

Seamless Escalation SPLIT

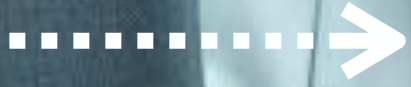
Escalating Digital Channels for Omnichannel or AI Platforms



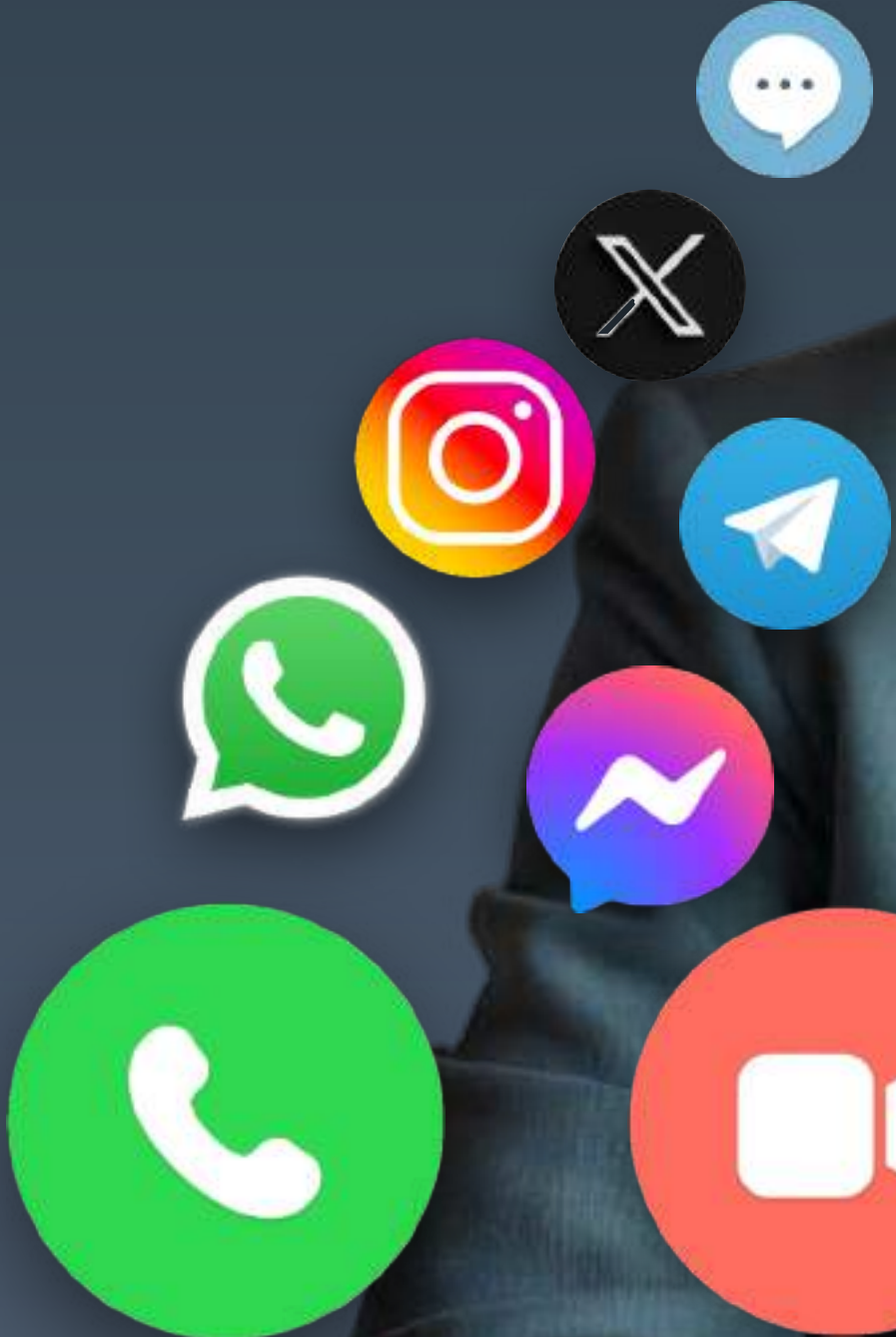
Int**Powers**



