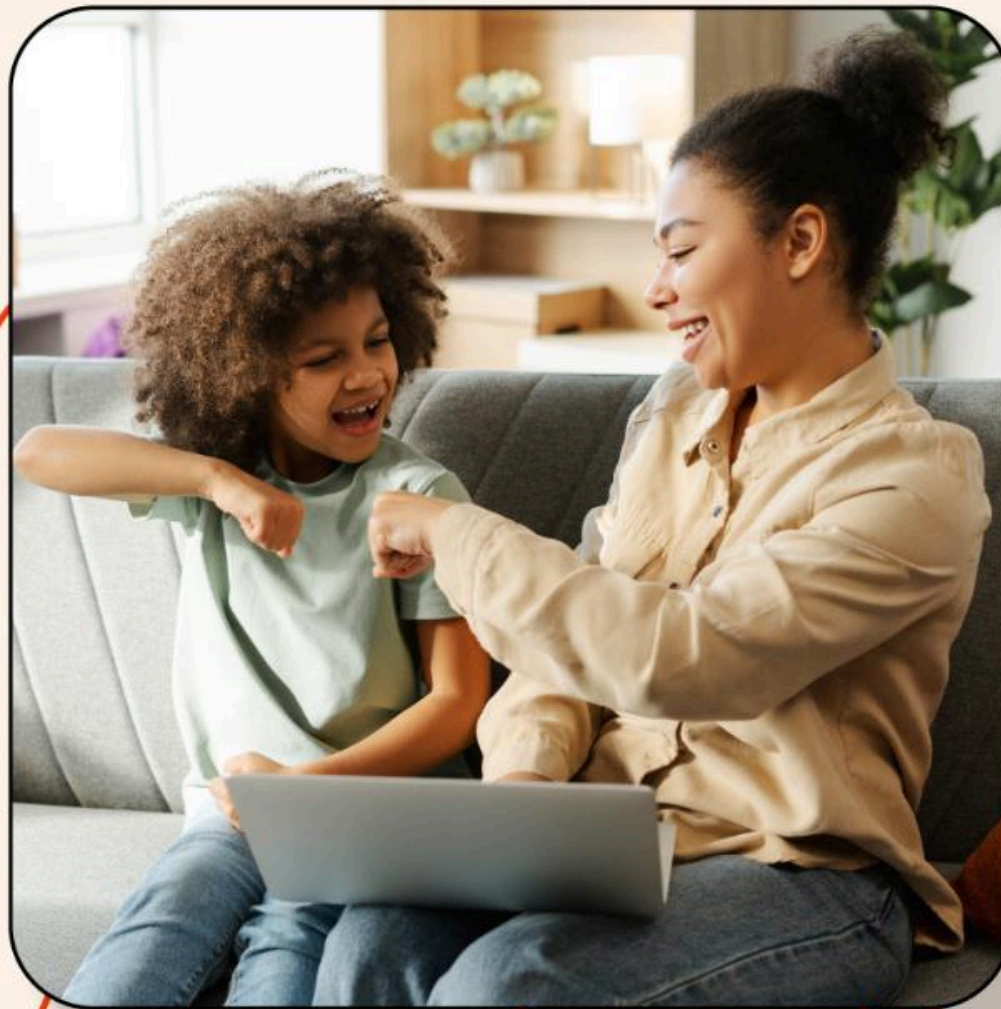


Apizee Remote Video Assistance

29th January

Transforming CX operations in the UK



Agenda

- 01 Overview & Objectives
- 02 Apizee Solution Overview
- 03 Benefits & Outcomes
- 04 Implementation & Use Cases
- 05 Technical & Financial
- 06 Q&A / Testimonials



01

Overview & Objectives



Overview & Objectives

Share our new technology solution with the Konecta global operations community.

Demonstrate how Apizee powers CX for leading brands (Danone, Ferrero, SodaStream, Hotel Chocolat).

Discuss functions, benefits, integration and financial considerations.
Prepare the team for roll-out across the UK with training and Q&A.



