![masvoz - Part of enreach]

WhatsApp

Connect with your customers through their favorite channel

More than 1.5 billion users, from more than 180 countries, use WhatsApp to keep in touch with friends and family.

With the **WhatsApp Business API** solution you can integrate the WhatsApp channel into your **Cloud Contact Center** service. From our multichannel platform you can answer messages while answering calls, all from a single place.

Hello! Could you inform me about the services you offer, please?

Hi, I'm Lucía; I'm delighted to assist you. Of course! 👌 Right now I am sending you all the information.

How fast! Thank you 😊

Happier customers

Because they can...

- Contact you through the **platform number 1 in instant messaging**.
- **Communicate without limits**, sending and receiving multimedia files.
- **Get updated with the alerts** and notifications messages.
- **Solve your doubts at the moment,** in a more agile and flexible way.
- Have all the information at hand.

More efficient businesses

Because they can...

- **Deliver better customer service,** automatically directing customers to the most appropriate agent.
- **Answer 24/7**: stay available always your client's needs and design onboarding experiences with chatbots.
- **Improve brand presence.**
- **Increase security** thanks to end-to-end encryption of the application.

Take your communications further

Our solution is designed to cover all your needs...

CHATBOT
Answer with more efficient processes and scale your communications to deliver better customer experiences.

PAY-AS-YOU-GO
Forget about fixed expenses and pay only for what you use. Reduce costs and focus on keeping growing!

CONNECT YOUR APPs
Integrate your tools (for example, your CRM) in just one and boost your efficiency.

MULTICHANNEL
Manage all your voice and messaging interactions from a single unified inbox.

How do you want to manage your WhatsApp messages?

Integrate the solution within our powerful multichannel manager and unify and track interactions across every messaging channel in one unified tool, or create your own WhatsApp communications directly from our API.