

Seamless Escalation SPLIT

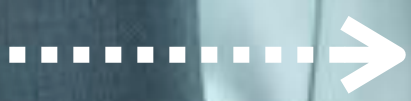
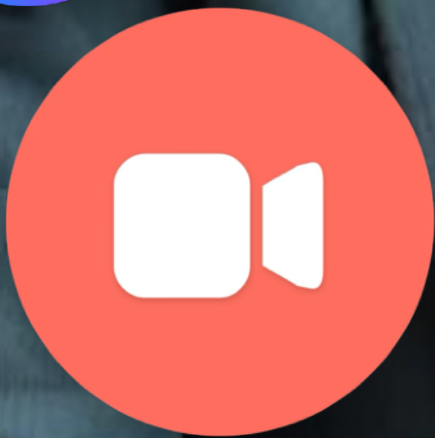
Escalating Digital Channels for Omnichannel or AI Platforms



Int**Powers**

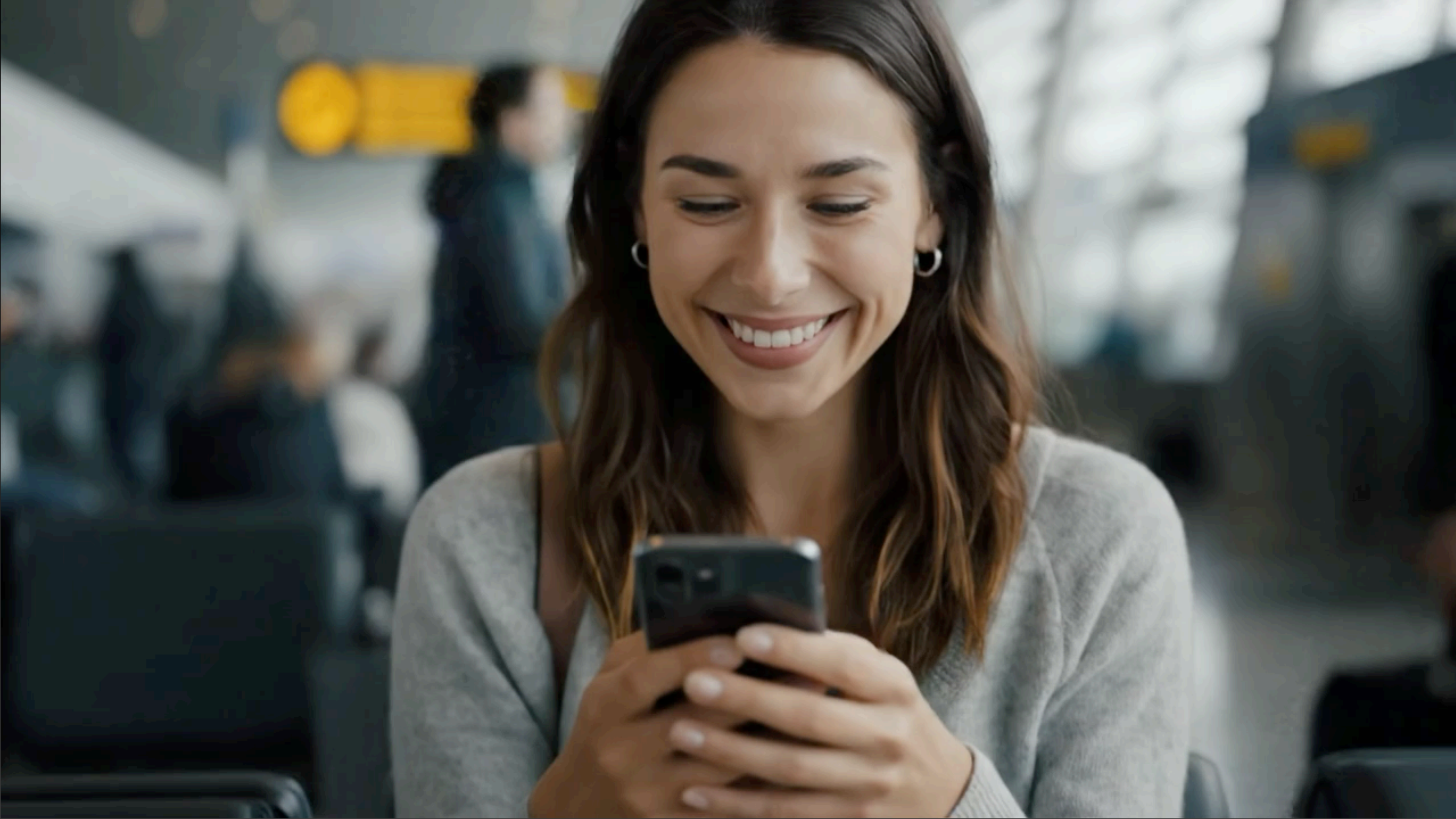


GENESYS™



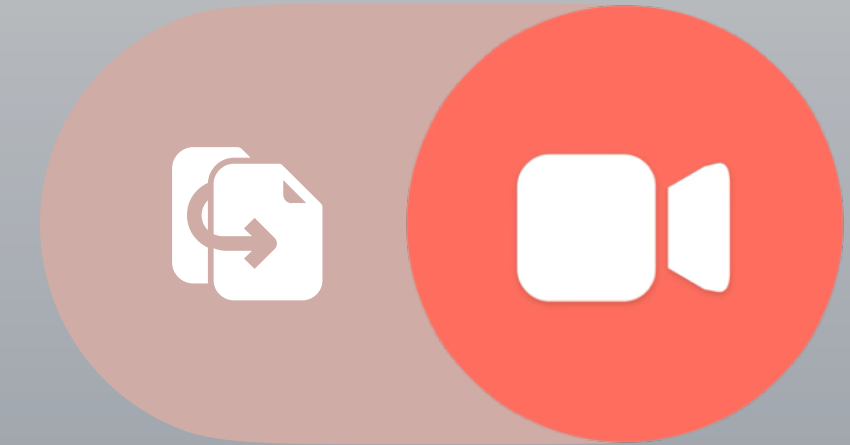
