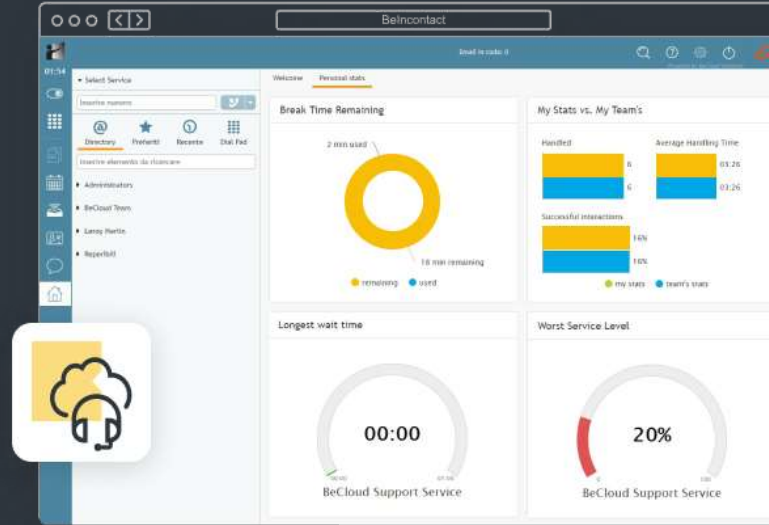




BE CLOUD
Solutions for innovation



 **WhatsApp Business**

Reach customers through WhatsApp and Voice Channel integrated in BeInContact



WhatsApp Business

The platform of the future

- BeCloud is WhatsApp Business Provider. Thanks to our knowledge and available API, businesses can easily communicate with customers on an all-in-one platform, exploiting different communication channels.
- Satisfy your customers demands on their favourite communication channel, improving their loyalty rate through **a fast and efficient Customer Experience.**
- A highly customisable service that can be deployed in every sectors be it **Marketing, Sales** or **Customer Service.**