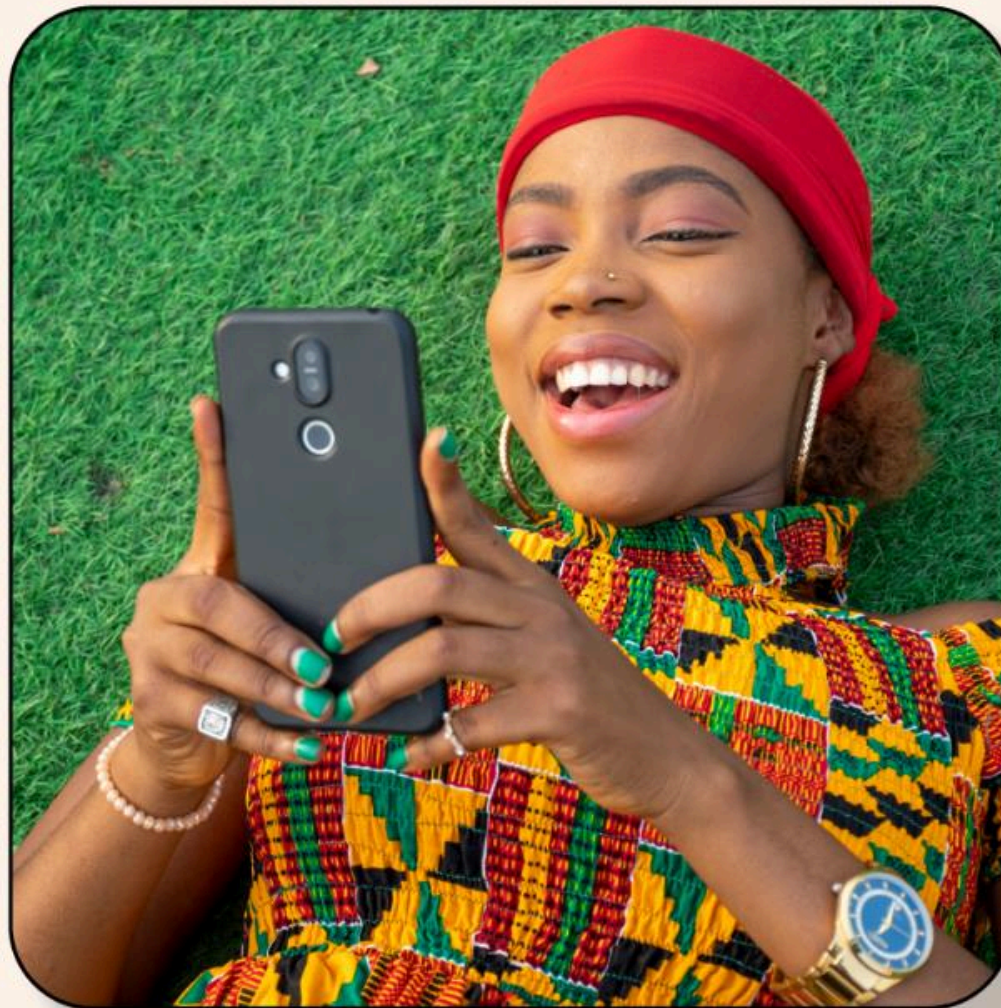
Current UK Pricing

€24.64 per user licence

**plus optional services & support*

02

Apizee Solution Overview



Apizee Solution Overview

Apizee is a web-based video assistance platform enabling organisations to connect with customers remotely using real-time video, audio and collaborative tools. It embeds seamlessly into your existing CX platforms and scales from one-to-one support to large call centres.



Real-Time Video & HD Audio

Conduct high-quality video calls directly in the browser without downloads.



Collaborative Tools

Snapshot, annotate, draw and scan text/QR codes to capture data.



Analytics & Reporting

Measure usage and track KPIs with built-in dashboards.