SPLIT







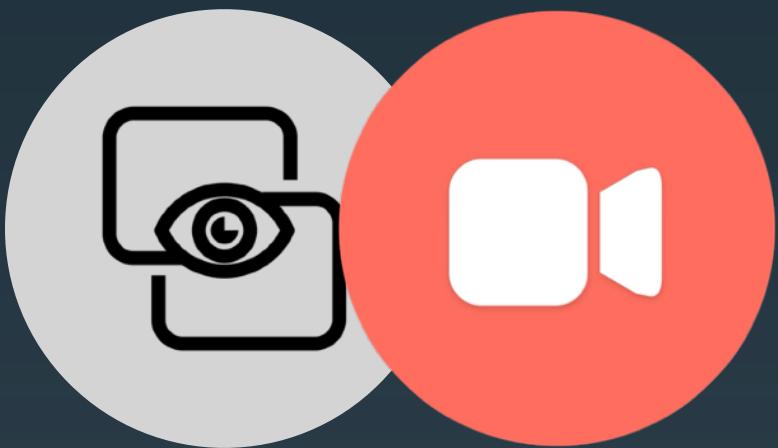
Voice Calling



Video Calling



Phone Calls



Social Networks



WhatsApp Business



Web Chat | SMS ...

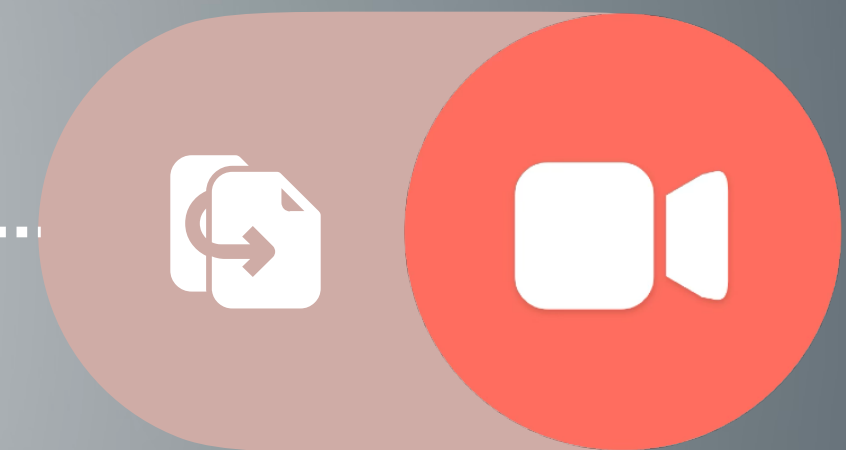
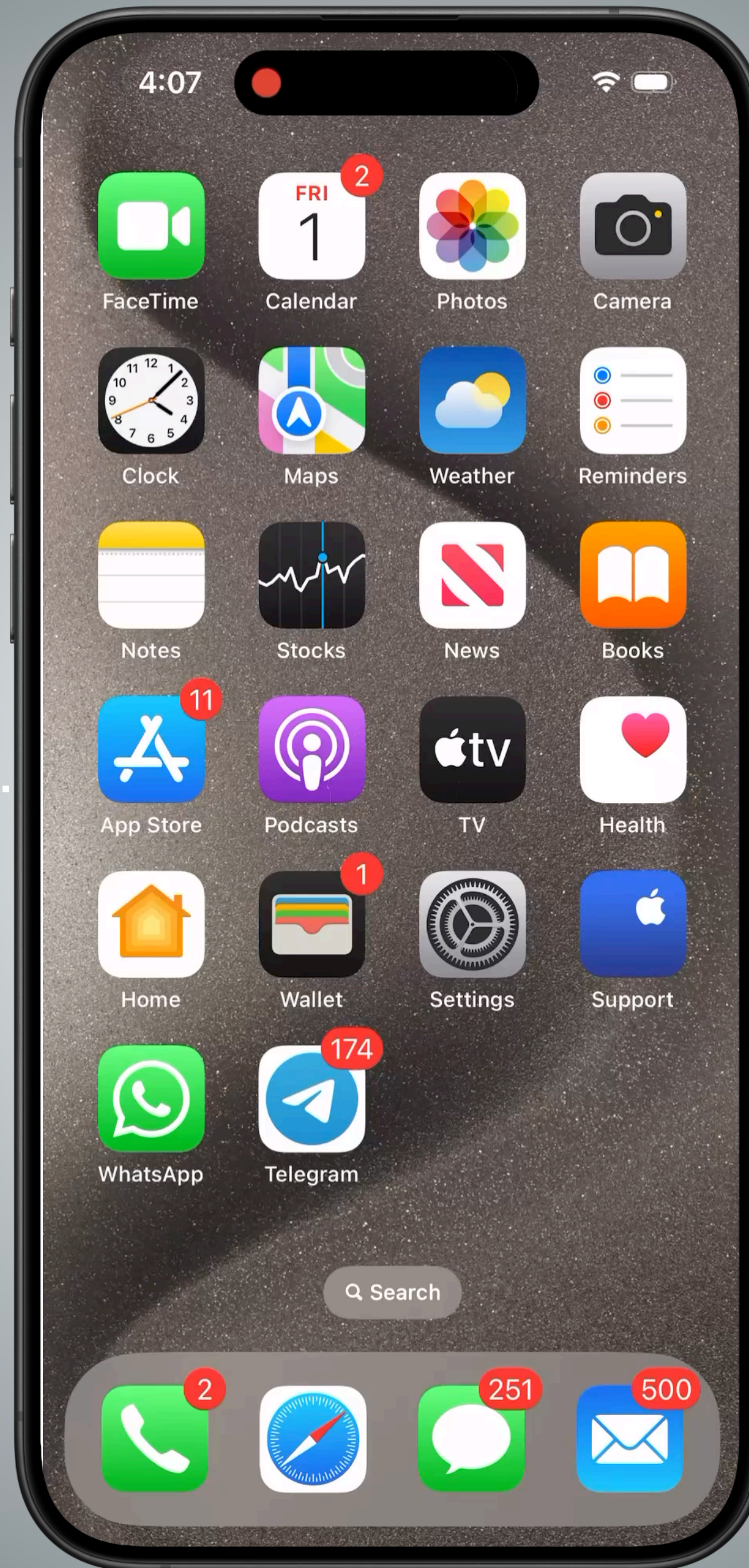


