

# Webcall

Now we're talking



## About Webcall

Webcall brings online customer service to life with live chat, web calling, video, cobrowsing and document sharing features directly within your website or mobile app. Now your customer service team can meet your customers right where they are - to simplify complex transactions, resolve queries fast and tailor individual service experiences.

It's real service in real time.

## Digital customer service at a click



### Free Browser-Based Communication

Free voice calls, video, document sharing and cobrowsing for customers worldwide, straight from your website or mobile app.



### Context-Sensitive Interactions

Give agents advance knowledge and a real-time view of the web page your customers are on when they call in.



### Live Customer Support

Resolve customer requests and issues collaboratively in real time.



### Intelligent Call Routing

Link specific website locations to agent groups to instantly match customers with the best skilled agents for their queries.



### Seamless Escalation

Move from chat, to voice, to cobrowsing to video calling seamlessly in a single session.



### Lead Conversion

Close the sale, upsell and cross-sell through highly personalised and context-sensitive online service.



### Contact Centre Integration

Receive web calls as regular SIP calls and route calls into the right contact centre queue.



### Reporting

Full reporting on agent utilisation and customer interactions.

# Integrate Customer Communication Channels into your Digital & Mobile Platforms

## How Does It Work?

Web Real-Time Communications (WebRTC) technology allows web applications and websites to capture and stream voice, audio, video and text data without any software, plug-ins or downloads. It's built for simple communication and collaboration from within your website and mobile apps. It's your next breakthrough in digital customer service and customer collaboration.

Webcall is built on the WebRTC standard and delivered from Britannic's cloud platform. This ensures availability and service quality. End-to-end encryption between peers means data is always sent securely.

## Services and Packages

**Pick a package to enrich your customer communications and online support.**

Webcall can be embedded in your website or mobile app as a standalone feature for one-click voice calling, video or live assistance. All Webcall options can be integrated with your multimedia contact centre platform for scalable customer support.

### Webcall (Voice)

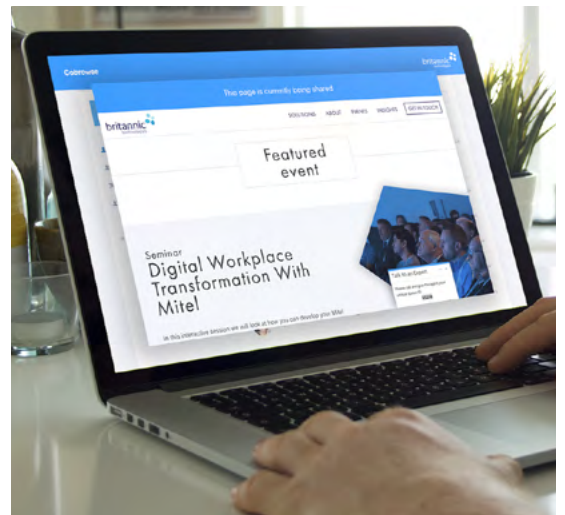
- Click-to-call from website or app
- Plugin-free, in-browser audio
- Text Chat
- Custom UI
- Contact centre integration incl custom routing options
- URL passthrough

### Webcall (Share)

- Text Chat
- Cobrowsing with visibility of customer screen
- Screen annotations, file sharing & form completion support
- Seamless escalation to click-to-call
- Contact centre integration

### Webcall (Video)

- All features of Webcall (Voice) and Webcall (Share)
- Video between agent and end user



Ready to see **Webcall** in action?

**BOOK A DEMO**

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