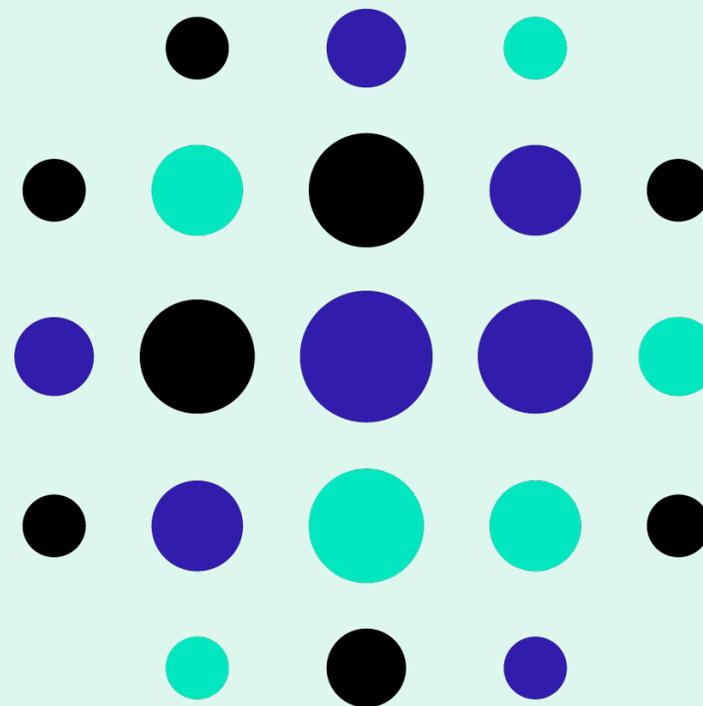


masvoz

Click&Talk

The perfect connection with
the users of your website

We speak the new language
of business communications



What is Click&Talk?

Serving the users of your website has never been easier. Click, and talk. With the flexibility and efficiency of the cloud.

Click&Talk is a service that allows users of a website contact the customer service to **talk to an agent with one click, using the web browser.**

Thanks to WebRTC technology, users get in touch with a customer service center in a simple click, with **no need to install any software on their device.**



Our response

User
experience

- Offer a new, simple and free communication channel to contact with your company.
- Open your Contact Center easily to users around the world.
- Improve the experience of your users, who surf the web while talking to an agent.
- Boost your conversion rates and sales by user or visit.
- Save time and money with an alternative call service to toll-free lines.

Features and benefits

Multiple possibilities of personalization and configuration, and the flexibility of **masvoz's** Intelligent Telephony services.

- It works on all webRTC-compatible browsers and devices, and offers default alternatives for incompatible browsers. *
- You can define different destinations to answer calls.
- It offers Comprehensive reporting and monitoring in real time from the control panel.
- With the possibilities of the technology webRTC, and with all the functionalities of the **masvoz's** Intelligent Telephony.

* According to Statcounter, 80% of Internet users surf with desktop browsers compatible with WebRTC in Spain (August 2017).

1

Fast

The service is activated and configured in a few hours. Just add a code to your web page.

2

Flexible

You can change the parameters, or add to your website as many buttons as you need.

3

Efficient

You do not need investments in equipment, and you only pay for the channels you have contracted (concurrent users).

4

Intelligent

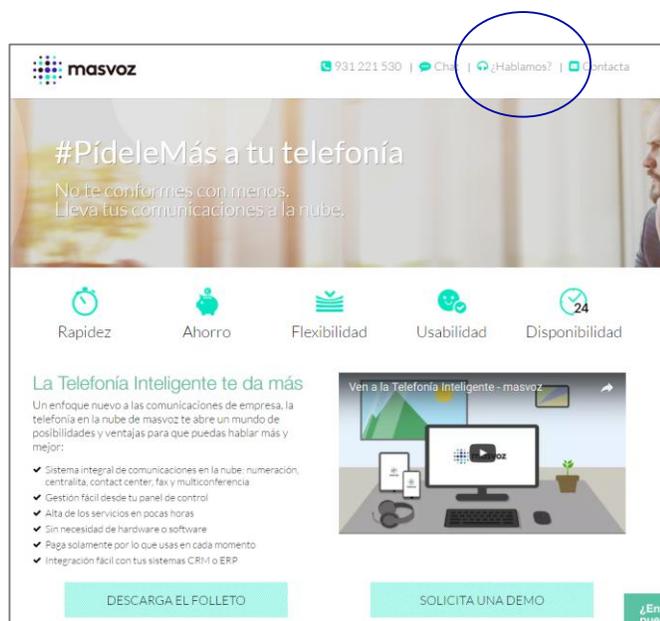
Access to detailed reports and statistics of calls and use of the service through our control panel.

How it works

Activate the service in a few minutes.
Configure it to your company needs and easily manage it from your control panel.

Try the service [here](#) with the online demo.

1. Add the service to your own website by inserting the code provided by **masvoz**.



2. Decide how and where you want to answer the incoming calls, and set up the features.



3. Modify the capacity or configuration parameters, and access reports and statistics.



WebRTC, present and future of communications

Click&Talk works with all browsers compatible with WebRTC, and includes alternatives for incompatible browsers.



Option 1. Launch the call request application

The user is asked to enter his or her phone number and an automatic call is launched that connects to your call center.

Click&Talk
Habla con nosotros ahora

¿ Te llamamos ?
Llamada automática y gratuita.

Teléfono 🇪🇸 +34

Liámame ahora

Llárame !

Powered by masvoz

Click&Talk
Habla con nosotros ahora

El navegador que estás usando no permite la emisión de llamadas.
Para ponerte en contacto con nosotros, llama al

931222223

Powered by masvoz

The web-real-time communications (webRTC) standard converts web browsers into real-time streaming audio and video applications:

- Supported by web browsers that use 80% of internet users: Google Chrome and Mozilla Firefox (Globalstats, August 2017).
- The market for communications services based on WebRTC will grow 36% per year to reach 3 billion dollars in 2020 globally (Technavio, January 2016).

Complete solution for contact centers

Manage your Click&Talk calls with Cloud Contact Center, the customer care solution for call centers.



- **Reports and statistics:** All the information necessary to measure and analyze the quality of your customer service.
- **Interactive monitoring.** Controls the activity of your agents in real time.
- **Wallboard.** Check the key indicators in real time.
- **An intuitive interface for any agent.** Manage calls easily.
- **Advanced productivity features.** Type, record, add comments and reschedule calls.
- **Multi-device access.** The agent can receive calls on any device, including the browser itself, thanks to webRTC technology.

We speak the new language of business communications

Efficient communication between companies and people and vice versa. A way of enriching relationships. At masvoz we offer communications solutions that strengthen relationships and help businesses to grow.

In a global and digital world, telephony is much more than just communication. It's innovation, flexibility, efficiency and integration. It's added value and a competitive advantage. We help our clients become more flexible and efficient, and communicate more effectively, through our smart communications model.

Without service, it's not smart telephony. At masvoz we believe in a personal approach to telephony. We listen and adapt our technology to the specific needs of each client. It's the human factor that makes us stand out. Because we are a different kind of telecoms operator.



masvoz

(+34) 931 222 223
info@masvoz.es
www.masvoz.es

Oficina de Barcelona
Travessera de Gràcia, 17
08021 Barcelona

Oficina de Madrid
Calle Lagasca, 95
28006 Madrid