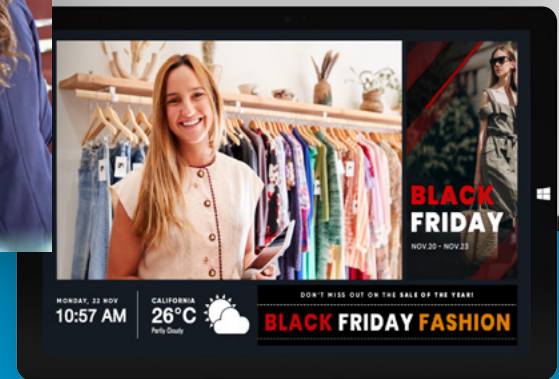# Virtual Agent:
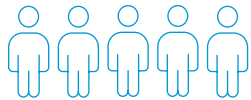## Offer Five-Star Customer Service from Any Location

Raydiant

An overwhelming majority - or 96% - of customers cite customer service as the top decider in their choice of loyalty to a brand.

The average American consumer will tell 15 people when they've had bad customer service from a brand, and 11 people when it's been good. There's no getting around the fact that customer service is a make-or-break indicator of a business's success.

Raydiant's Virtual In-Location Agent make five-star customer service possible—and accessible—with a turnkey customer service portal for your brick and mortar. This all-in-one system turns your in-location screens into virtual customer service portals that enable you to assist customers in real-time from any location.

The system uses video conferencing, on-screen messaging, and scannable QR codes to provide the type of personalized service that turns into positive reviews. Here's more of what Virtual Agent has to offer your brick and mortar:

96%

of customers cite customer service as the top decider in their choice of loyalty to a brand.

The average American consumer will tell **15 people** about bad customer service
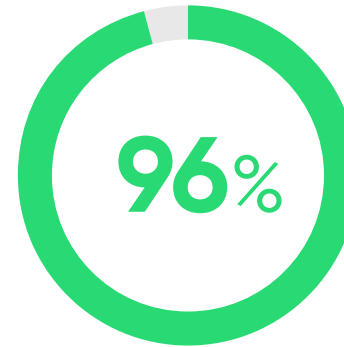
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Engage customers with personalized service

Imagine being able to greet customers, answer their questions, and help them find what they need—in any of your stores.

And it's not an impersonal chatbot—they're getting one-on-one, face-to-face customer support from a real person! You'll get to leverage your experts so that they can help more customers, regardless of their location. And your customers will get service tailored to them and their needs.

Save on staffing and support your in-store team

Virtual Agent makes the best use of your staff at each of your locations, reducing their workloads and letting you save on staffing costs.

This virtual customer service portal makes the best use of your staff, regardless of their physical location.

You'll be better able to balance out the workload across locations, and make up for understaffed areas with virtual customer service agents for support.

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Install, set up, and operate it in minutes

It's as easy as this: you plug in your ScreenRay device into your in-store screen, follow the on-screen prompts for setup, and start using it! Integrate Raydiant's app library to use the video conferencing app of your choice to start connecting with your customers.

Then, you can share on-screen messages and scannable QR codes (generated right from the Raydiant dashboard) that help customers learn about your products and check out.

Manage screens remotely from any device

Whether you're using Virtual Agent in one or all of your brick-and-mortar locations, you can manage it all from one central interface.

Raydiant's In-Location Experience Platform is a cloud-based platform you can use on any device with internet.

Now you can create QR codes, promotional digital posters, and other content for your Virtual Agent screens—updating them as needed—from work, home, or the beach!
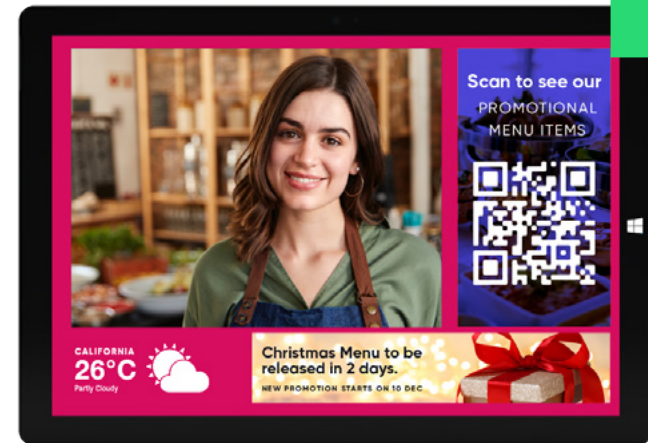
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Book a free demo today

Want to see our Kiosk interactive displays in action at your brick and mortar?

Book a free demo today.