

Conviva for Service Cloud

Delivering the ultimate in customer care for streaming businesses

Conviva for Service Cloud delivers the most relevant viewer stream intelligence and quality of experience metrics directly into the hands of customer care agents using Salesforce Service Cloud. Available through the Salesforce AppExchange, this turnkey integration facilitates faster first-call resolution, reduces tier 2 and 3 escalations, enables chargeback verification, and ultimately reduces churn.

Faster first-call resolution

Get full visibility into the performance of each stream to quickly understand every viewer's experience and provide faster, more context-aware customer care experiences.

Fewer escalations

Tier 1 agents gain complete visibility into stream performance for each customer, so there are fewer escalations to more costly tier 2 and 3 support resources.

Minimize chargebacks

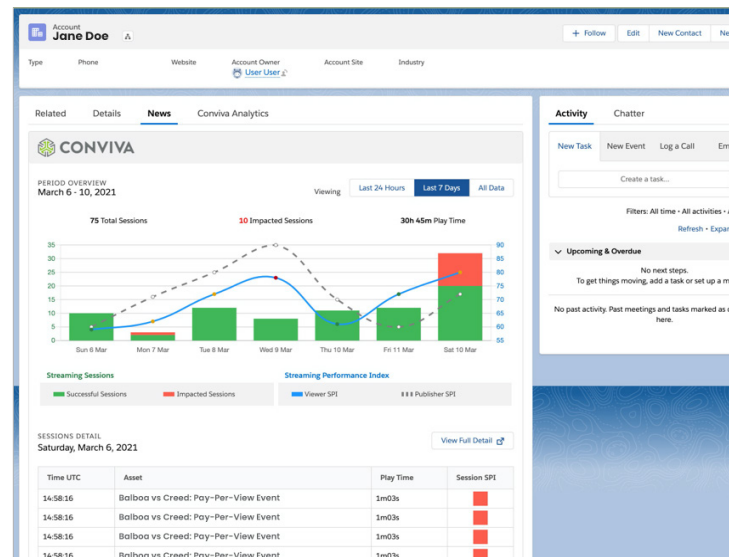
Know exactly whether a customer experienced a service issue to validate their claim before processing any chargebacks.

Single pane of glass

Troubleshoot quality of experience issues directly within Service Cloud while viewing customer account information, never needing to switch among tools.

Reduce churn

Faster issue resolution, fewer escalations, and accurate background for each support call means happier customers who remain customers longer.



Time UTC	Asset	Play Time	Viewer City	CDN	Avg Mbps	Device HW Type	Success Play	Interruptions
Start Time 14:58:16 Asset Title Balboa vs Creed: Pay-Per-View Event								
VIEWER			DELIVERY		STREAM	STARTUP		PLAYBACK
City	Los Angeles, CA	Country	USA	CDN	AKAMAI	SPI	Status	Complete
Device Type	Connected TV	App Name	Streaming +	Connection Type	WiFi	Duration	Errors	0
Device Name	Roku Express	App Version	15.0.1	Bitrate	624 Kbps	Watch %	CIPT	1300ms
IP Address	123.45.67.89	ISP	Verizon	Start Time	560ms	Join Time	230ms	0/0ms
14:58:16	Balboa vs Creed: Pay-Per-View Event	1m03s	Los Angeles CA	AKAMAI	0.6	CTV		2

With Conviva for Service Cloud, CSRs can quickly resolve issues by answering questions like:

- Which internet service provider (ISP) is the customer using and is that the cause of the problem?
- What are the devices and operating systems are customers using?
- What errors occurred during a streaming session?
- What was the quality of experience for each piece of content?

Download Conviva for Service Cloud as an application installed through Salesforce AppExchange