2 billion users

More than 2 billion users actively engaging on WhatsApp



180 countries

WhatsApp is actively engaged in 180+ countries around the world



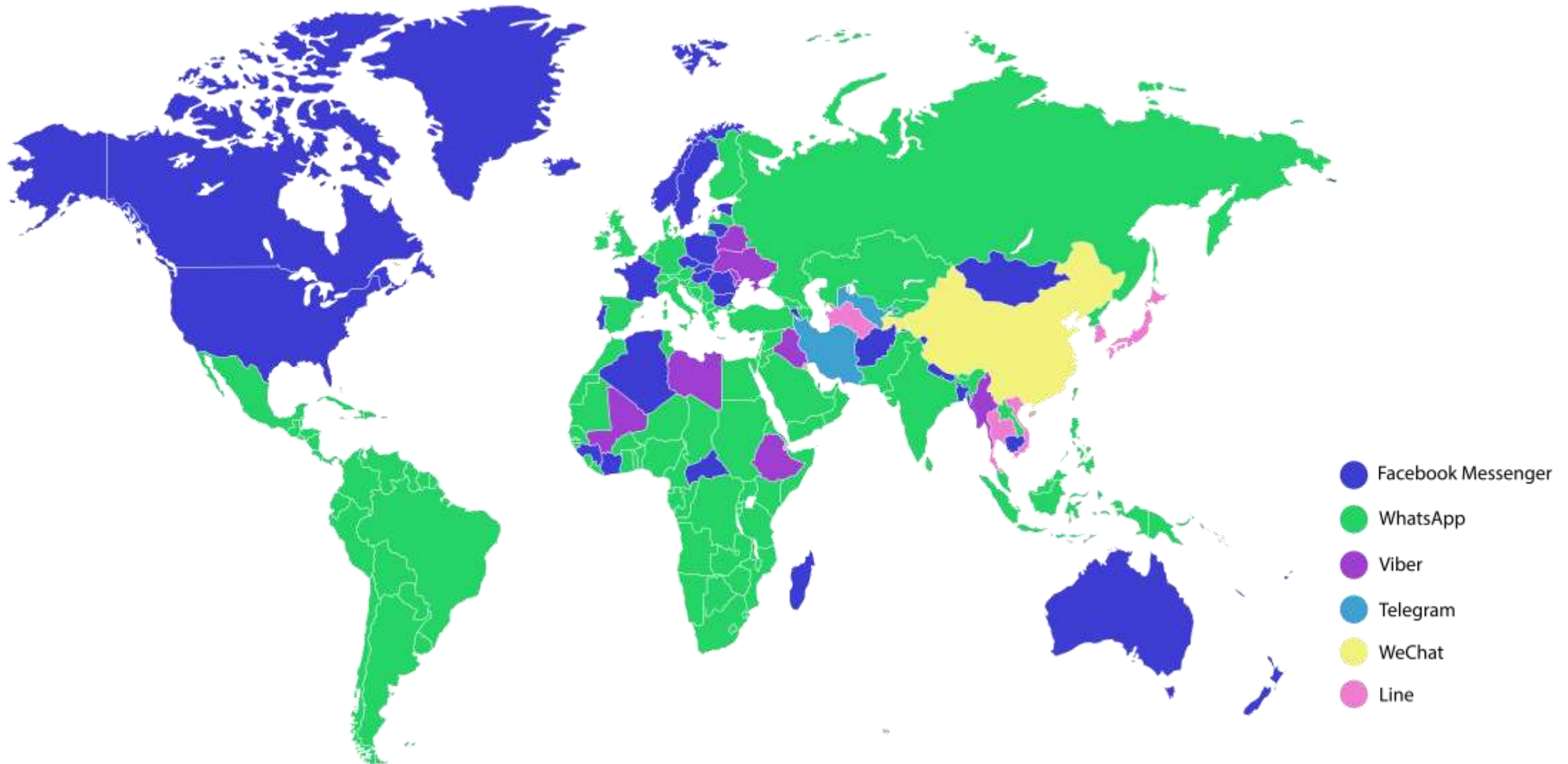
60 available languages

WhatsApp is available in 60 languages to create a global experience

WhatsApp global presence



Businesses using the platform have access to **2 billion users** actively engaging on WhatsApp.





