



Online Video Client Identification and Collaboration

TIS eSIG LiveID solution





Live ID

Onboard Clients and Sell Online

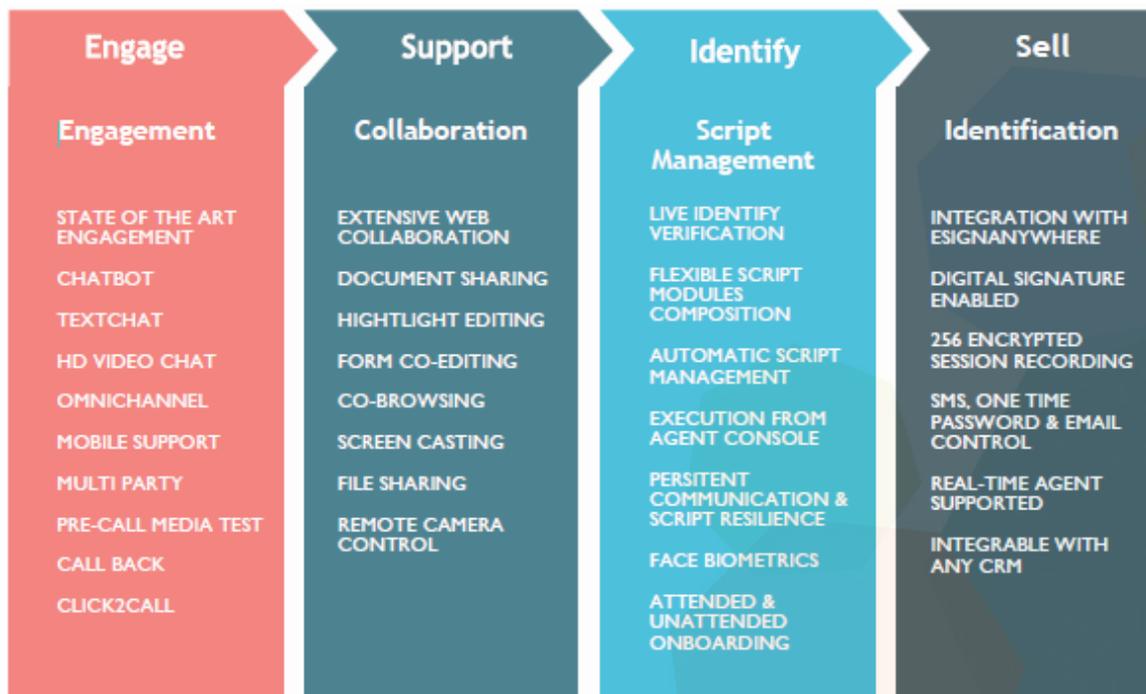
Combine online customer engagement, collaboration tools, customer identification, and real-time e-signature on documents with a single video-based online platform

More and more companies are looking for effective solutions to get on board of the digital transformation, and often with different goals: from costs reduction to efficiency increase, from increased conversions to customer experience innovation, and from customer satisfaction to customer support improvement.

LiveID platform aims to solve many of these issues through a completely innovative approach that sets a benchmark in customer engagement.

LiveID is based on a solution from Namirial (www.namirial.com) that allows remote customer video identification.

LiveID easily connects to a digital document signing solution, allowing not only customer identification but also remote document signing. It combines online customer engagement, collaboration tools, customer identification, and real-time e-signature on documents with a single video-based online platform. In this way, the user gets a complete solution in one package, which enables the involvement of clients, their identification, signing of documents and sale.





LiveID platform is primarily designed to handle sales processes in addition to CRM, and allows you to manage customer engagement, identification, signatures and sale. All in one package: engage, identify, sign, and sell!

LiveID offers extensive online customer identification based on pre-defined scripts that comply with the required AML, national law (ZPPDFT) and the eIDAS regulations.

At the end of the video identification process, we recommend implementing remote signing of enrollment document, which would also confirm the client's intention in this way.

It is also required that the bank, after completing the process, downloads the video and store it in its own archive. Alternatively, we can offer online video archive service.

Why LiveID

Customers are now "Omni-Consumers": "I want, I buy" Anywhere and Anytime.

Companies have very few moments to convince customers to buy their product. LiveID allows upgrading the Customer Experience making customer interaction more effective thanks to the human-to-human interaction and the increased customer trust.

LiveID offers a Sales Automation platform chosen by 30+ enterprise customers in EU. LiveID strength is the workflow automation for every step of the interaction, from the engagement to the transaction and signature, always into the Video Chat!

LiveID's novelty is to combine Artificial Intelligence, Engagement, Digital Identity, and e-Signature into a smart automated CRM scripting system on every digital channel. LiveID guides the customers end-to-end and step-by-step, boosting sales performance.



Sales increase up to **3X**



Customer satisfaction up to
+85%

How is LiveID different?

- 99% of Customer Engagement and Visual Engagement solutions are designed only to manage customer support. LiveID is designed to manage customer interaction end to end, from the transaction to digital identity and electronic signature thanks to the integrated script management system.
- LiveID allows companies to save up to **65%** on Sales Acquisition costs and to increase the effectiveness of call center campaigns.
- LiveID platform is the only platform that allows re-using existing technological environments and service provider systems.
- It is the only solution built to increase sales both on digital channels (web, mobile, social, SMS, e-mail) and on brick & mortar (Kiosk, Workstation HP Sprout Pro) channels.



- It is the only solution able to follow customers in every step of the digital transformation evolution.
- LiveID improves customer experience & upgrades customer support (Net Promoter Score).
- LiveID integrates with eSignAnyWhere for advanced or qualified e-signing.

