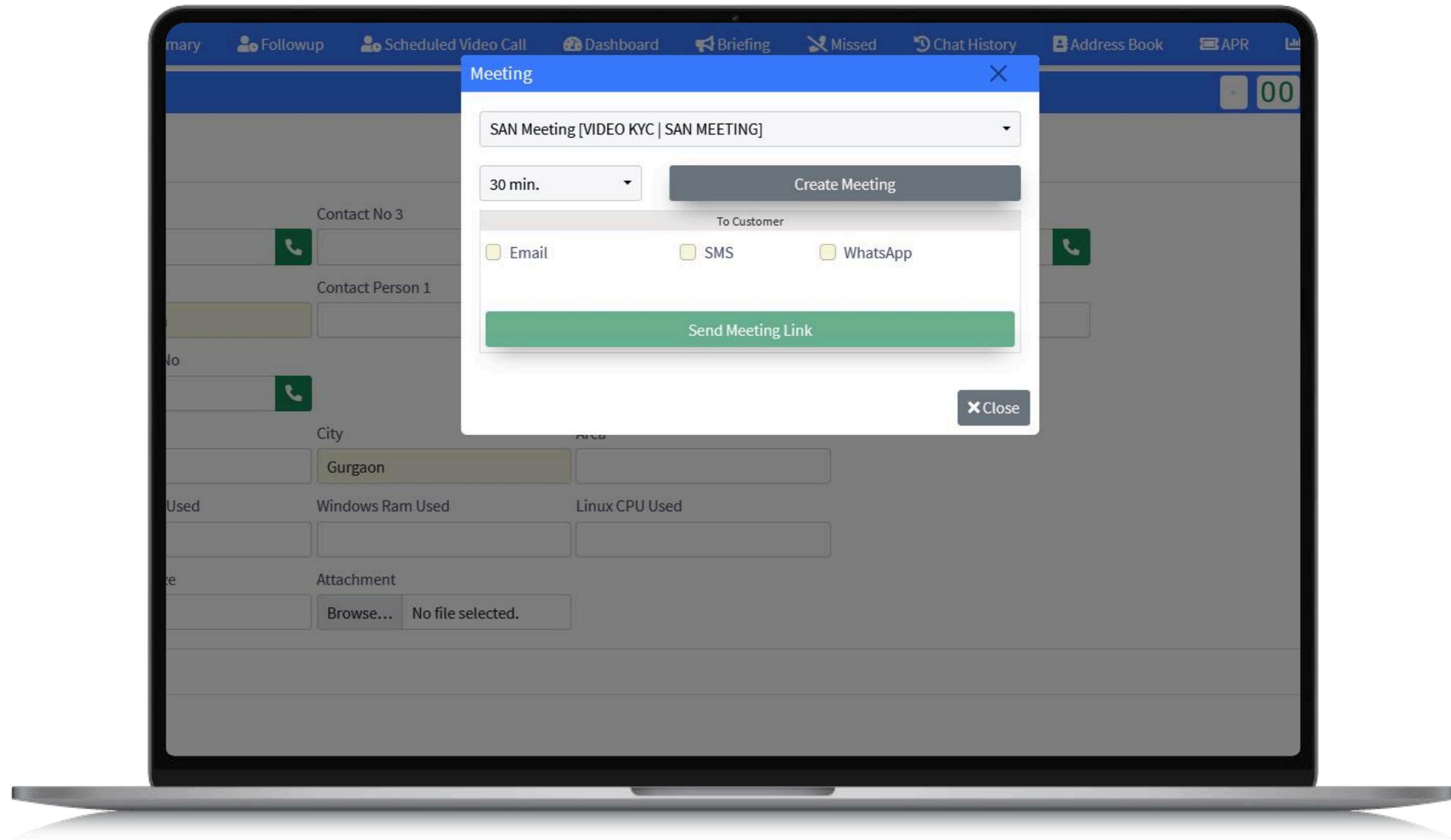
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