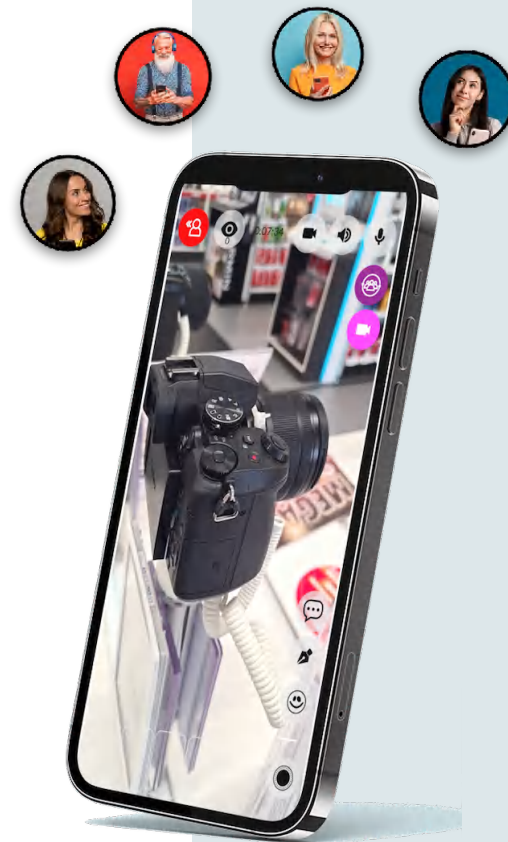# xoonio

Drive innovative consumer strategies

Purpose

We help consumers to save time, solving product issues while making faster and better purchase decisions.

Why Xoonio drives your future

Xoonio is a customer experience app for consumer electronics customers and can be used for marketing, sales and as a service platform for products. The combination of all divisions drives the transformation of customer communication from cost to profit center.

Xoonio's core technology drop-in video allows users to view/show products on their smartphone and engage with experts or larger communities about challenges via video. Xoonio is a live medium to communicate with customers in real time. Other Xoonio add-ons such as tech quizzes or the creation of product wish lists allow additional customer acquisition strategies.

Bullets

- Community
- Communication
- Video
- Live
- Interactive
- Social

Ideal for

Direct2Consumer: Proactive customer communication, sales and marketing channels in real time

Social2Buy: Using Xoonio social networks for various activities

Teach2Repair: Teach customers how to repair products in live rooms

Classic Support: Positively resolve customer inquiries with visual support

LIVE from your shops

+ Draw on screen
+ Set markers
+ Switch streams
+ Show emotions

Problem resolved:
Showing beats explaining

Xoonio's proprietary app not only offers users a highly interactive live environment (drawing on the screen, setting markers, "showing feelings"), but also allows the use of different visualization methods. Users can switch between their screens (screenswitching), but also share the screens (screensharing). This also allows, for example, the exchange of hybrid products (e.g., refrigerators, which are operated via digital apps in addition to analog switches).

- Up to 5% higher Net Promoter Score (NPS)
- Up to 20% higher customer satisfaction
- Up to 7% more online revenue

Contact

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Scan to book a live demo

Problem resolved:
1:1 and 1:n Communication

Xoonio's app enables 1:1 communication as well as 1:n "rooms". There, (potential) customers can be gathered to be informed about products or to learn how products are repaired.

Strategy implemented:
Social Commerce

Users have the option to add experts but also friends in the app to start a shared video environment even faster. This feature makes Xoonio the new social medium for consumer electronics.

Sales

Awareness

Service

Challenges

Integration

The no-integration approach allows rapid deployment for customers and companies.

Community

Xoonio thrives on people producing content ("rooms"). By cooperating with large tech communities, this challenge will be turned into strength.

Vision

Our vision is to connect people all around the world for the largest, highly sustainable community for resolving tech issues.

Download app

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