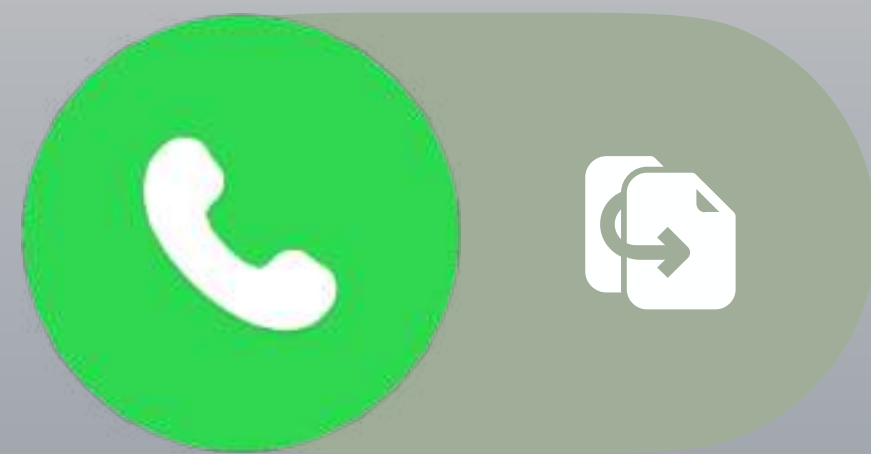
GENESYS™



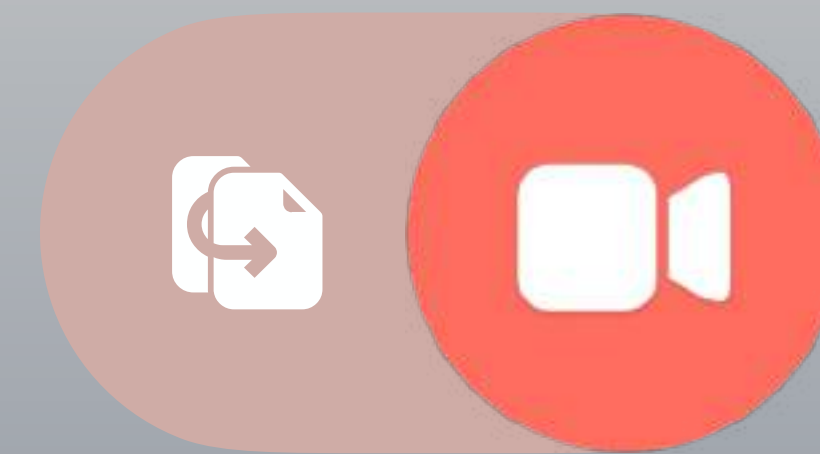
SPLIT







Voice Calling



Video Calling



Phone Calls



Social Networks



WhatsApp Business



Web Chat | SMS ...