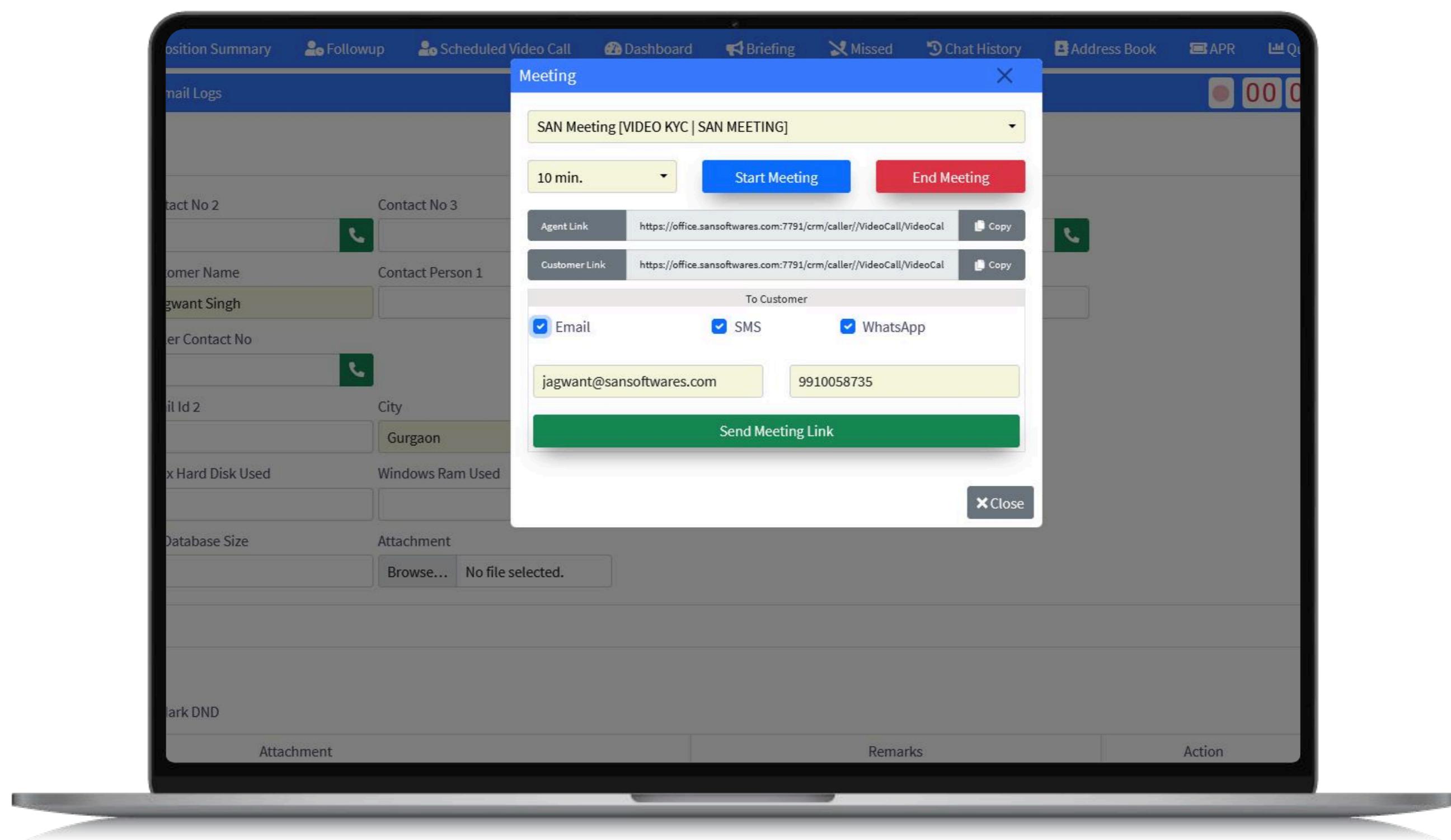
Agent-Initiated Outgoing Video Calls