Customer interactions on different touchpoints



IVR



website



In-App



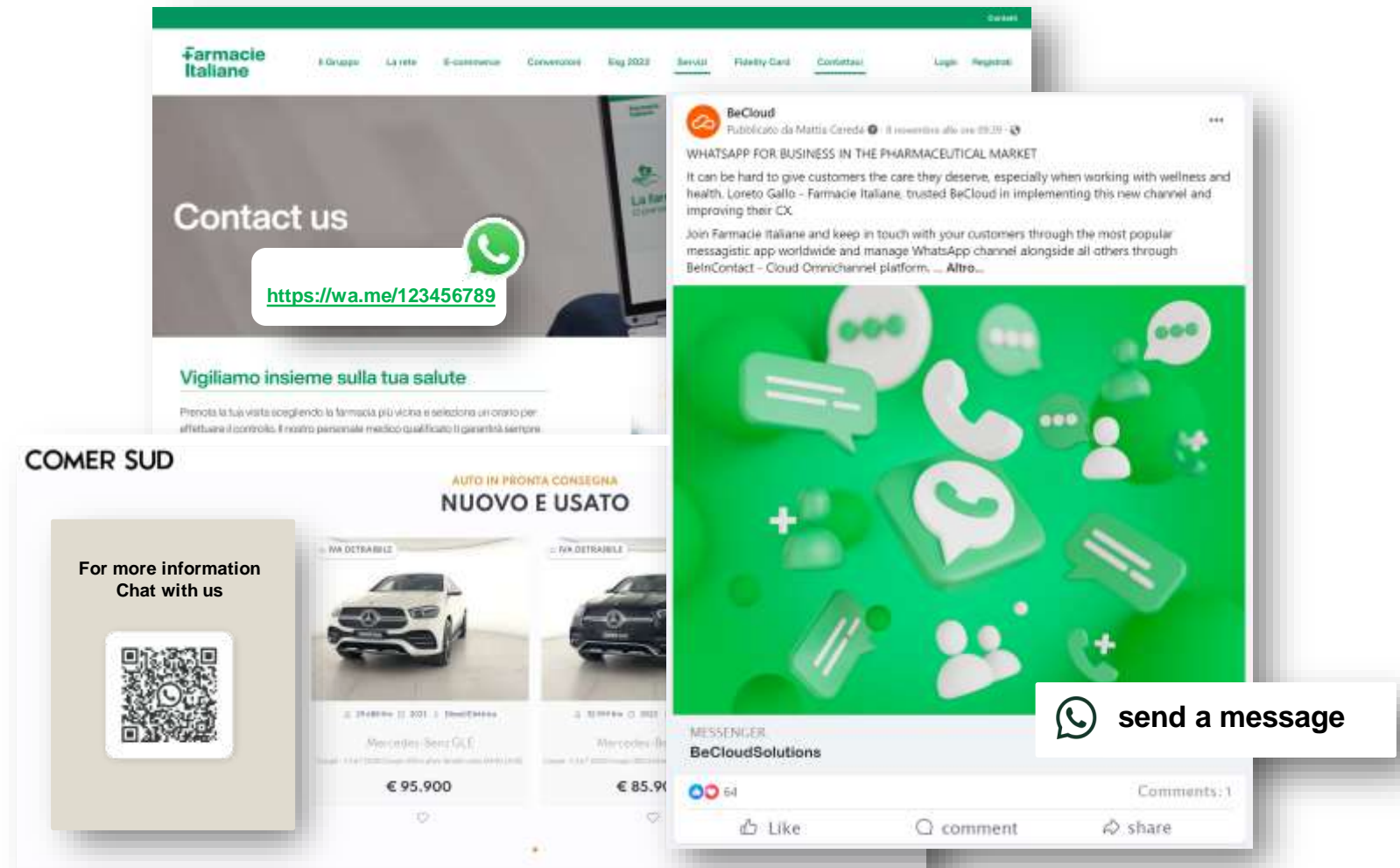
QR codes



"Click to chat" Link



Meta ADs



WhatsApp & Voice

Together for a better Customer Experience



Thanks to BeCloud you can create new accounts linked to your mobile and fixed numbers. BelnContact, **our 100% Cloud Contact Center**, allows you complete management of WhatsApp Business and your Voice channel altogether within your Call Center.

Benefits:

- **One single web interface.**

Managing all your Communication Channels has never been easier.

- **Daily operations optimisation.**

Thanks to the CRM integration, operators will find in the anagraphic section all the customer information they need.

- **A customised experience. .**

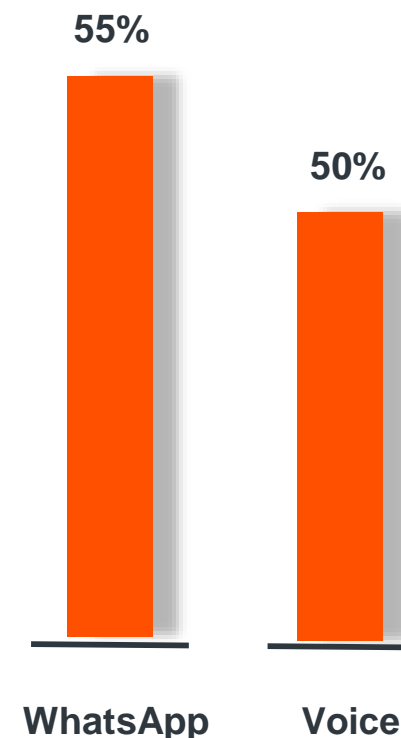
Improve your customers loyalty rate while decreasing costs.

- **Business advantages.**

Creating a business account with us will grant you access to 1000 free Service Messages per month.

