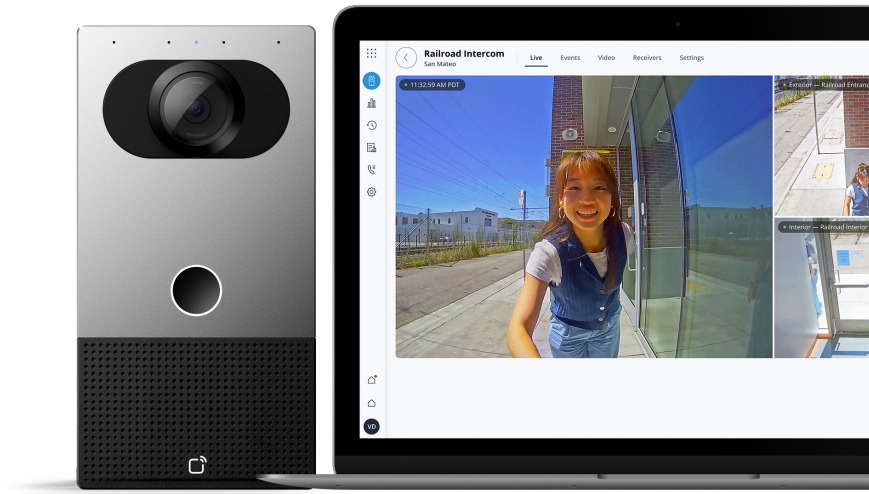
Enhance the Customer Service Experience with Verkada Intercom



Providing exceptional customer service, both during and outside of regular business hours, is a core objective for organizations across various sectors. However, maintaining consistent, high-quality service is often hampered by significant operational and staffing challenges. Verkada intercoms enable organizations to balance responsive customer service with operational efficiency.

The challenge of on-site staffing

During business hours

Even when fully staffed, employees at critical access points, such as a front desk, reception area, or administrative office, must occasionally step away for breaks, lunch periods, internal meetings, or necessary administrative tasks. This can leave customers waiting, and lead to frustration.

Outside of business hours

Many organizations wish to extend their operational reach — whether to serve a wider customer base, accommodate different time zones, or simply provide essential support around the clock. The high cost and logistical complexity of hiring, training, and retaining on-site staff for evening, weekend, or overnight shifts often prevent this expansion.

How Verkada Intercom can help

Easily assist customers from anywhere

Cloud-managed call routing helps ensure that every call is answered promptly, regardless of the time of day, by making it easy to direct calls to specific remote locations or devices. Calls can be routed to on-site receivers — such as iPad Desk Stations, Command on web, and telephony systems – or on-the-go endpoints like mobile phone numbers and the Verkada Pass app. Calls can also be routed to remote locations, which is especially relevant for organizations with a globally distributed workforce: employees in different geographic locations can seamlessly take over assistance duties as their normal working day begins, providing continuous support across the entire organization.

Deliver a great calling experience for customers

Visitors can connect instantly to assistance with a single button press, eliminating the need to hunt for contact numbers or scan codes, delivering a seamless and accessible experience. Additionally, clear audio and sharp video facilitate easy, informative conversations, day or night. Video intercoms have a 5MP camera with a wide field of vision and night vision capability. All intercoms are built for an exceptional audio experience, with superior volume output, automatic gain, and noise suppression so that callers and receivers can hear and be heard, even in noisy environments.

Scale consistent experiences across sites

Easily set up intercoms across all sites. Intercoms need just a PoE cable for power and connectivity, and can be configured and managed across all sites using our centralized platform, Command – no need for security personnel to be physically present on-site for individual locations. With Command's cloud-based architecture, organizations can effortlessly apply bulk changes, such as updates to calling logic, without manually changing each intercom.

Added visibility

Verkada video intercoms function as security cameras, providing visibility even when a call isn't placed. They come equipped with the powerful analytics featured in our video security products, like Person of Interest alerts and line-crossing events, all at an eye-level vantage point.

Set up assistance in nearly any environment

Verkada intercoms are resistant against harsh physical damage and elements, making them suitable for both indoor and outdoor installations. Furthermore, all intercoms are backed by a 10-year warranty and 24/7 technical support to maximize uptime.

The challenge of on-site staffing

Retail

Enable staff to securely manage deliveries without leaving the sales floor, preventing service interruptions. Meanwhile, customers at unstaffed counters can instantly access remote help with a single button press, eliminating the need to wander the store to find staff.

Storage rental facilities

Provide support at unmanned locations or outside of usual business hours, allowing customers to resolve access issues instantly without requiring permanent on-site staff.

Hospitality

Create a seamless virtual concierge experience by routing late-night arrivals to a remote support team. Guests can enjoy immediate, contactless check-in assistance regardless of when they arrive or where the host is located.

Gyms

Securely manage round-the-clock access by connecting members directly to remote staff during unstaffed hours, providing help for entry issues or emergencies without the overhead of a dedicated night shift.

Vehicle fueling and charging

Connect drivers at the pump with remote support, even when the station is unstaffed or the attendant is unavailable.

Parking garages

Allow customers at parking gates to contact remote attendants via the intercom for payment resolution and lost ticket assistance.