Agents can start a video call directly from their dashboard



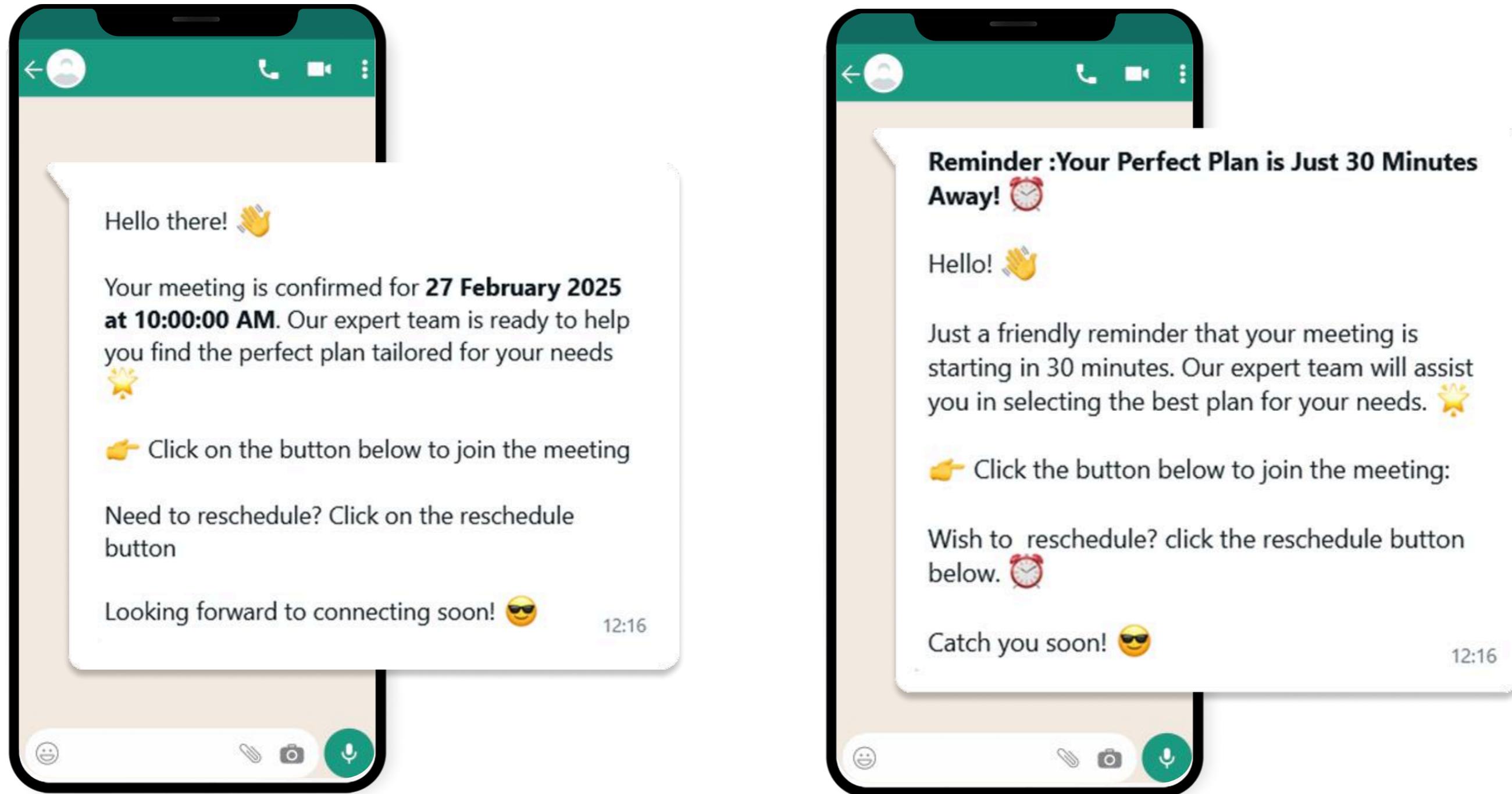
Meeting Created by Agent

The agent can schedule a meeting manually



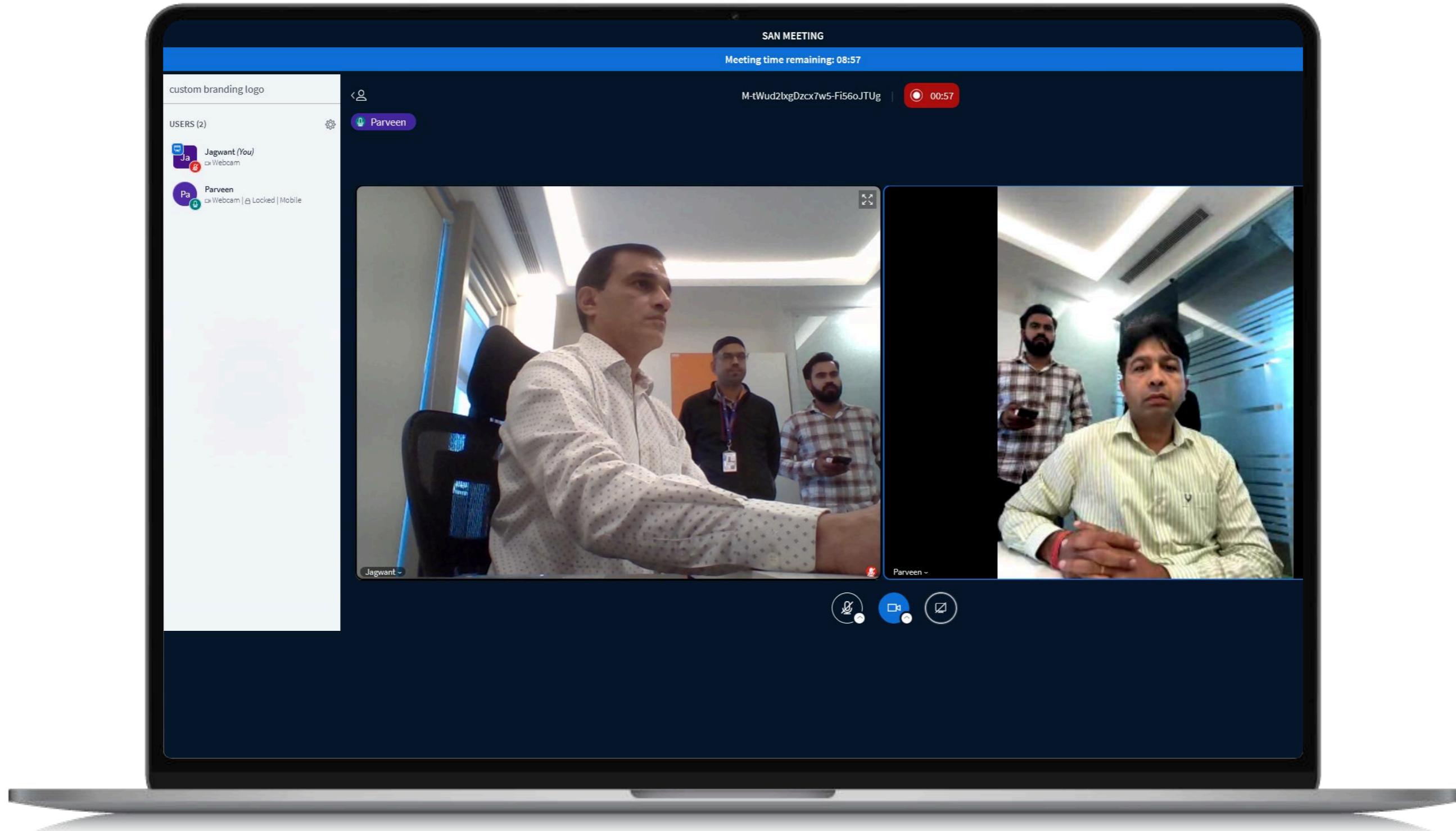