Unique Features of LiveID Platform

LiveID is a solution that enables you to attract new customers online, remotely identify them and, optionally, remotely sign document in real time.

LiveID is one of the most complete visual customer engagement platforms on the market. Because it has been designed not only to handle the engagement, but also complete sales scripts or CRM, it can be referred to as a “Digital Sales & CRM Automation Platform”.

The platform can handle very complex business processes such as customer identification procedures to open a current bank account by meeting the compliance and the current regulations in Europe, or the procedures for subscribing a mobile phone line by complying to very strict anti-terrorist regulation.

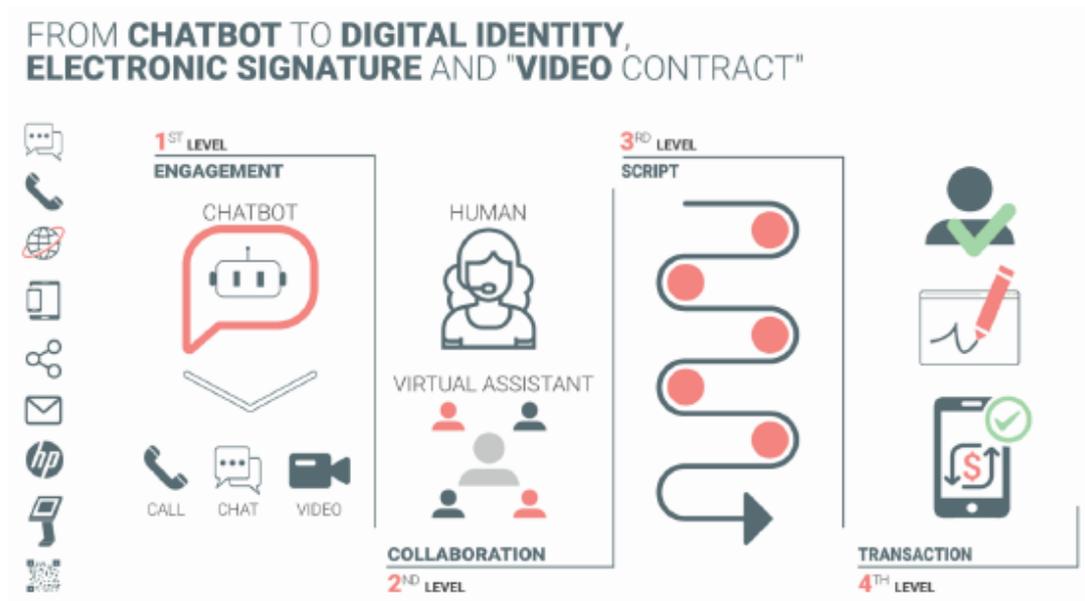
The platform also offers a variety of collaboration and sharing tools that allow the operator to interact with the client, exchange and capture documentation, screen sharing, file sharing, document sharing, and co-browsing.

The solution allows video recording thanks to LiveID Video Contract Technology (patent pending) that allows you to close, automatically (or manually), a real video contract, encrypted with metadata collected during the session and ready for electronic archiving.

LiveID Text & Video Chat

When using the LiveID platform, gaining new or communicating with existing customers can take place using video chat managed by a call center operator. The remote operator is always available to the customer for any assistance or new order.

LiveID offers state of the art text and video chat capabilities to ensure the highest audio-video quality even in low-bandwidth situations. The customer can choose how to engage: by text chat or video chat.



LiveID Recording – Video Contract Technology

LiveID Video Contract Technology (patent pending) allows you to manually or automatically create a special double-view session (customer-operator / operator-customer) video recording with session metadata and encryption, providing the utmost proof of the customer's willingness to acquire a specific service: a secure signed file, ready for electronic archiving.

LiveID Customer Identification

LiveID offers a set of modules that can handle the entire customer identification process for onboarding or KYC. Thanks to modular script management, these tools can be recalled and orchestrated according to the specific compliance required and in the preferred order.

LiveID Onboarding

LiveID Onboarding Technology allows you to manage all the stages of the customer onboarding process.

LiveID Collaboration Tools

LiveID offers many collaborative tools! For example, with these tools, it is possible to manage the exchange/sharing of documents with the customer, as well as guiding the customer step-by-step on the requested page by highlighting and annotating the document together with graphical tools on the document. Operators can co-edit forms together with the client and see typing from both sides in real-time.



LiveID in Croatia / Slovenia

Croatia

In Croatia video identification process is in accordance with eIDAS regulations, AML and KYC regulations and Croatian regulations "Regulation on the minimum technical requirements that the video-electronic identification devices must meet" (NN 1/2019) and „Regulation on the provision and use of trust services“ (NN 60/2019). This regulation provide basis for video identification project accession and implementation.

Slovenia

In Slovenia an AML Act (Prevention of Money Laundering and Terrorist Financing Act - ZPPDFT-1) allows the use of video identification for the purpose of identifying persons. At the same time, Slovenia adopted an additional regulation on the technical conditions to be fulfilled by video electronic means of identification. This regulation, based on ZPPDFT-1 Act, further defines how the video identification can be done.

LiveID operates in full compliance with Slovenian ZPPDFT-1 Act and regulation on the technical conditions to be fulfilled by video electronic means of identification.

At the same time LiveID complies with the EU GDPR regulation and Slovenian Personal Data Protection Act (ZVOP1), the Identity Cards Act (ZOlzk-1) and the Passports Act (ZPLD-1).