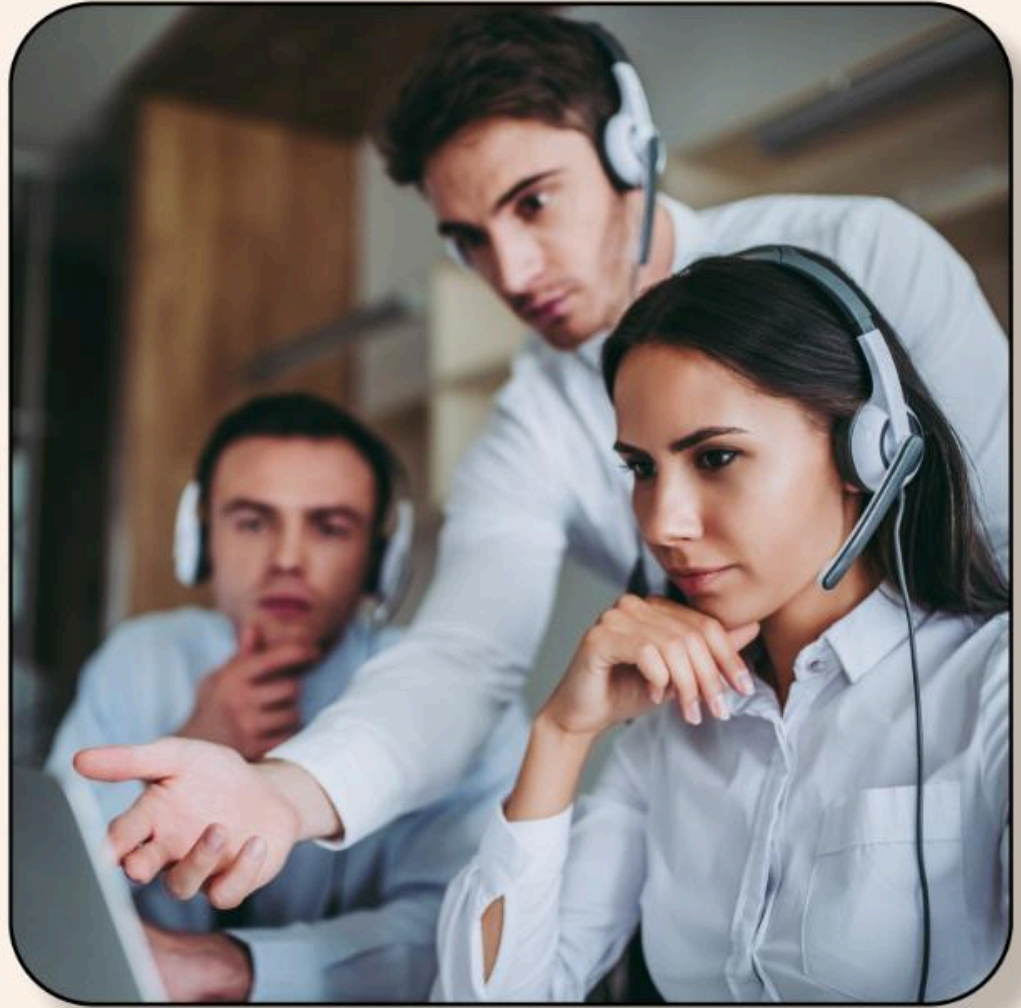


Security & Compliance

GDPR-compliant, ISO-certified with configurable data retention.

03

Benefits & Outcomes



Key Benefits & Outcomes



97%

Customer
satisfaction



+15%

First call
resolution



-40%

Truck rolls /
site visits



>40

Countries
using Apizee



100+

Connectors &
integrations

04

Implementation & Use Cases



Integration & Ecosystem



CRM/CCaaS Connectors

Salesforce, Genesys, Zendesk and more.



Meetings & Self-Service

Schedule calls, co-browse and empower self-service bots.



Automation & Payments

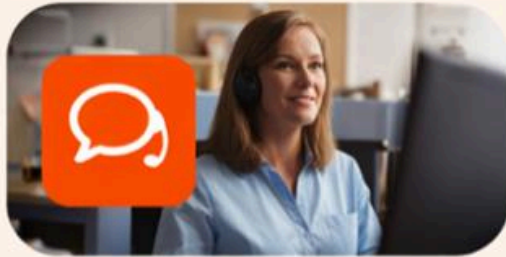
Integrate with RPA, bots and secure payment gateways.