WhatsApp Notification After Booking

Clients receive a confirmation message on WhatsApp after a meeting is booked



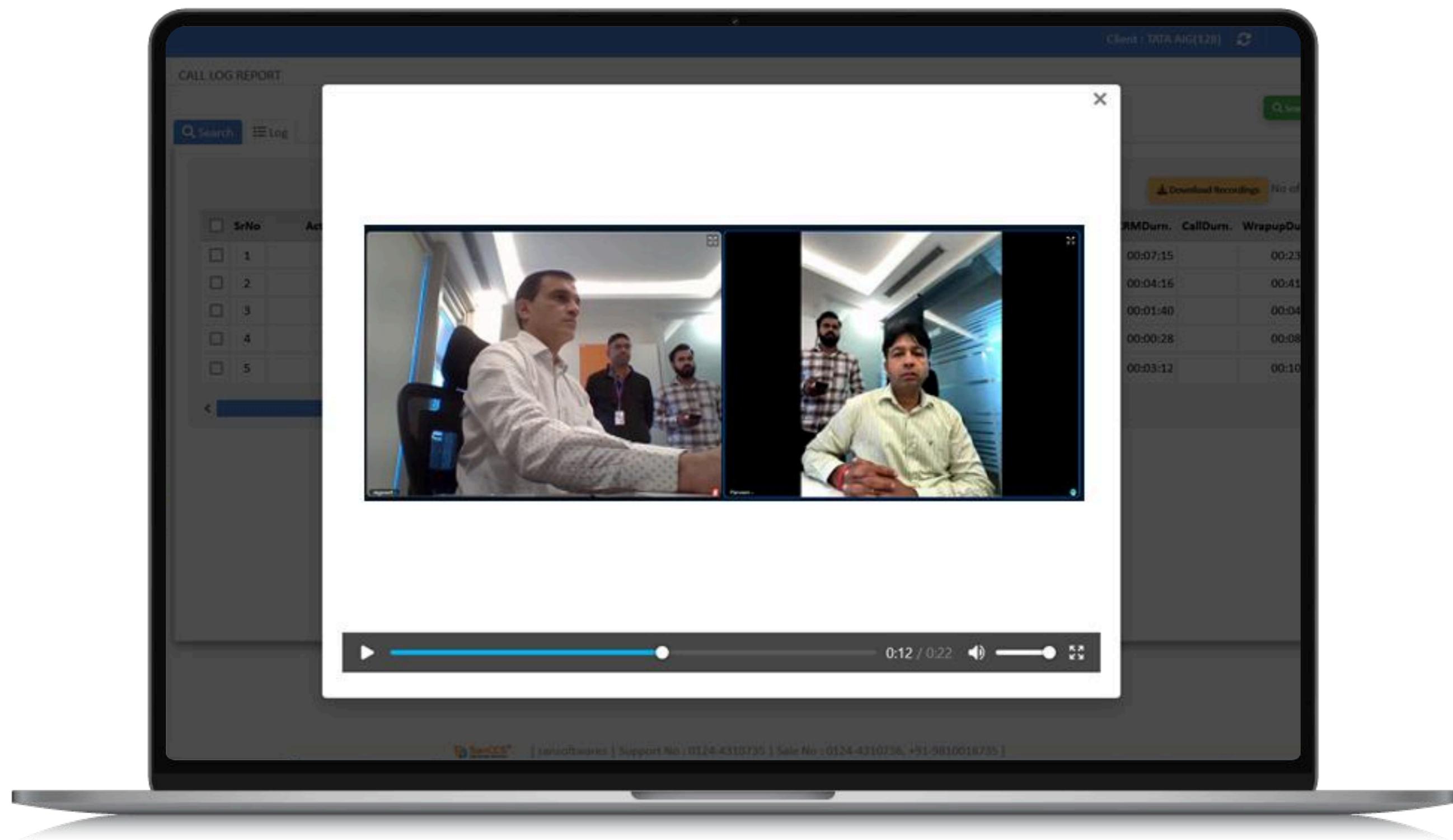
Meeting Start Notification

