

Click to Call

# Elevate Customer Experience and Satisfaction in Your Contact Center with WebRTC

## Enjoy Audio and Video Calls From Any Browser

Are you looking for a cutting-edge communication solution to connect effortlessly with your customers? Look no further than Web Real-Time Communications (WebRTC). This revolutionary web communication technology enables businesses to engage with their customers seamlessly through voice or video, all within a web browser.

## No Installation Hassles

One of the key advantages of WebRTC is its hassle-free setup. Say goodbye to time-consuming installations and compatibility issues. WebRTC works straight out-of-the-box, providing you and your customers with a seamless and user-friendly communication experience.

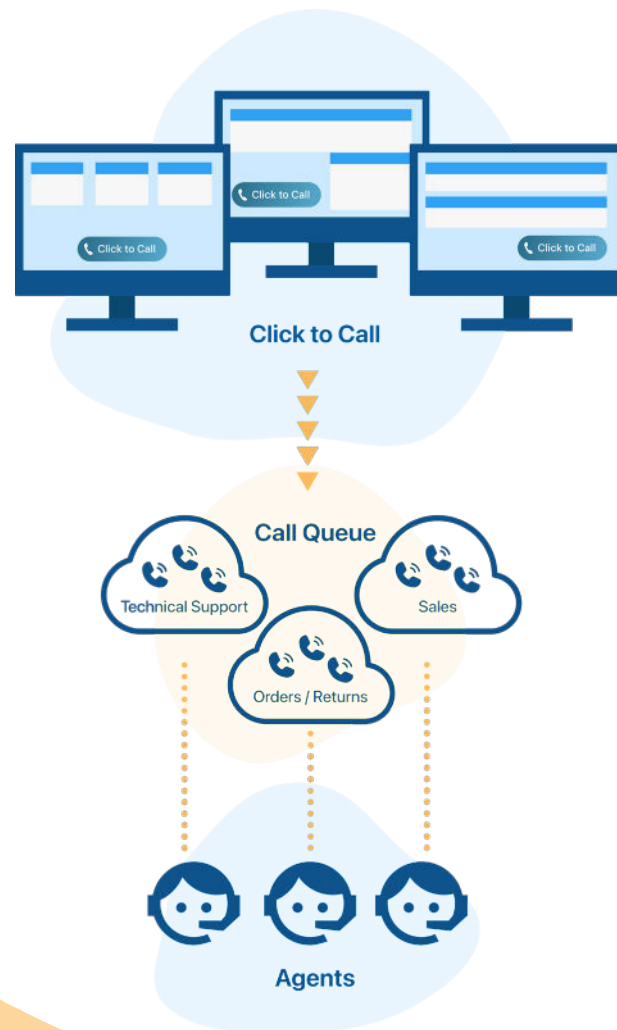
## Powerful Applications Trust WebRTC

The true impact of WebRTC becomes apparent when you realize that powerful applications like Discord and Facebook Messenger rely on this technology to deliver enhanced communication and a superior customer experience. By adopting WebRTC, you are joining the ranks of industry leaders committed to providing top-notch service.

**Become a customer-centric contact center by improving engagement between customers and agents, reducing call handling times, and creating loyal customers.**

## Value Your Customers' Time: Introduce Click-to-Call

Ensure your customers experience a smooth customer journey. By incorporating click-to-call, customers can connect with your agents quickly and conveniently, saving time.



## Seize Valuable Insights with Click-to-Call Analytics

A click-to-call button on different webpages not only streamlines customer interactions, but it also empowers you with valuable data. Capture information about the specific webpages' customers were visiting when they used click-to-call, or even track their entire journey. This data analysis can reveal trends, help optimize webpages, and refine your products or services for even greater success.

## Next Level Segmentation

In every contact center, having different agent queues is crucial. It ensures that customers are routed to the right agents who possess the expertise and knowledge to handle their unique needs. Now imagine a click-to-call button residing on different webpages on your website. Each button routes to a dedicated queue where an agent specializing in the relevant product or service described on your webpage is waiting to engage with customers.

## Personalized Face-to-Face Interaction for Enhanced Support



Elevate your customer support to new heights with personalized face-to-face interaction. With WebRTC, your agents can get a holistic view of customers' issues, making it easier to provide tailored assistance and even reduce the need for technical diagnostic visits. Empower your agents with the tools they need to deliver exceptional service and leave a lasting impression on your customers.

## Embrace the Future of Customer Communication

WebRTC is not just a technology; it's a gateway to better customer connections and unparalleled communication experiences. Embrace this innovative solution to deliver efficient, personalized, and hassle-free customer interactions. Join the ranks of leading businesses that value their customers' time and strive to create lasting relationships through seamless communication.

## Get Started Today

WebRTC is subscription based and available to all customers using the Deltapath UC platform. Transform your customers' journey with WebRTC. Connect with us now to experience the future of customer communication and take your business to new heights. Together, we'll pave the way for a brighter, more connected future.

## About Deltapath

Deltapath liberates organizations from the barriers that prevent effective communication and revolutionizes the way organizations communicate through innovative technologies that meet the needs and the wants of organizations.

We specialize in solutions that unite different communication platforms, audio and video equipment, telephones, desktops, and mobile devices to make communication accessible and intuitive.

It's our belief that every solution should embody simplicity and offer users the right form of communication for the right occasion, right at their fingertips.

## Ordering Information

For more information about the WebRTC, please contact your nearest Deltapath sales representative.



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