



Case Study

Provide video TPV services that support customer agreement verification, reduce fraud risk and enable the client to scale with confidence

Industry: Energy

Client: A leading provider of solar financing solutions offering flexible payment plans and add-on options like solar batteries



The Client

Our client is a fast-growing company in the clean energy sector that offers flexible financing plans for homeowners investing in solar panel installations. Their customers can choose from a variety of products, including solar batteries and bundled energy solutions with tailored payment options. To ensure transparency and reduce fraud, the company sought a video-based Third Party Verification (TPV) partner that could scale with demand.



The Challenges

Before partnering with AnswerNet, the company's internal support team managed all customer verifications manually. However, growing call volume and the need for enhanced fraud prevention and documentation pushed them to look for a more robust and professional solution. They required a partner who could:

- Accept video verification requests directly from their web platform
- Facilitate real-time scheduling and call handling
- Ensure every call was recorded and documented
- Follow a custom script confirming critical terms with customers



The Solution

AnswerNet developed a unique video TPV workflow, integrating seamlessly with the client's webform submission process. Each customer request is routed into AnswerNet's agent queue, where trained agents initiate secure, recorded video calls. During each session:

- Agents follow a customized script tailored to the client's contract terms
- Customer identity and agreement are visually confirmed
- Sessions are recorded in full for compliance and documentation

This solution offers an additional layer of verification that audio-only or IVR solutions cannot match, giving both the client and their customers confidence and clarity.



The Result

Since going live, AnswerNet has completed an average of 2,500 video TPVs per month. This service not only improves customer experience but also reduces disputes and risk by providing full visual documentation of each agreement. The client has gained peace of mind knowing every customer interaction is secure, recorded and professionally handled.

2,500 video TPVs
Completed per month

For more information, call, text or visit us online.

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