Integrate voice and video calls
into **WhatsApp Business** conversations with your customers.





WhatsApp



Video Calling

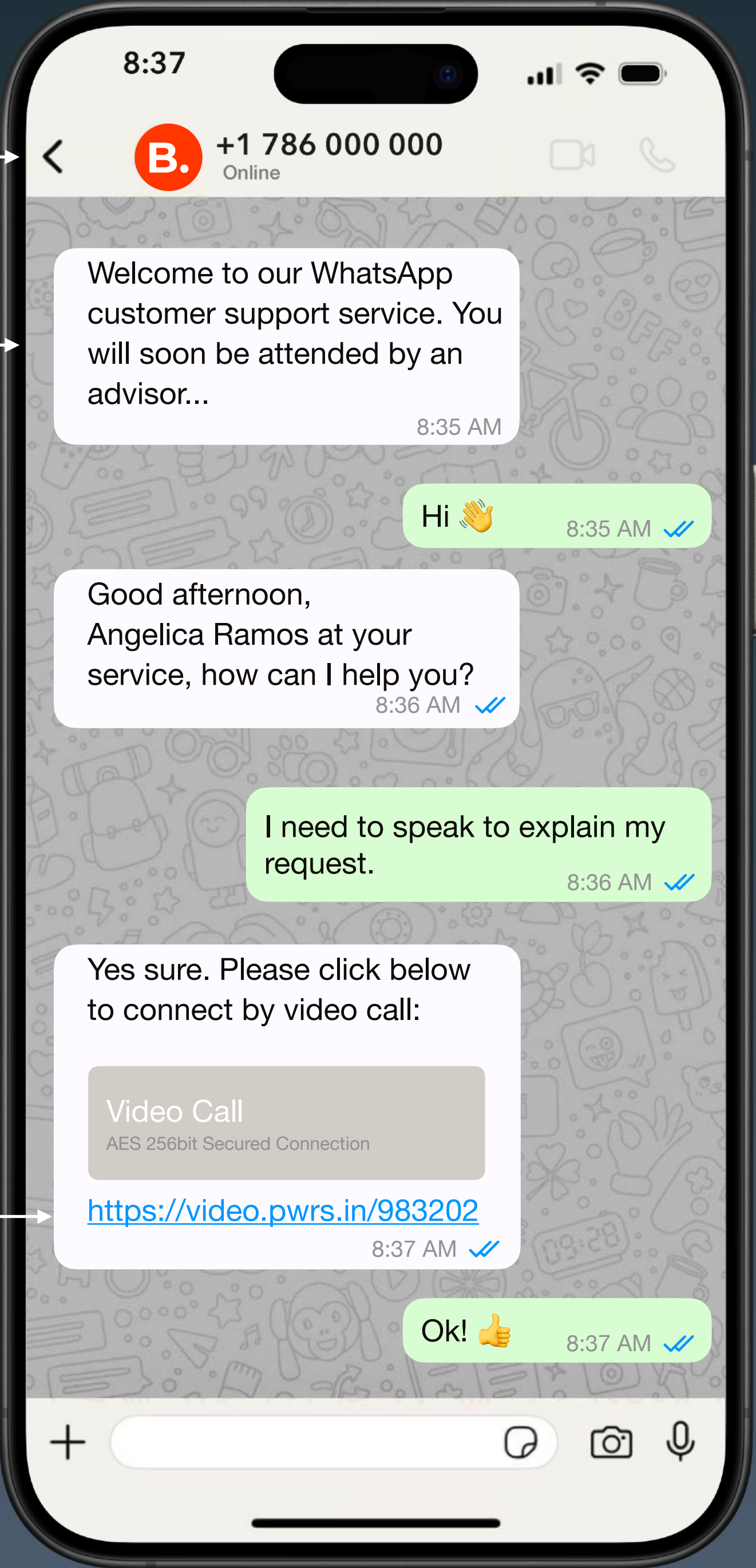
