

## Why So Many Self-Storage Companies Have Switched to Live Expert

- Superior system & unparalleled features.
- Used by 12 government agencies, 6 Fortune-500 and many self-storage companies.
- True video service system w/ 15 years of R&D. Not a surveillance system hack.
- Advanced platform with both kiosk & web modules.
- Significantly less expensive software & kiosk than OpenTech, KISS, StoreEase.
- Outstanding customer support.

### Superior System & Highest Quality Kiosks



- ✓ Automated video call routing to avail. agent by service, language, location.
- ✓ Automated customer queue mgmt. & after-hours workflow.
- ✓ Use existing web-POS without integration.
- ✓ Both live agent & self-service options avail. at kiosk.
- ✓ Live video call transfers. Add supervisor or 3<sup>rd</sup> party to calls.
- ✓ Agents see details for all customer sessions and agents.
- ✓ Agents see and remotely operate kiosk screen.
- ✓ One-click access to sales material, forms, videos for agents.
- ✓ Can co-browse and return to POS with all info. entered still in POS.
- ✓ 25 real-time, configurable reports and analytics. Manager's dashboard.
- ✓ 43" display kiosk with highest quality components & unmatched price.

### Unparalleled and Versatile Web Module

- ✓ Video calling from customer's phone or computer.
- ✓ No app download needed, works with all browsers.
- ✓ Make video calls using QR code, web widget or link.
- ✓ Callback request option for customers.
- ✓ Agents use same application for kiosk & web calls.
- ✓ Has most of the service tools as for kiosk calls.
- ✓ Customers can upload photos, doc, ID.
- ✓ ID verification also available.

