# Customer and Employee Support Without The Risks

**ScreenMeet**

In today's digital landscape, enterprises demand a robust, secure support solution. Though convenient, widely used meeting tools are grossly inadequate for Support operations. These generic collaboration tools lack the critical security features essential for remote support, leaving organizations vulnerable to severe risks.

This document delineates the stark contrasts between generic meeting tools and specialized customer and employee support solutions like ScreenMeet. It underscores the imperative for enterprises to standardize their contact center and service desk operations with a dedicated support solution to ensure unparalleled security and compliance, thereby protecting the organization's integrity and legal standing.

**Key areas of differentiation between generic meeting tools and purpose-built ScreenMeet for Support**

ScreenMeet offers unparalleled security and efficiency in support solutions with the following features:

### Unmatched Logging

ScreenMeet provides exhaustive session activity logs, capturing consent for recording and screen sharing, which is essential for audits and investigations. This ensures absolute transparency, accountability, and regulatory compliance. Meeting tools do not log these.

### Superior Data Storage Control

ScreenMeet ensures recordings, files, and screenshots are stored securely, adhering to global security regulations and customer agreements and safeguarding enterprise security and compliance. Meeting tools require that you use their functionality.

### AI Summarization Excellence

ScreenMeet's AI summarization delivers in-depth analyses of troubleshooting steps and resolutions, automatically integrated into the CRM for seamless case resolutions and invaluable insights. Meetings tools just capture a transcript summary.

### Geofencing

ScreenMeet allows you to define where your sessions run. In some meeting tools you can't do this at all, and others, it's very comlex to set up and ensure compliance.

### Advanced Agent Toolkit

Tailored explicitly for support, ScreenMeet's toolkit empowers agents with specialized tools, significantly boosting efficiency and effectiveness, directly impacting customer satisfaction and fortifying enterprise security.

### CRM Integration That Matters

ScreenMeet's robust integration meticulously logs activities, attaches recordings, files, and screenshots, and incorporates AI insights, streamlining workflows and ensuring data accuracy. Meeting tools allow you to start the meeting and capture only the most basic meeting info.

### Impenetrable Security

ScreenMeet maintains a fortress-like security posture, ensuring the protection of sensitive enterprise data and minimizing breach risks. Meeting tools have a very long list of vulnerabilities reported.

# ScreenMeet Support Solutions Excel Over Meeting Tools With The Key Features That Matter To Your Enterprise Security and Compliance

| Security / Audit / Legal Features / Data Privacy | Impact To Your Enterprise | ScreenMeet Products | Meeting Tools |
|---|---|---|---|
| Screenshare consent / pause / start (logged) | Consent is logged in case of customer issue / audits | Yes | No |
| Screenshare consent customizable with hyperlink to your terms | Provide exact terms preferred by legal | Yes | No |
| Recording consent / opt out (logged) | Consent is logged in case of customer issue / audits | Yes | No |
| Log of all activities (CRM, SM Console, Data Exports) | Data / PII remains in your control and meets regulatory compliance and customer legal agreements. | Yes | No (limited; only if API set up; for calls or Meeting only) |
| Reports / Dashboards / Data Exports (of all log details) | Ability to gather data when needed for legal / audit / infosec research | Yes | No (admin logs only) |
| Screen annotation consent (logged) | Consent is logged in case of customer issue / audits | Yes | No |
| Does not share data with 3rd party apps | Adhere to privacy preferences; protect company brand | Yes | No |
| Clean security vulnerability reports | High level of confidence in vendor | Yes | No (many listed) |
| Recording storage and session Geofencing | Meet global regulatory compliance requirements + customer legal agreement terms; avoid legal issues with governments with strict privacy rules; avoid cost of associated legal fees from non-compliance; protect company brand | Yes | Limited |