Data Analytics

Leverage built in surveys, report & dashboards for comprehensive consumer insights

Industries that benefit from Apizee



Customer Service



Insurance



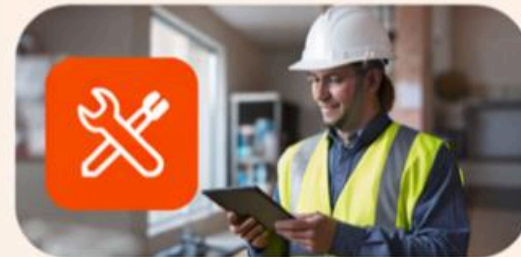
Utilities



Manufacturing

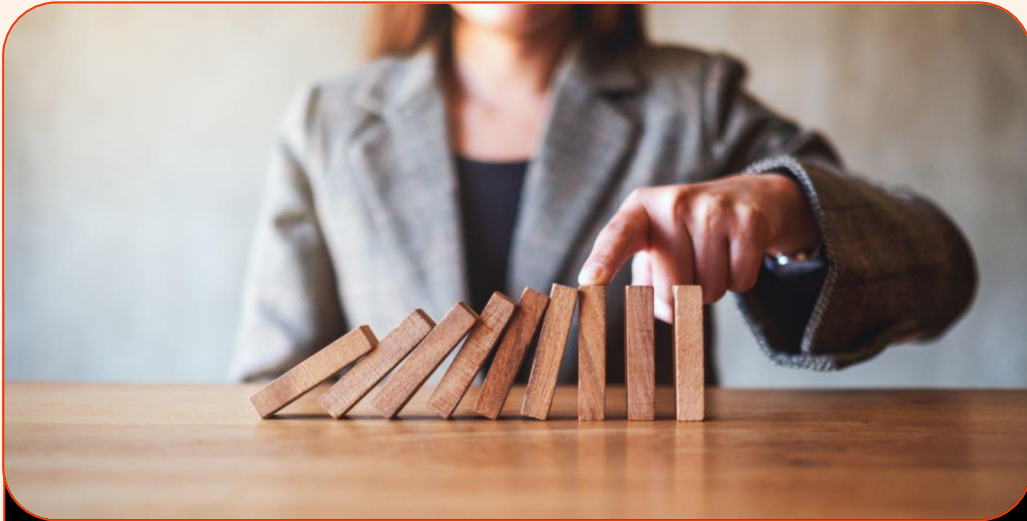


Telecommunications



Field Service

Implementation & Use Cases



Implementation Steps

- Integrate Apizee into your CRM/CCaaS workflow via available connectors.
- Define assisted journeys and escalation paths for live video support.
- Train frontline agents on annotation and scanning features.
- Pilot with a single line of business before rolling out widely.



UK Use Cases

- Danone (FMCG): Evidence collection & milk preparation guidance
- Ferrero (Food & Beverage): Visual diagnose of product issues
- SodaStream (Beverage & Consumer Goods): Remote troubleshooting & product setup
- Hotel Chocolat (Food & Beverage): Packaging & storage support

Danone Use Case



Evidence Collection

- Agents capture BBE and batch codes via snapshots and text scanning.
- Foreignbody images are annotated and automatically attached to CRM cases.
- Accurate OCR improves data quality and reduces follow-ups.



Milk Preparation Guidance

- Midwives host secure video calls to demonstrate formula preparation.
- On-screen annotation tools circle, point and highlight instructions.
- Consumers receive real-time coaching, boosting confidence and satisfaction.

Average 4.4 days case age reduction using tool

05

Technical & Financial



Implementation & UseCases



Technical Highlights

- 100%web-based; works on any device and browser.
- HDvideo & audio with low latency and ability for agent screenshare
- Text scanning & OCRfor serial numbers and batch codes.
- Data stored in France; GDPRcompliant with configurable retention.
- ANSSI& ISO27001certified with client consent logging.
- Multilingual interface supporting over countries