WhatsApp



WhatsApp Business | API

Agent Distribution

Click-to-video



SPLIT



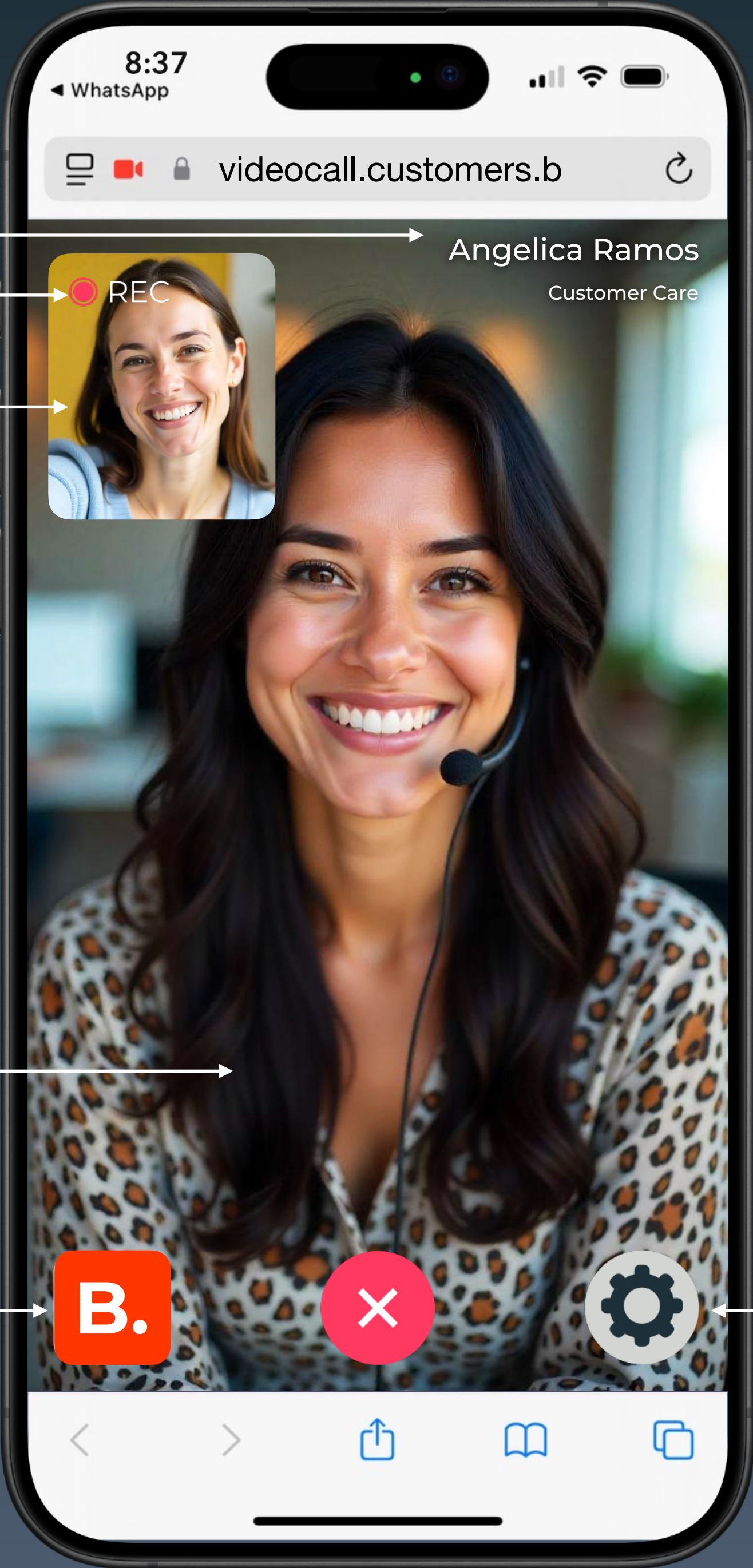
Agent Name

