

Supercharge Salesforce With Intelligent Video

Bring video into Salesforce for faster resolutions, smarter collaboration, and AI-powered insights. With video embedded directly into cases, accounts, and records, your teams can do more – without ever leaving Salesforce.



GET MORE OUT OF SALESFORCE WITH VBRICK

Enhance Your Single Source of Truth With In-Platform Video Access

Whether it's troubleshooting videos, product demos, or meeting recordings, teams can access, watch, and manage videos right within Salesforce.

Align Teams by Adding Video to Customer Accounts

Enrich customer records by embedding videos, including meeting recordings, alongside your data. Keep all your teams connected – from sales to support – with a comprehensive video history.

Boost Productivity With AI-Powered Video Insights

Make it easier for teams to find and leverage video content faster with searchable transcripts, virtual chat, and more for smarter decision-making that drives better outcomes.

The screenshot displays the Salesforce interface with a video player embedded in a case record. The video is titled 'Controlling Audio and Video in Zoom'. The interactive panel on the right includes a search bar, a chat icon, and a transcript section. Annotations highlight these features:

- Search by keyword to find where topics are mentioned:** Points to the search bar in the interactive panel.
- Review the video's owner, upload date, and ratings from the metadata:** Points to the video owner information in the metadata section.
- Chat with a Video Assistant to gain insights:** Points to the chat icon in the interactive panel.
- View transcripts in the interactive panel:** Points to the transcript section in the interactive panel.

- ◉ **Provide Video Context To Speed Up Time to Resolution**

Enable agents and empower self-service with video-powered knowledge articles. Publish how-to guides, training sessions, or troubleshooting videos to reduce the strain on support teams.

- ◉ **Resolve Cases Faster with AI-Powered Content Curation**

Vbrick AI analyzes case details to surface the most relevant videos and automatically curates a list of recommended content based on the ticket information to help agents solve issues quicker — saving time and money.

Each video has a description and transcript with timestamps showing when the support topic is discussed

The screenshot displays the Vbrick CRM interface for a case titled "Zoom audio issues". The "Related Videos" section is highlighted with a red circle, and a red arrow points to the video list. The video list contains the following entries:

| Thumbnail | Title | Description | Transcription |
|-----------|--|---|---|
| | Controlling Audio and Video in Zoom | The user can quickly start or stop their video by clicking the camera icon in the bottom left corner of the meetin... | 00:00:00 Zoom. Users often attend meetings or webinars from their 00:00:13 in this video. We'll cover audio and video basics. Search Transcript |
| | Schedule Zoom Meetings Directly from Outlook with the Zoom Plug-in | You can schedule a Zoom meeting directly from your Outlook calendar by downloading the Zoom plugin. After... | 00:00:04 Zoom meeting from the outlook calendar. You will need 00:00:07 to download the Zoom plug-in from our Zoom downloads page Search Transcript |
| | Three Simple Ways to Join a Zoom Meeting | The host welcomes viewers to the video and explains there are three simple ways to find and join a Zoom... | 00:00:13 a Zoom meeting is through an invite link which can 00:00:32 used Zoom before the meeting will launch upon click. Search Transcript |
| | Zoom Recording Options Explained | The video discusses the recording options available on Zoom. It explains that free users can record locally to... | 00:00:07 recording options on zoom. Local recording is free to 00:01:35 local recording options in your Zoom web portal, click Search Transcript |
| | Updating Your Zoom Profile and Settings | Here is a summary of the transcript: The video shows how to update your personal profile and settings on the... | 00:00:06 Navigate to zoom dot us and then click sign in 00:00:13 is your Zoom web portal, your primary place for Search Transcript |
| | Mastering Zoom Waiting Rooms | The host walks through how to navigate waiting rooms within a Zoom | 00:00:02 on your Zoom account, this video is gonna walk 00:01:00 Zoom's waiting room feature is the easiest way to eliminate |

The right sidebar shows case details:

| Details | |
|---------------------|---------------------|
| Case Owner | Dave Jeyes |
| Case Number | 00001026 |
| Contact Name | Rose Gonzalez |
| Account Name | Vbrick |
| Type | Other |
| Case Reason | Other |
| Web Email | |
| Web Name | |
| Date/Time Opened | 10/3/2024, 12:22 PM |
| Product | |
| Potential Liability | |
| Created By | |

- ◉ **Plus, Centralize All Your Video in a Secure Vault**

With Vbrick, all your video content can be managed in a secure, protected vault that is FedRAMP certified, SOC 2 audited, and GDPR compliant. Seamless authentication gives teams access to what they need, while granular viewing permissions help ensure content reaches the right audience — and stays out of the wrong hands.

BRING VIDEO TO THE HEART OF YOUR CRM

Learn more: www.vbrick.com/demo or email: contactus@vbrick.com