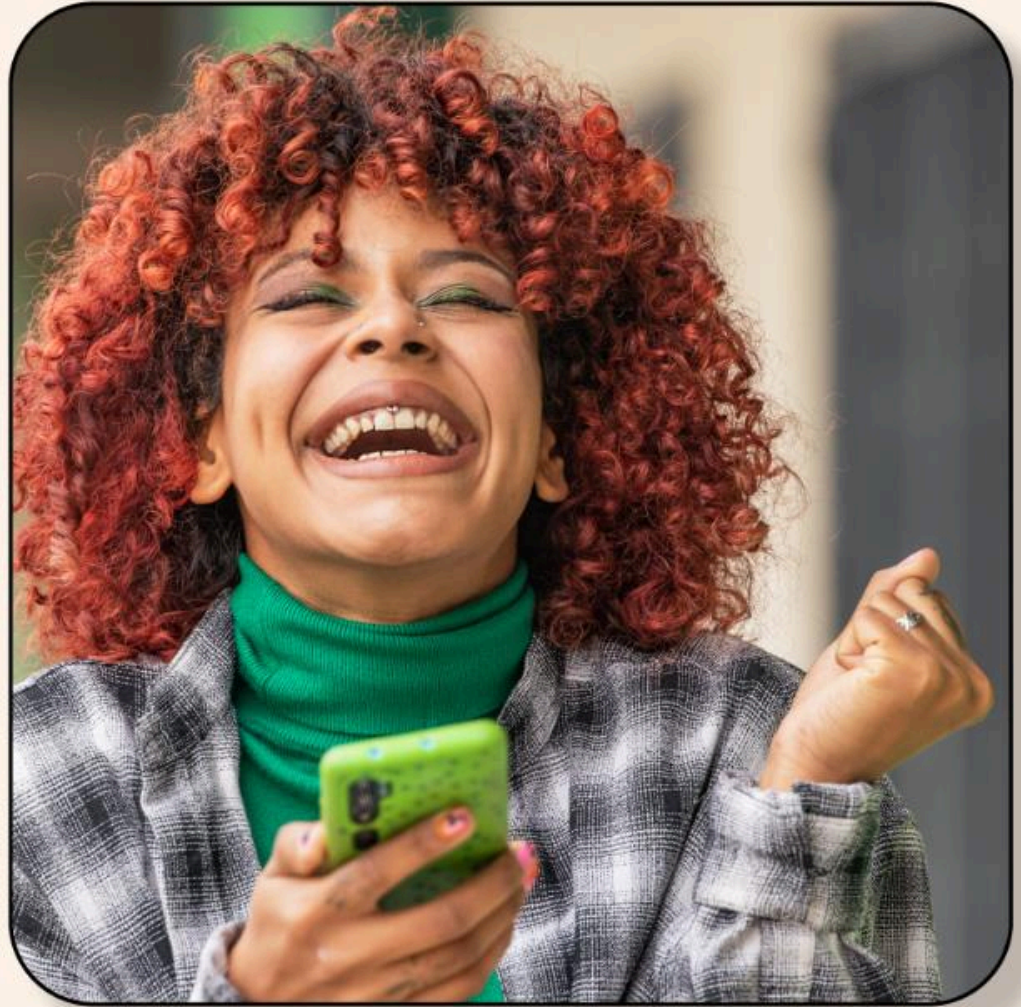


Financial Overview

- Userlicence: €24.64 per month (current UK set-up).
- One-off onboarding & SSOfee (varies by contract).
- Enterpriseusage packs for high volumes (prepaid).
- Support plans: Bronze, Silver & Gold tiers.
- POC: For new Konecta customers, Apizee can offer a 3-month pilot for a flat €1,000fee (up to 20 licences), with no commitment beyond the trial period.

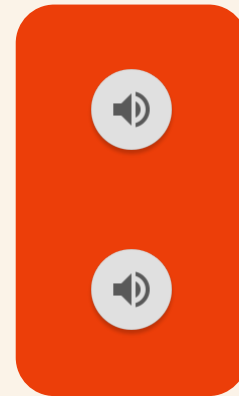
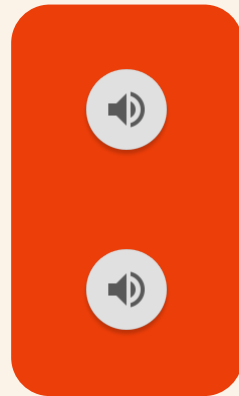
06

Q&A / Testimonials



Customer Testimonials

HOTEL
Chocolat.





Questions & Discussion

We welcome your questions and feedback on Apizee.

thank you