Video Recording

Local Video

Remote Video

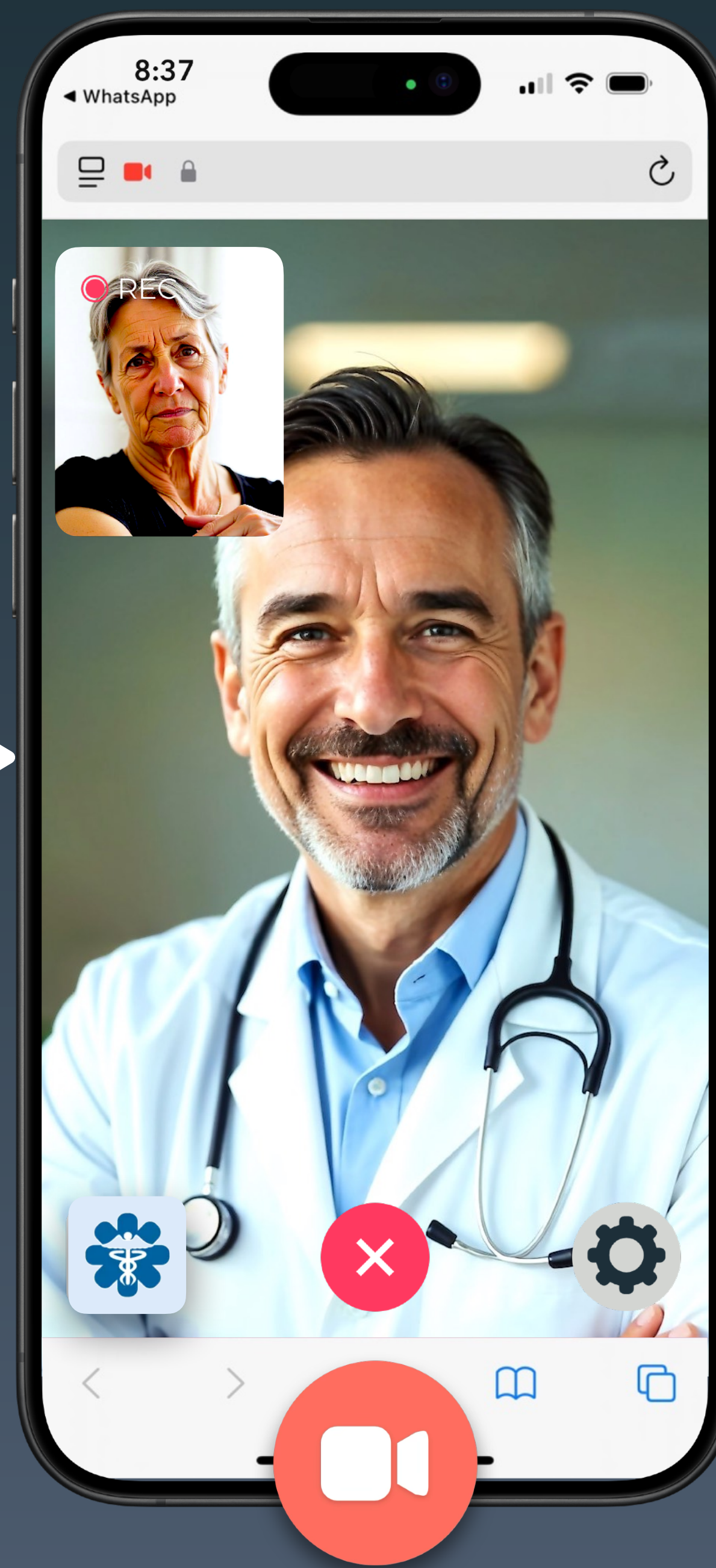
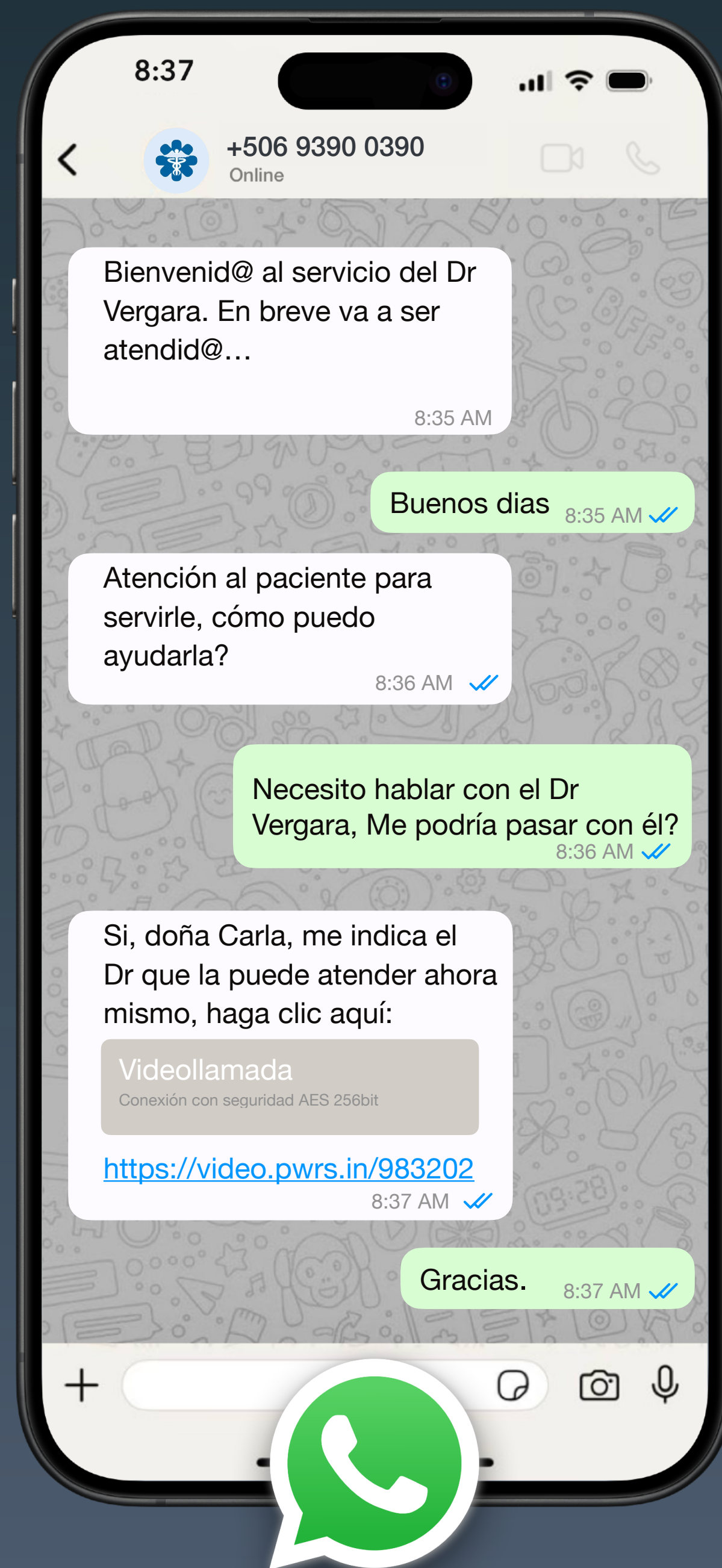
Overprinting
Your brand