Real-time update when the meeting begins



Video Playback Access

Clients and agents can replay recorded video meetings



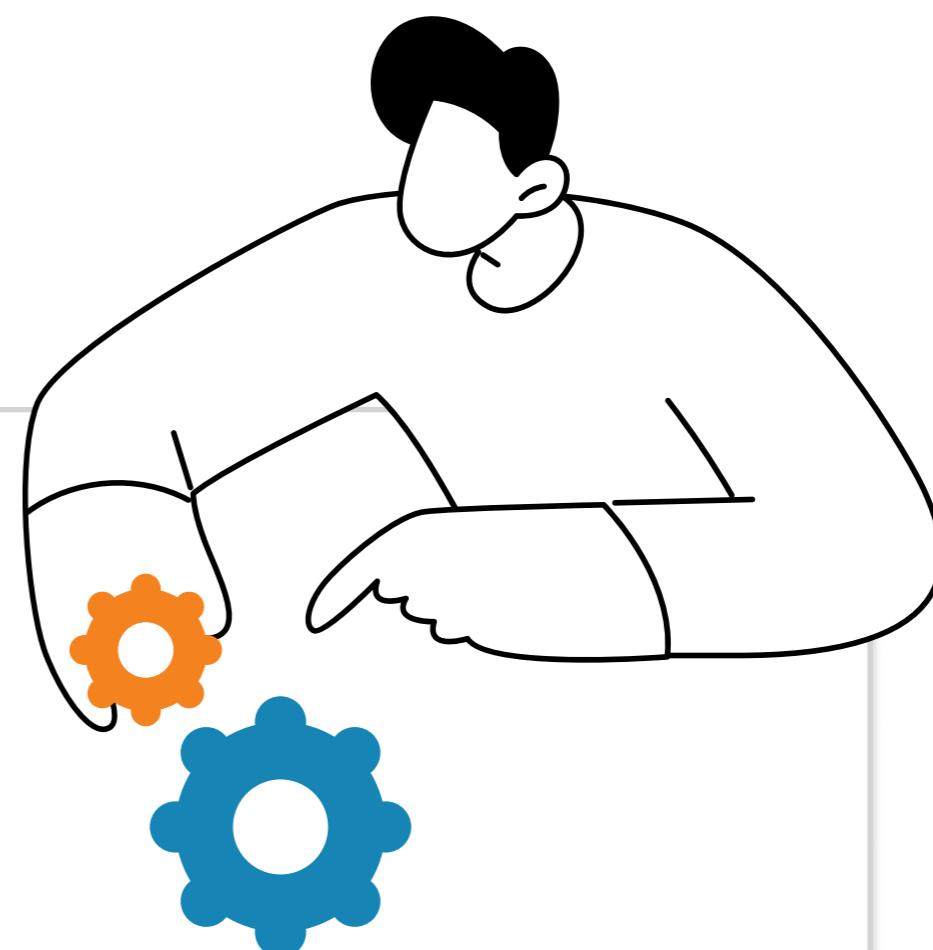
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CONTACT US



+91 9999-121-735

+91 9810-018-735



sales@sansoftwares.com



www.sansoftwares.com



419, 4th Floor,
M3M Urbana, Sector 67,
Gurugram, Haryana-122018

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