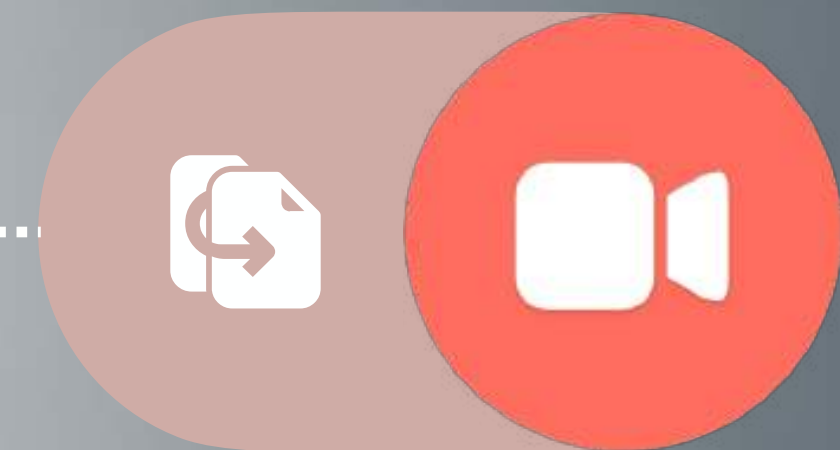
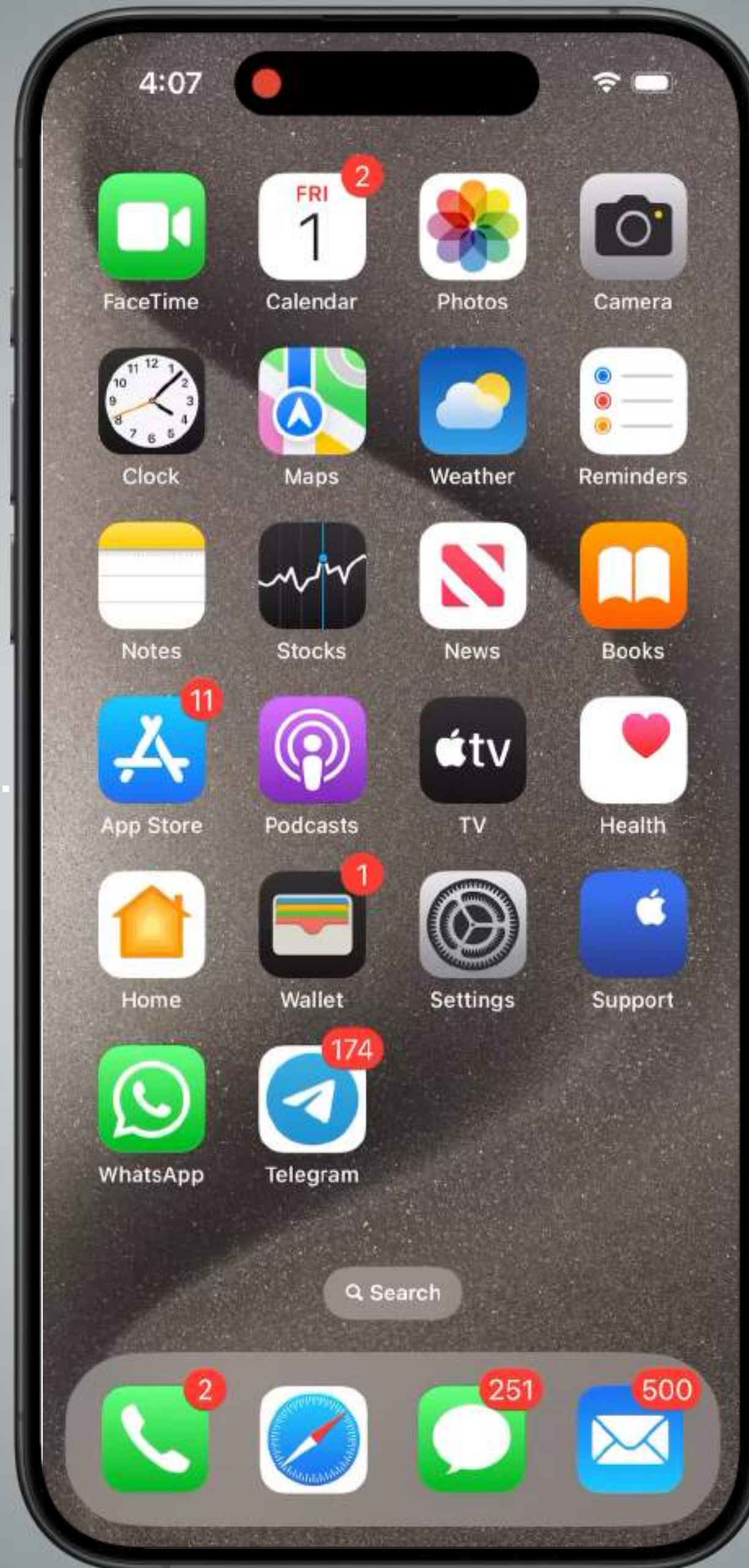


Integrate voice and video calls
into **WhatsApp Business** conversations with your customers.