Angelica Ramos

Customer Care

FAB



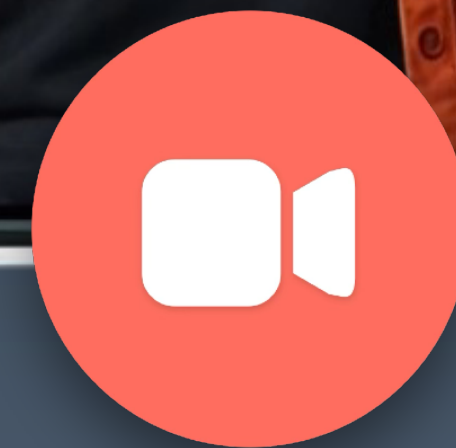
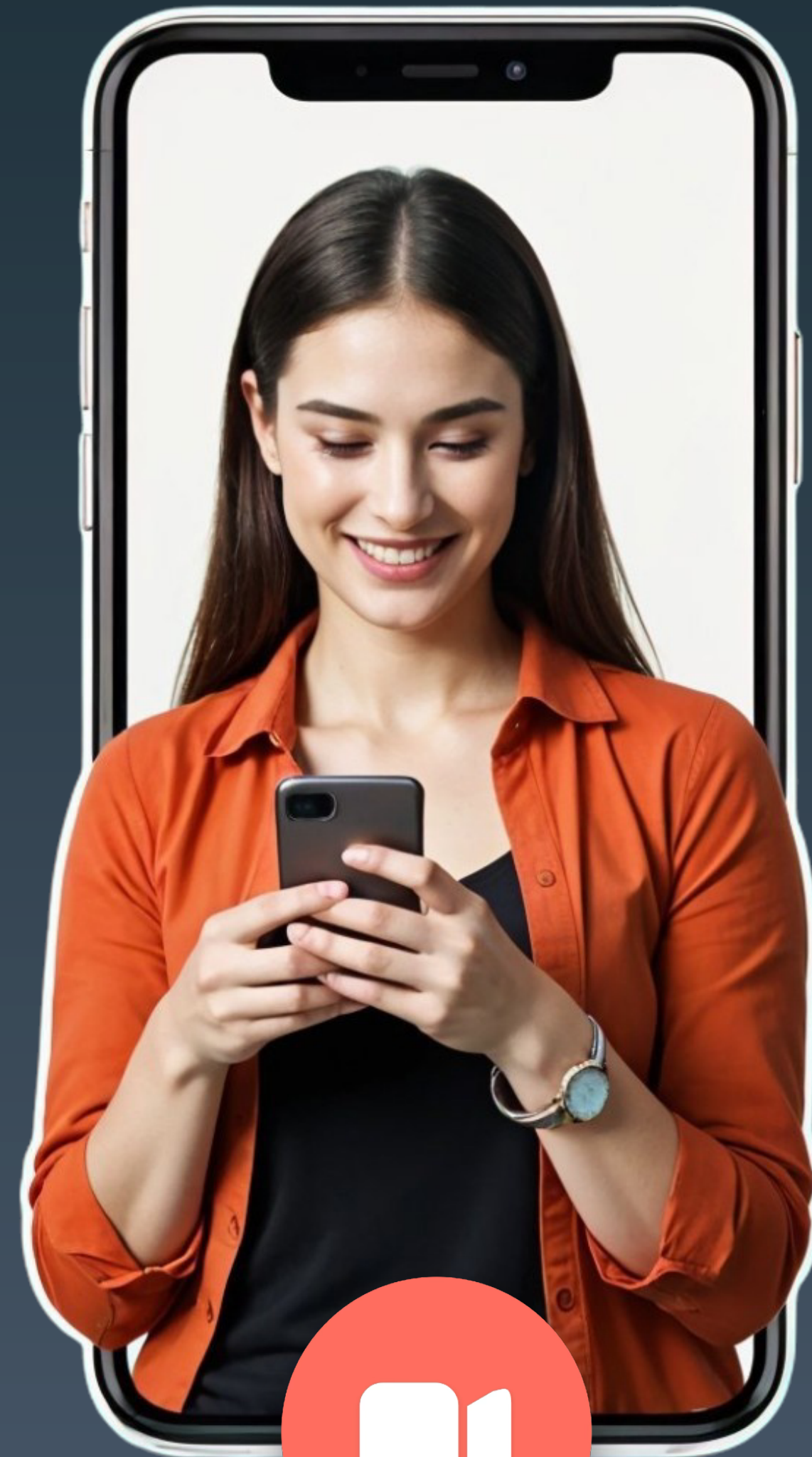
Voice Call



