



enreach

**CLICK&TALK**

# THE PERFECT CONNECTION WITH YOUR WEBSITE USERS

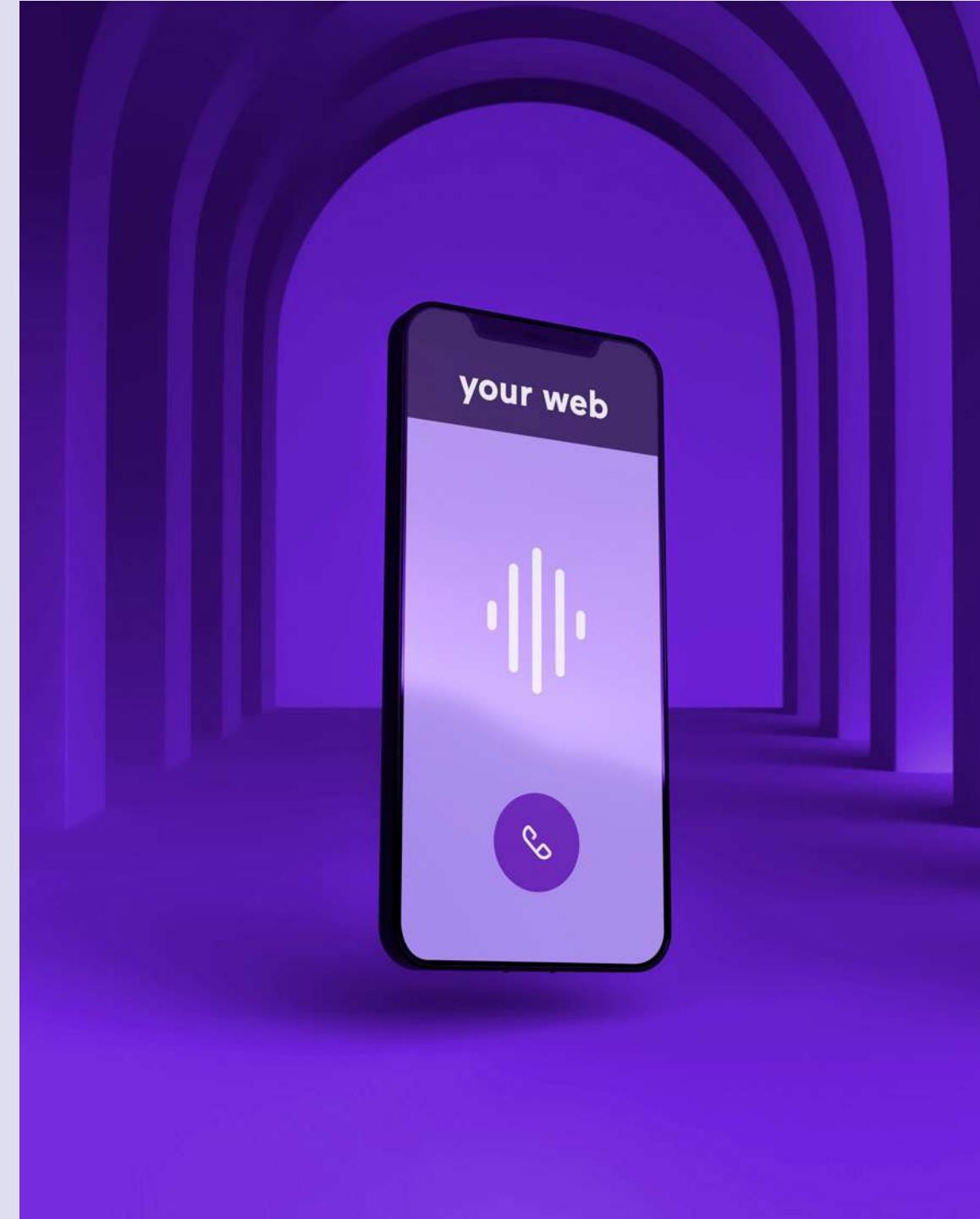
# WHAT IS IT?

## Click and talk.

Serving the users of your website has never been so easy. With the flexibility and efficiency of the cloud.

Click&Talk is a service that allows web users to contact customer service to speak with an agent, using their own browser.

Thanks to WebRTC technology, users contact a customer service center in a single click, without the need to install any software on their device.



# USER EXPERIENCE

- It offers a new simple and free communication channel to contact your company.
- Easily open your CaC to users from all over the world.
- Improve the experience of your users, who browse the web at the same time they speak with an agent.
- Shoot conversion rates and sales per user or visit.
- Do call-tracking of calls from pages or landings in your web analytics.
- Save time and money with a cloud phone service complementary to 900 lines.



# FEATURES AND BENEFITS

Multiple customization and configuration possibilities, and the flexibility and integration of Smart Telephony services.

## QUICK

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

## FLEXIBLE

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

## EFFICIENT

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

## INTELLIGENT

Access detailed reports and call statistics through our control panel.

# FEATURES AND BENEFITS

Multiple customization and configuration possibilities, and the flexibility and integration of Smart Telephony services.

- It works on all browsers and devices that support webRTC, and offers default alternatives for unsupported browsers.
- Allows you to define different destinations to answer calls.
- Comprehensive reporting and monitoring in real time from the control panel.
- With the possibilities of webRTC technology, and with all the features of Smart Telephony.

# HOW DOES IT WORK?

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

1

Add the service to your own website by inserting the code provided by Enreach.

2

Decide how and where you want to answer the calls received, and configure the functionalities.

3

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

# WEBRTC

Click&Talk works with all browsers that support webRTC, and includes workarounds for incompatibilities.

## Option 1

### Launch the call request application

The user is asked to enter their phone number and an automated call is launched that connects with your call center.



## Option 2

### Window with contact information

The system displays the company's contact information in a pop-up, so that the user can contact manually.



# WEBRTC

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

**“Supported by the web browsers used by 80% of internet users: Google Chrome and Mozilla Firefox”**

Globalstats

**“The market for WebRTC-based communications services will grow 36% annually to reach 3,000 million dollars in 2020 globally”**

Technavio



# COMPLETE SOLUTION

Answer your Click&Talk calls in our Omnichannel Contact Center

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



**THANK  
YOU**