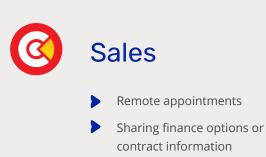


Desktop

Start a live video session with screen share capability in a desktop browser.

For any queries related to this feature, please contact our Customer Support team at <u>help@citnow.com</u> or **01189 977740**.

Desktop **live sessions** can be utilised in a number of situations, including service reminders, postsales follow ups, and online appointments. The addition of screen share capability during a **Desktop** session is ideal for walking through financial applications prior to sale, and guiding through car configurations or contracts remotely.



Post sales follow-ups

Workshop

Service reminders

- eVHC explanations
- Remote diagnostics

Benefits

- All in one system
- Sranded, frictionless customer experience
- Customer details all in one place
- Compatible with most devices
- GDPR compliant
- Reporting and insights dashboard

Requirements

- Live Video and SMS enabled. Contact our team to activate both for your app(s).
- A **supported browser** we recommend Chrome or Firefox. IE and certain versions of Edge are not supported.

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