Live Chat



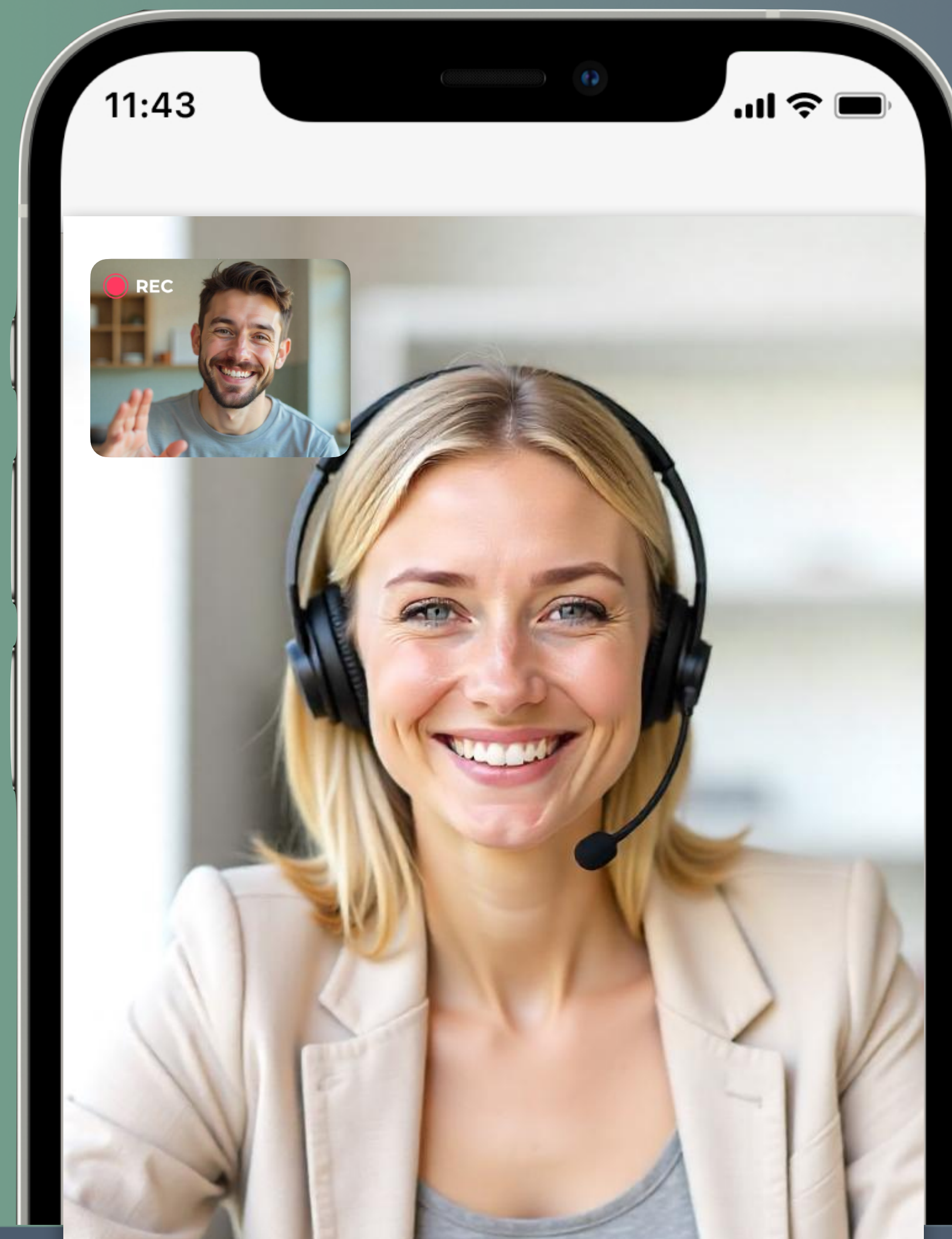
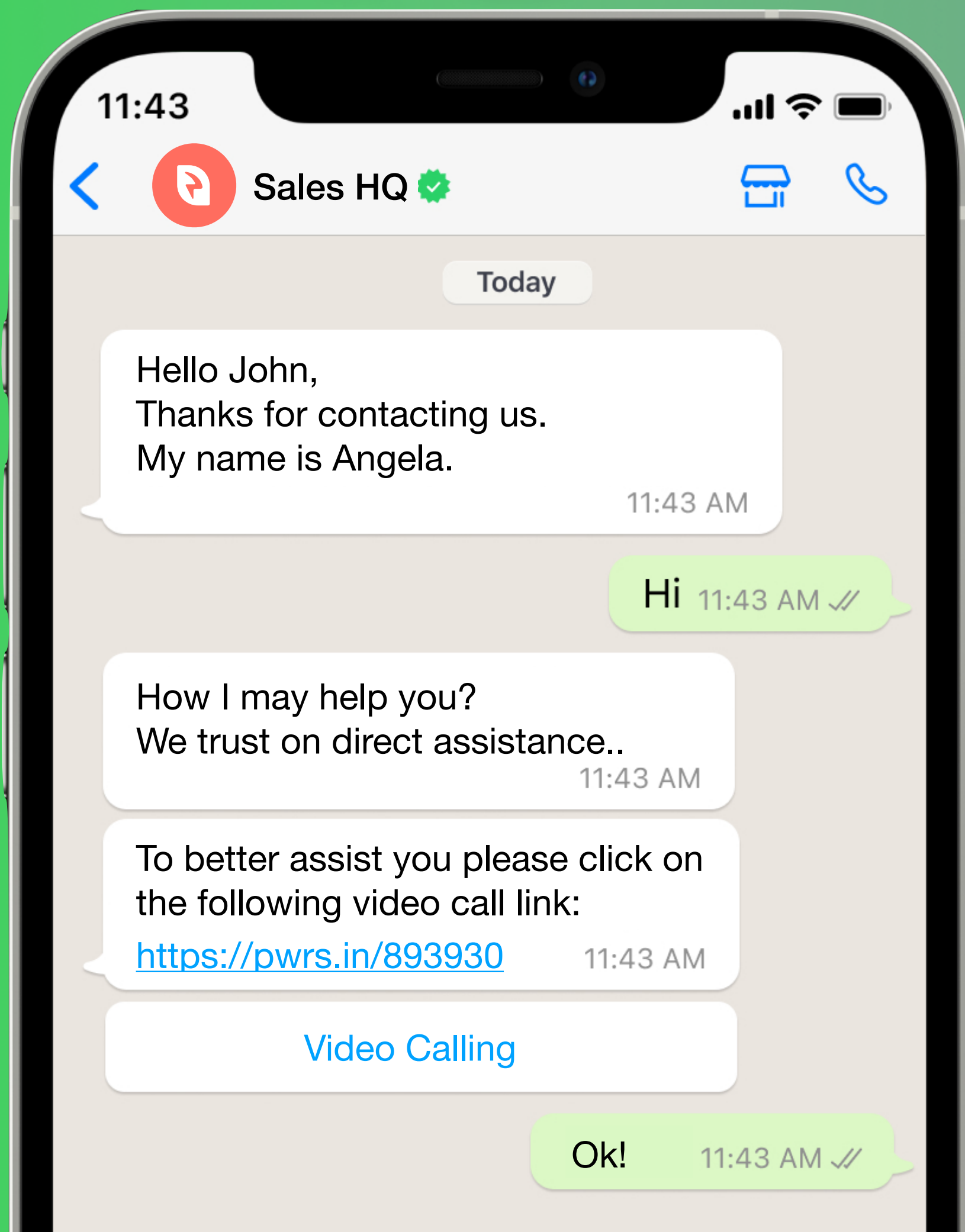
Video Call



