

THE i2i-CAM

When using standard equipment in the backoffice - such as a PC with a webcam - the quality of the video will be very good. Nevertheless, the communication between your back office agent and the customer comes with a limitation and may be stilted and unrewarding.

The biggest flaw is the lack of aligned eye contact. The camera of your agents' PC is placed outside the display area (i.e. on top of the PC screen). As a direct result, your website visitor will not experience genuine eye contact from your agent. In other words, your agent will never look the website visitor straight into the eyes but 'the eye line will be facing downwards'. This is a problem that all the standard video communication systems encounter.

Yet, eye-contact is essential in human communication and is especially important to convey trust, to service and to sell.

To overcome this problem, we have an **All-in-One 'i2i CAM'** available.



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This high-quality dedicated Workstation comes complete with a 23 inch touch display, powerfull processor, integrated eye-alignment add-on device, camera, headset and microphone.

Available in portrait and landscape mode. Mouse and touchscreen controlled.

A second advantage, is the fact that this system is dedicated to this audio-video communication purpose. It has all the content, tools, controls, etc... for audio and video, on-board. It focuses on the job of communication with the customer. Very easy to use. Small footprint. Fits on any desk.



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