Channel interaction improvement

2021 vs 2022



Categorie d'uso delle conversazioni

WhatsApp Business Use Cases



Outbound

Marketing

Promote products/service (seasonals too) and discounts

Customisable offers

Notifications on available products, new products recommendation and cart abandonment

Loyalty point information

Promote booking and appointment services

Send satisfaction surveys

Newsletters sharing

Utility

Send order/purchase confirmation

Send invoices online

Send booking, refunds and subscription confirmation notification

Share updates on account balance

Authentication

Security code delivery

Send account security codes

Send account recovery code

Send "One Time" passwords

Deliver messages for weekly, monthly and annual payment

Less costs than SMS

Inbound

Service

Q&As , Customer Support and problem solving

Share information to nearby shops and activate delivery location tracking

Manage selling orders and support

Answer payment questions

Manage returns and change requests

Booking and appointment help

Offer customisable support

Template

Businesses can use WhatsApp for Business to make 3 type of Outbound Campaigns: Utility, Authentication and Marketing.

Thanks to our experience we're able to accompany you every step of the way. From the approval of customisable messages to the sending of templates to your customers.

UTILITY

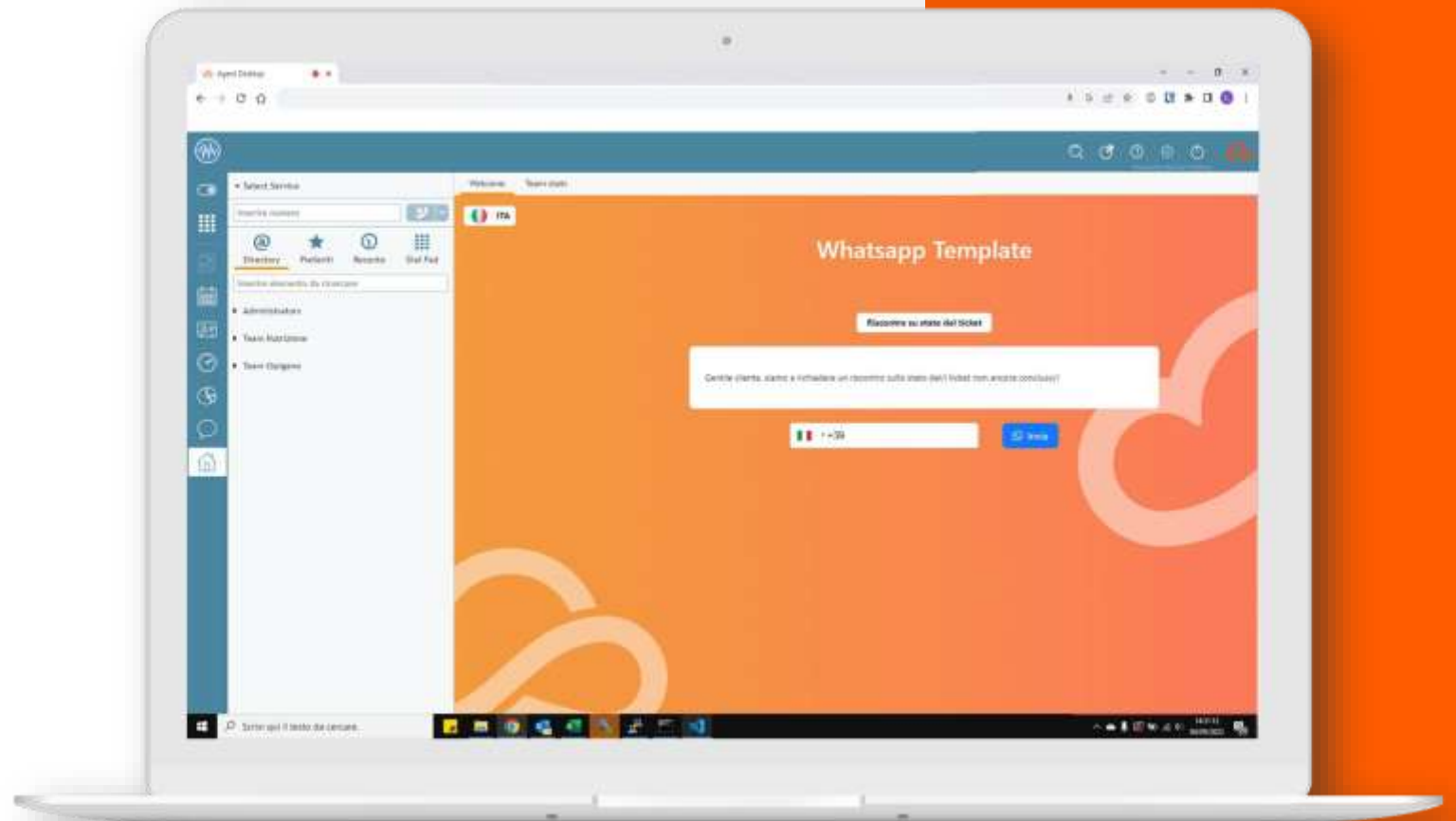
Assist customers in specific requests and transactions, keeping them updated on the ongoing ones through after-purchase notifications and bank account statements.