WhatsApp



Video Calling

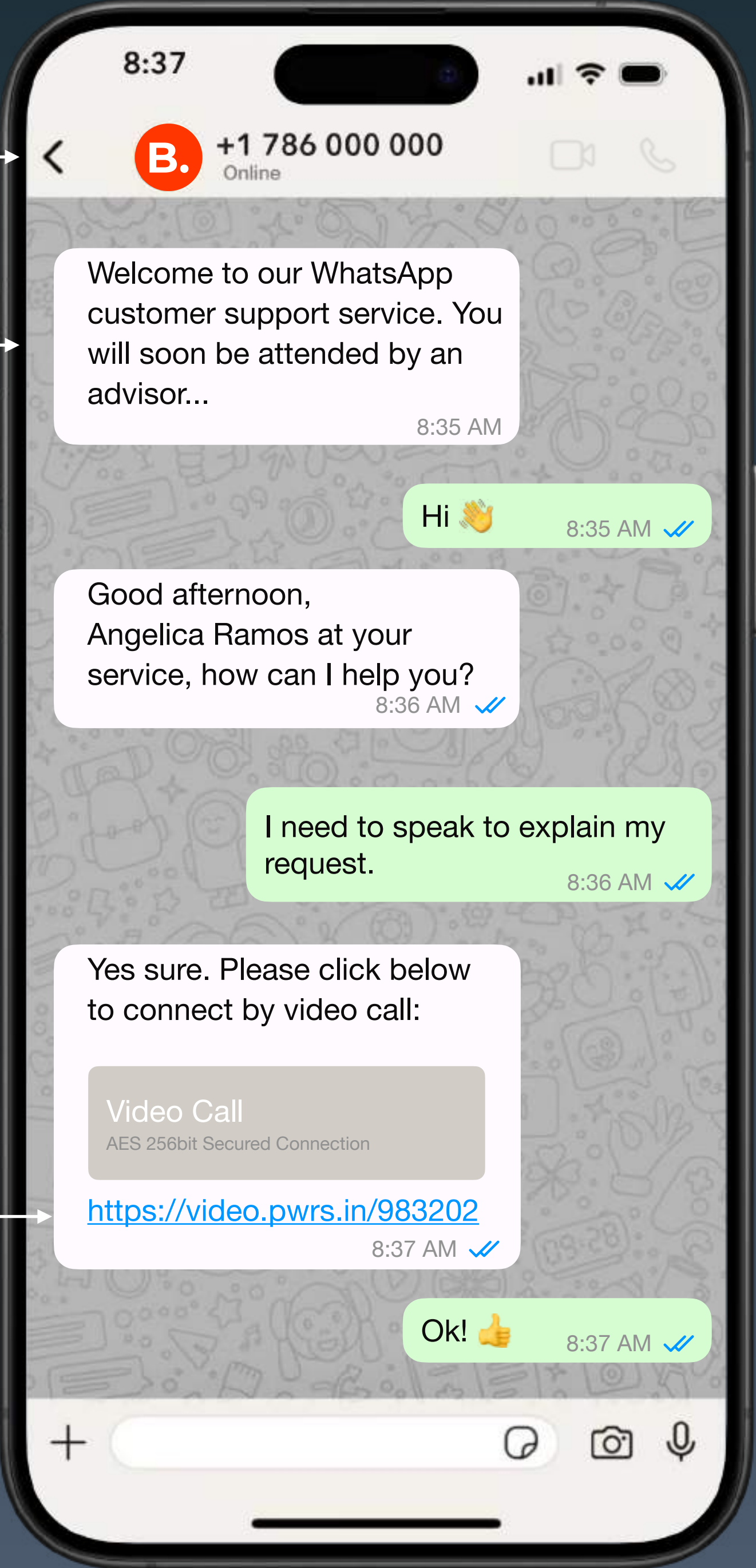
WhatsApp



WhatsApp Business | API

Agent Distribution

Click-to-video



SPLIT



Agent Name

Video Recording

