

Why Self-Storage Companies Switch to Live Expert®?

- ✓ Up to a 90% reduction in facility staffing costs
- ✓ Over a 100% increase in customer engagement per facility.
- ✓ Industry best software and kiosk, yet less expensive than competitors.
- ✓ Comprehensive platform with both kiosk and web modules. 15+ years R&D.
- ✓ Trusted by many self-storage and Fortune 500 companies, 12 government agencies.
- ✓ Outstanding customer support.

Superior System & Highest Quality Kiosks



- Automated video call routing to agent by service, language, location.
- Automated customer queue mgmt. and after-hours workflow.
- Works with your existing website and PMS, such as Sitelink, storeEdge, Hummingbird and others, without integration needed.
- Both live agent and self-service options available at kiosk.
- Live video call transfers. Add supervisor or 3rd party to video calls.
- Agents see details for all customer sessions and agents.
- Agents see and can remotely operate kiosk screen.
- Agents can access sales material, forms, videos with one click.
- Can co-browse & return to web POS with all customer entered info retained.
- 25 real-time, configurable reports and analytics. Manager's dashboard.
- Kiosks built with the highest quality components. 43" 4k touchscreen display.
- Kiosks are built in the US and are available at an unmatched price.

Unparalleled & Versatile Web Module

- ✓ Video calling from customer's phone or computer.
- ✓ No app download needed. Works with all browsers.
- ✓ Make video calls by scanning a QR code, clicking a web widget or link in a text or email.
- ✓ Callback request option for customers when no agents are staffed or customer is in waiting room. Avoid lost sales.
- ✓ Customers can upload photos & documents to agents.
- ✓ Verify ID, make payment, obtain signature.



Discover how Live Expert® can transform your business.

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