

Video Meetings for Customer Success

Deliver high-touch, face-to-face support from any conference room, desktop or mobile device.



User Scenarios

Customer success engagement

Build dynamic, ongoing client relationships, and provide prompt response times from anywhere.

Virtual technical support

Delight customers by diagnosing and solving problems in real-time with increased efficiency and productivity.

IT helpdesk management

Remotely troubleshoot and rapidly address employee IT issues.

Building team culture

Easily connect remote workers for regular online meetings and interactive training.

“BlueJeans has provided a much more stable and user-friendly video conferencing solution. Meetings have been more effective due to the ease of set up and lack of dropped calls.”

– CUSTOMER SUPPORT MANAGER, LARGE HOSPITALITY COMPANY

Features

One platform

All-in-one HD video, audio, and web conferencing with no downloads required.

Fast to join

One-touch, 5 second join time from any room system, desktop or mobile device with no dial-in numbers or passcodes.

Helpful integrations

Sync with commonly used productivity tools, messaging applications, and calendar systems.

Nothing to install

Connect via major browsers including Chrome, Firefox, Safari, Internet Explorer, Edge, and Opera.

Room compatibility

Take advantage of existing room systems across offices.

Meeting recording

Record training videos and save them for easy playback and sharing.

Content collaboration

Provide screen sharing, remote desktop control, and whiteboarding capabilities to enrich the customer experience.

Unparalleled sound

Experience crystal-clear Dolby Voice audio with background noise reduction.

Large scale event control

Host controls for Q&A, polling, muting, and presenter management during town halls, trainings, and webinars.

Key Benefits

Boost customer satisfaction

Provide more personal and effective customer support with face-to-face calls from any video-enabled device.

Accelerate problem solving

Eliminate frustration and easily meet via popular browsers with click-to-join simplicity and zero downloads.

Show great results

Share presentations, spreadsheets, and videos with customers.

Scale your team

Hire new talent and keep your team unified no matter where they are located

Reduce travel costs

Minimize travel to client sites, maximize productivity, and reduce expenses with live video calls.

Secure environment

Safeguard customer interactions and ensure proprietary data is protected.

About BlueJeans

BlueJeans is the meetings platform for the modern workplace and the first cloud service to connect desktops, mobile devices and room systems in one video meeting. Thousands of companies from growing businesses to Fortune 500 leaders use BlueJeans every day for video, audio and web conferencing meetings and large interactive events, so people can work productively where and how they want. For more information visit www.bluejeans.com.