Local Video

Remote Video

Overprinting
Your brand



Angelica Ramos

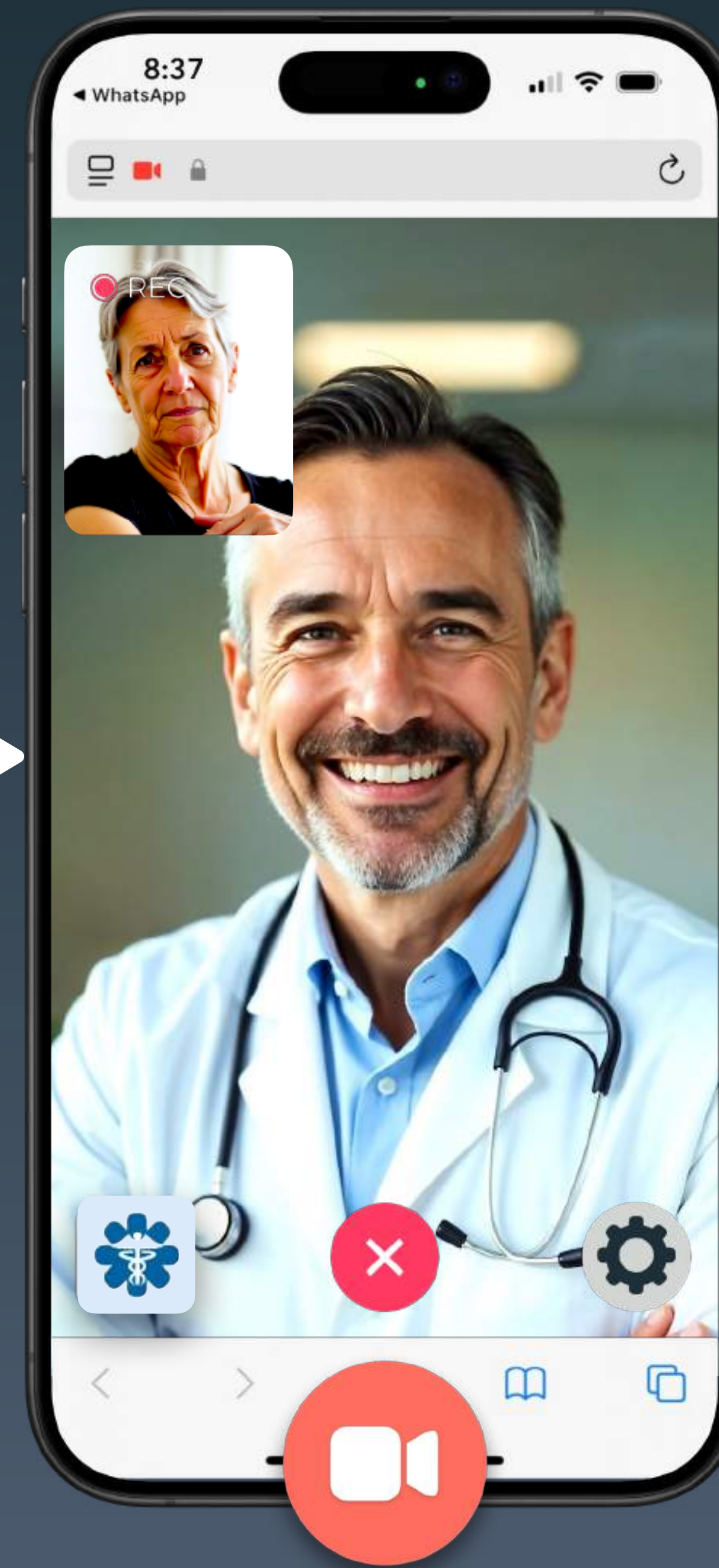
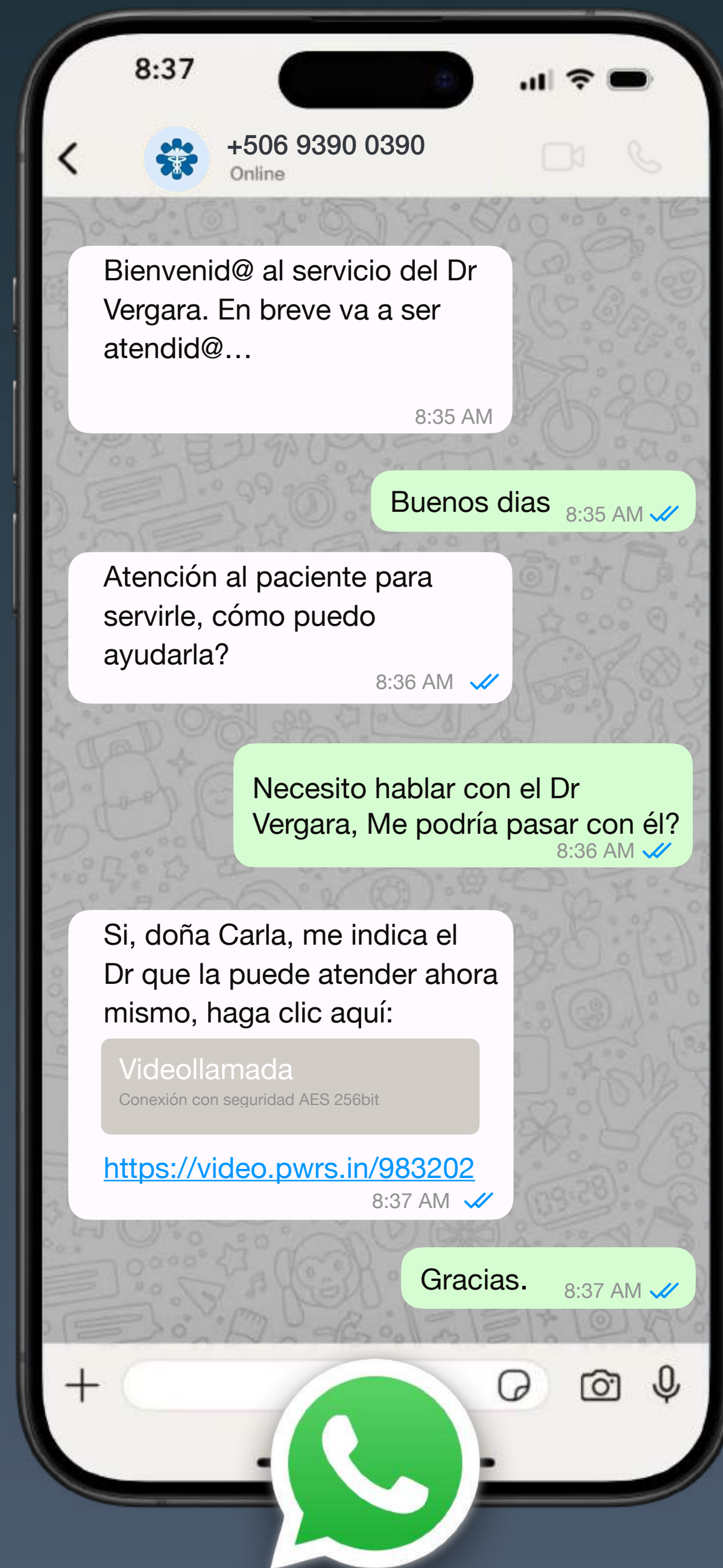
Customer Care