AUTHENTICATION

Authenticate users with unique access codes, requested through a "multiple phases" login, such as verification and account recovery.

MARKETING

Send promotional and informative updates as well as customer invitation to take actions. All the conversations who are not part of Utility, nor Authentication, are Marketing conversations.

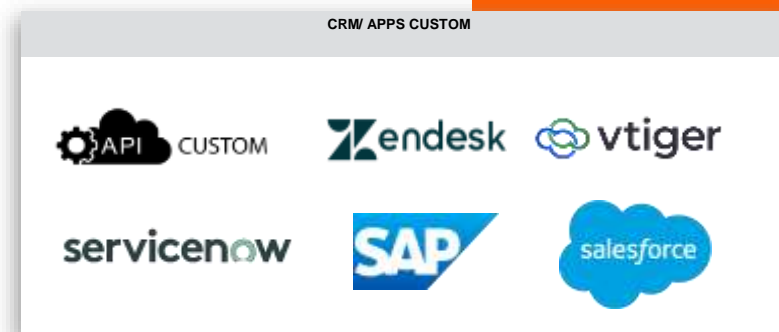
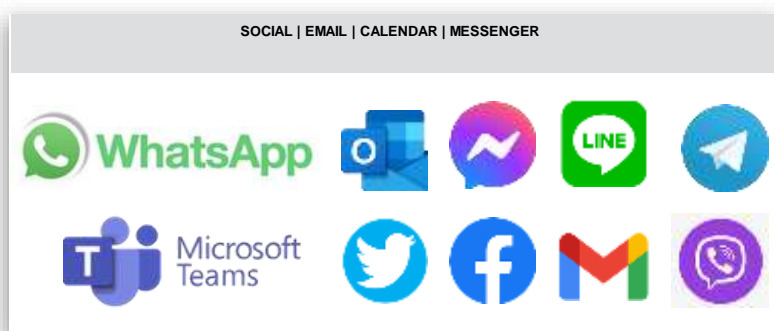
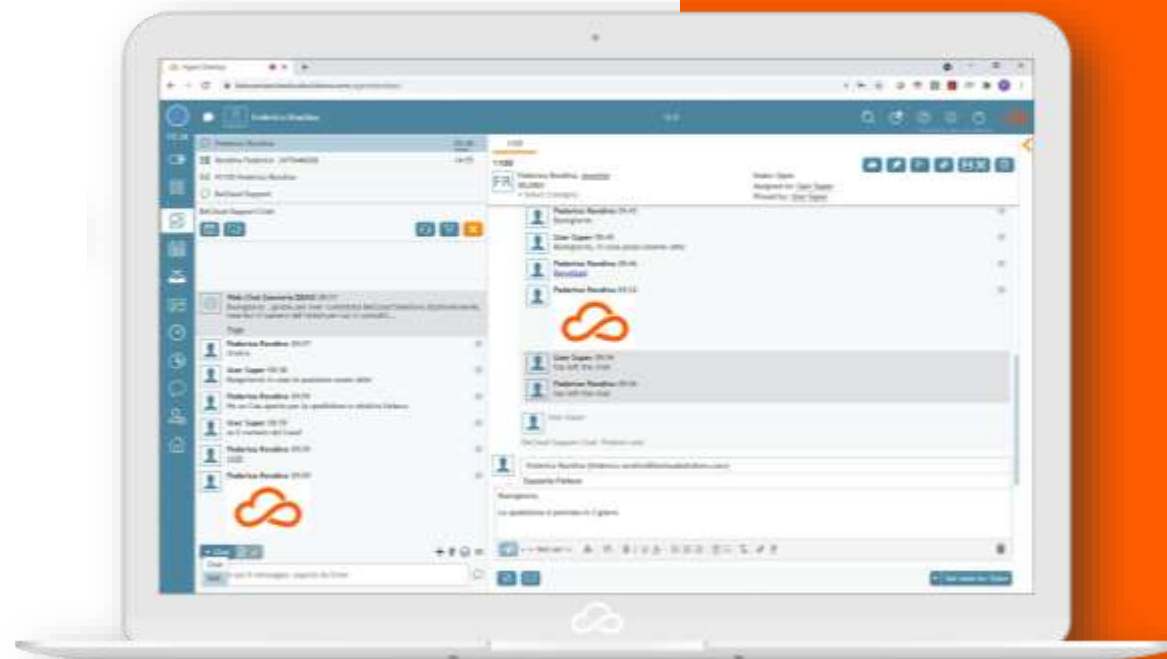