SPLIT



SPLIT



WhatsApp Customer

SPLIT ID

1710239xxxxxxxxx

SPLIT

Agent / Queue



#####

 **Security Token**

Customized MetaLink & URL Your Domain

Time Limited



#####

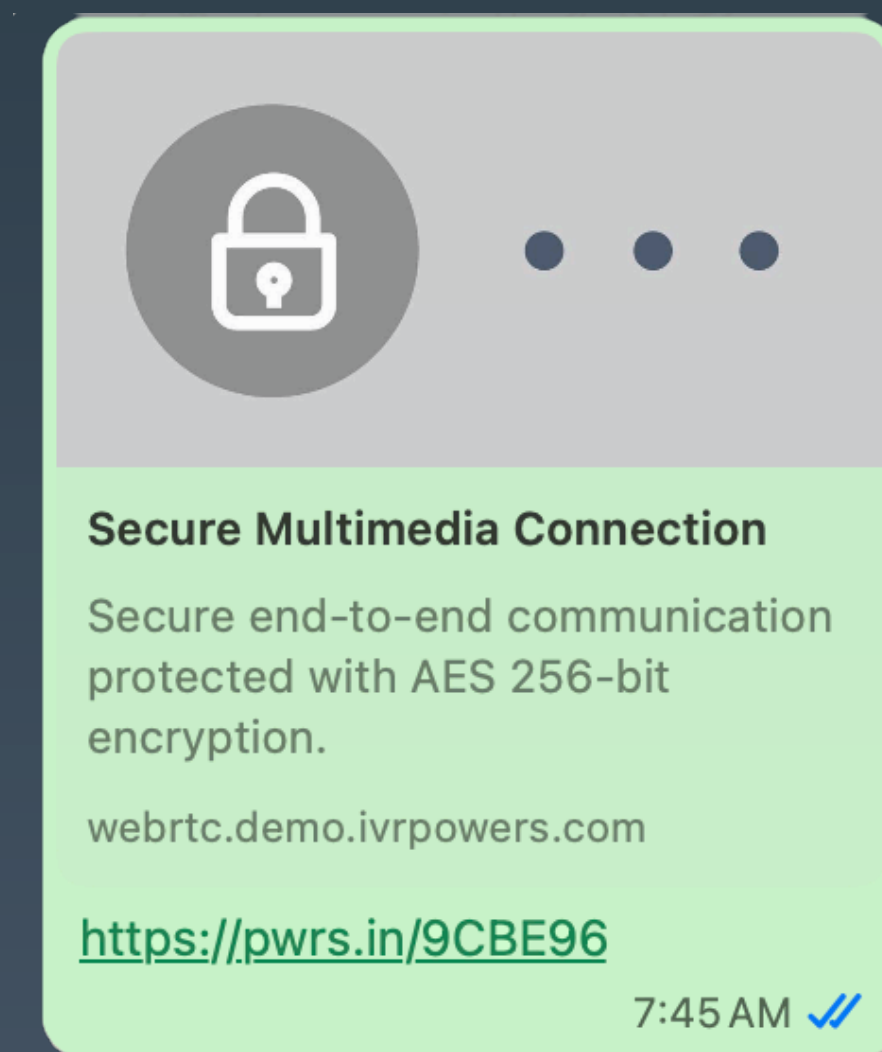
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Logo / Picture

Text / Security

URL / Your Domain

AES 256 bit



Custom Metalink

Your Logo & URL Shortened | Domain

Connect, Reinvent, Empower...

Your Contact Centers

Your Channels

Your Teams





Int**Powers**