REC

B.

X

FAB



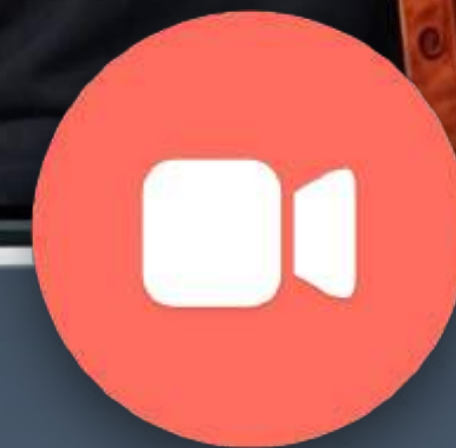
Voice Call



Live Chat



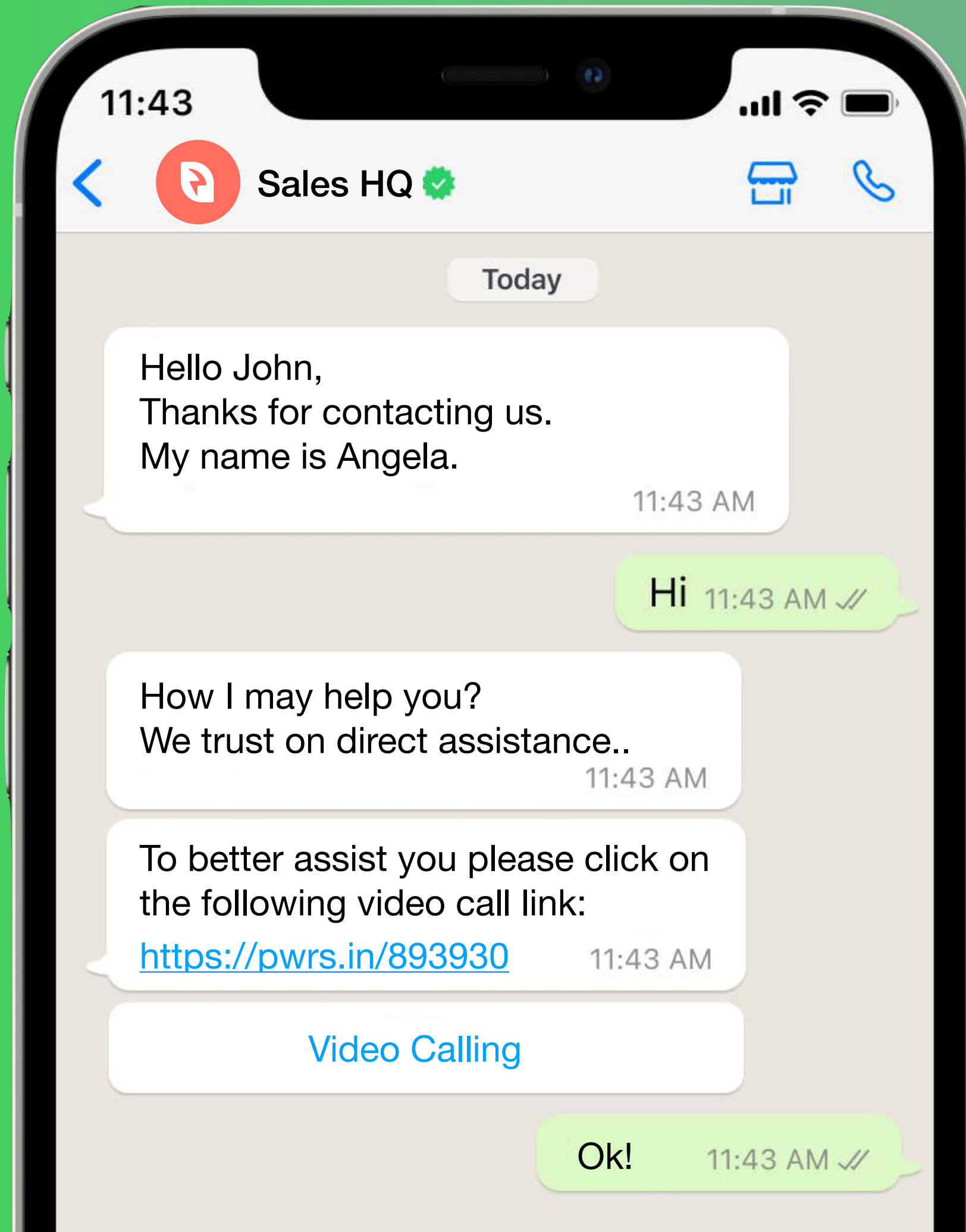
Video Call



SPLIT



SPLIT



WhatsApp Customer

SPLIT ID

1710239xxxxxxxxx

SPLIT