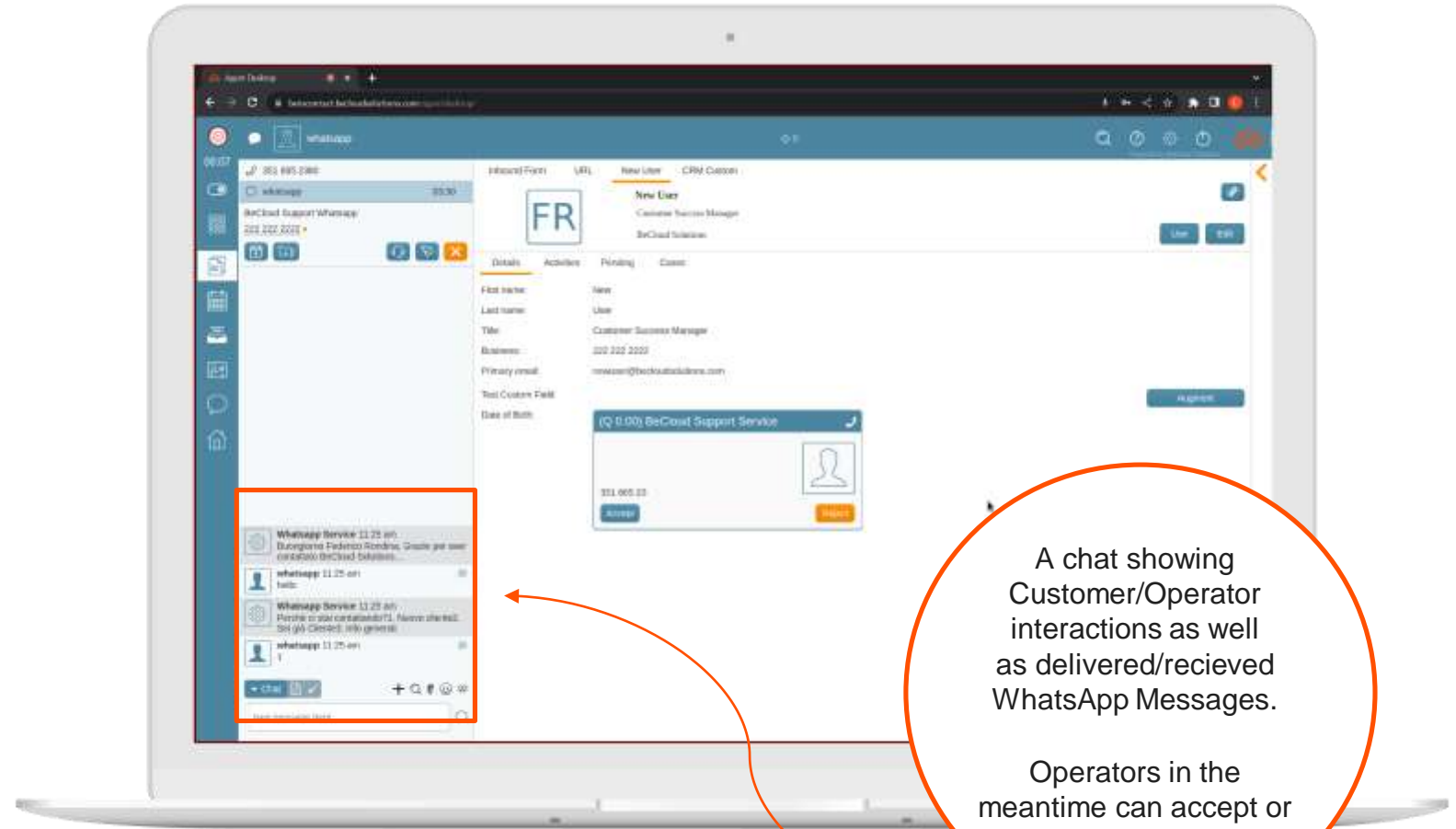
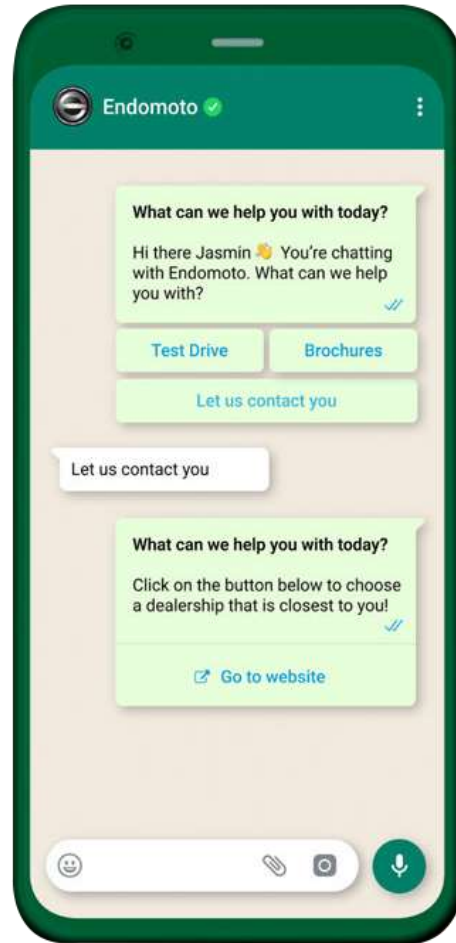


