AUDIO	VISUAL
Phone Hold Music, could make it sound tinny in post like its coming from the phone speaker- https://www.pond5.com/royalty-free-music/item/83577278-elevator-music-and-hold-music **NARRATOR:** *Ever found yourself on hold with customer service for what feels like forever?*	Show a phone off the hook lying on a desk, the hold music is heard coming out - https://drive.google.com/file/d/1sy5KI8-1T0-bd5LE8IWqqTVv0A4S8Ueq/view?usp=sharing
NARRATOR: *Or sent them an email and waited for days to get a response? We know what that's like.*	The screen fills with a close-up showing the corner of a Gmail interface where it shows the date then how many days have passed. Sent email starts (3 Days Ago) then the numbers tick up one by one to (8 Days Ago)- https://drive.google.com/file/d/1ku8HrBfmBEe-YW9qmCTLw6wQ0nYpTskU/view?usp=sharing
NARRATOR: *That's why we started Innso, to streamline customer experience - saving everyone time and effort.*	Show Innso logo, if you can film the logo in your physical offices maybe a transition could be done from the graphic logo to a real life shot. https://docs.google.com/document/d/1vK8a15ZNCKgArrgAQh2nRK7Mux5cxCCnzI_eNyPXFlg/edit?usp=sharing
NARRATOR: *Innso or Innovative Software is a truly omnichannel platform and the next generation of customer service technology.* *As a spin-off of Sitel, we have the backing and resources of an international group, while also having the agility and energy of a startup.*	Show a panning shot of central Paris, maybe cut to an exterior shot of the building with Innso's offices. Cut To: Show employees engaged in some kind of meeting, maybe brainstorming a problem together, maybe a workshop + show employee using the Innso software. ----- Show the employees at a bar nearby Innso - having a good time which each other over drinks.
NARRATOR: *Born in the heart of the contact center ecosystem –we've designed our technology with both the customer and the contact center in mind.* *Our goal — help improve customer interaction through intelligent software.*	Show the software engineers discussing some new feature in the software. Maybe they are pointing at a screen or there is something displaying on a wall - some interesting visual. ------ Show a close-up on a computer screen, maybe it's an engineer working on the user interface, show off some examples of what the platform might look like.

NARRATOR: *We like to keep it casual around the office – easy communication, more collaboration and an open-door culture.* *We all have different backgrounds and we speak a number of different languages, like—* ----- **EMPLOYEE:** *Français* **EMPLOYEE:** *English* **EMPLOYEE:** *Espanol* **EMPLOYEE:** *PHP* **EMPLOYEE:** *Java* **EMPLOYEE:** *CSS*	Show B-Roll of Innso's main office, maybe just casual shots of people at work - not noticing the camera. Show the environment. Maybe show a common area where people are sharing a meal together. Shots of people bonding and working together - a good company culture. Maybe get shots of employees playing foosball with one another. ----- Montage of employees each stating a language that they speak or code. Maybe film 5-10 and see which come out best.
NARRATOR: *Coming in here, it's the chance to challenge yourself and also be at the forefront of a global shift in customer relationships through software.* *We're working on the latest in automation, AI, UX, and data.*	Close-up of code being written on a whiteboard or on some other surface. Then we see that it's the software team in a brainstorming session as they try to solve a problem- https://drive.google.com/file/d/1tnk3d3EiWBHkLqDViYJkYlEgKVcpFhnW/view?usp=sharing

NARRATOR: *Work-life balance is a big part of Innso. Our teams bring their best when they're getting time to relax, and do stuff they enjoy.*	Montage: Different shots that employees record on their smartphones (if they hold horizontal it will probably make for a better image with the rest of the video). Cut together in quick succession, we just see short moments of employees filming their lives- -Employee doing a hobby (maybe some type of outdoor activity like hiking, boating, climbing, etc.) -Employee filming themselves enjoying a hobby like kitesurfing – likely to record on their smartphone. Suggest 4-6 employees are asked to record these snapshots on their smartphones - get a variety then select the best for the edit.
NARRATOR: *It's "innovation made simple" - not necessarily simple for us… but making operations simpler for both sides in customer service - that innovation is what Innso is all about.*	A group shot of Innso employees. https://drive.google.com/file/d/1Dv6SCzr7WicUc--pEBjKUMWBZ59Z3eiy/view?usp=sharing KINETIC TEXT: **Innovation Made Simple** CUT TO: Innso logo https://innso.com/en/