Agent / Queue



#####



Security Token

Customized MetaLink & URL Your Domain

Time Limited



#####

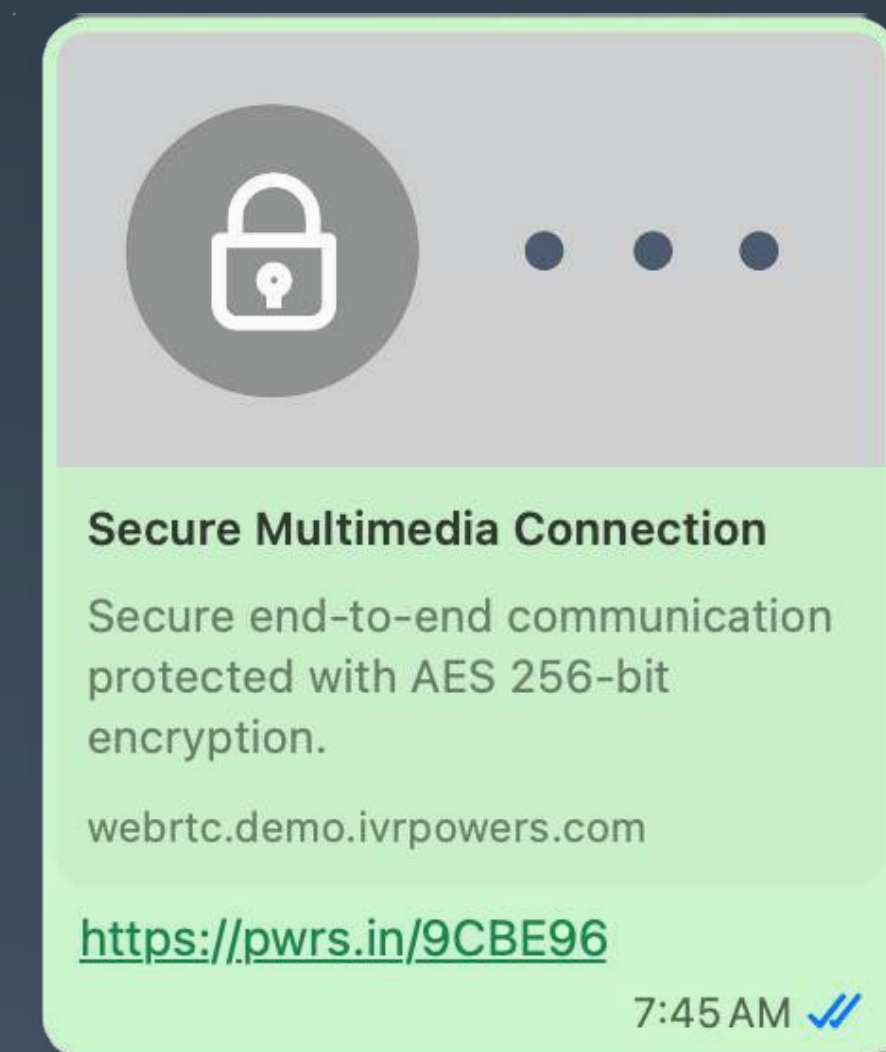
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Logo / Picture