Cloud Call Center Software

BelinContact is an **Omnichannel Multi-Tenant platform**. It allows the management of various configured Communication Channels as well as the interaction on each channel on one single user interface: Agent Desktop.

By using BelinContact Agent Desktop operators will manage interactions from different services. Through the **Phone Bar**, and its relative call control buttons, you'll have at your disposal the most sophisticated and modern Voice-Data integration technologies on the market.





A chat showing Customer/Operator interactions as well as delivered/recieved WhatsApp Messages.

Operators in the meantime can accept or deny a call

Main Benefits



Efficiency and satisfaction

Improve your CX by using customers favorite channels.



Rapid Deployment

Live and operating in a short time thanks to BelnContact integrated in your WhatsApp Business account.



Performance analysis

Real time conversation data monitoring as well as operators productivity and managed volumes.



Template building

Create customisable message models and use them whenever you like.



Customer chat history

Archive chats and recover information and documentation in no time.



Cost reduction

Phone traffic and SMS costs reduced thanks to your WhatsApp channel.



Share multimedia files

Improve your Customer Service: Send and receive videos, photos, documents and so much more.



Easy to use

BelnContact's intuitive interface grants operators and supervisors faster productivity.



So much more...

Improve your campaign conversion rate. Less recall rate and case opening. Rise your loyalty rate.



Contact us



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