Text / Security

URL / Your Domain

AES 256 bit



Custom Metalink

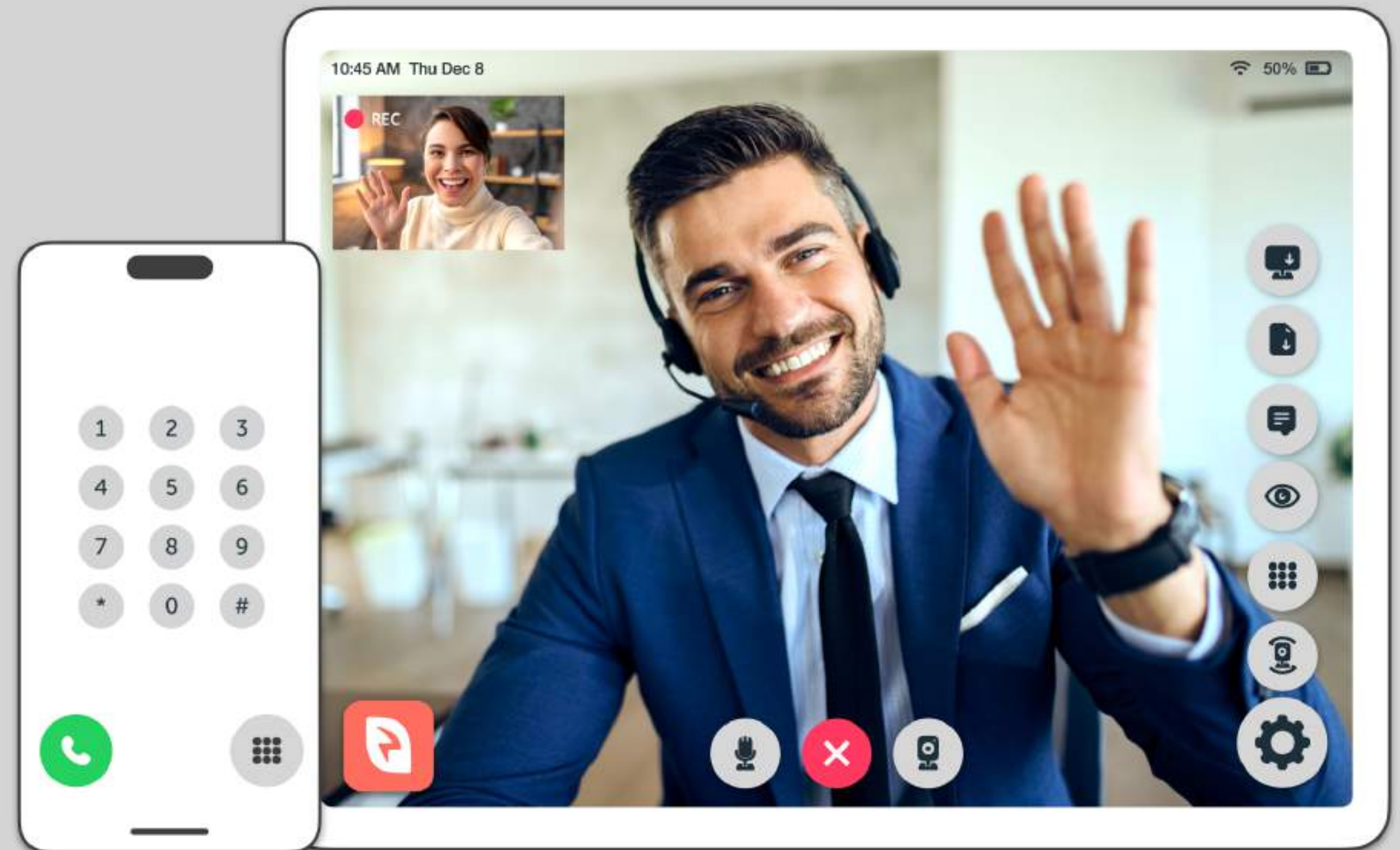
Your Logo & URL Shortened | Domain

Connect, Reinvent, Empower...

Your Contact Centers

Your Channels

Your Teams





Int**Powers**