



## WETEAM



### OPTIMIZE

Optimization of contact center costs and resources thanks to the WebRTC technology and simultaneous management of different chat channels.



### BOOST

WeTeam boosts your company's image and provides a premium experience for customers who want to be served any time and wherever they are.



### IMPROVE

The immediate and personalized attention your customers will get when they use professional social network channels enables WeTeam to greatly improve their satisfaction levels and their loyalty to your company.

WeTeam helps you join the digital revolution and takes the lead over your competitors

The premium communication solution within your reach.

# WeTeam

## MULTI-CHANNEL

# CHAT

## CLOUD PLATFORM

### WHAT IS WETEAM?

WeTeam is a contact center in the cloud that allows agents to handle chat messages from different sources (WhatsApp, Facebook, Twitter, Web Chat), as well as video from a single interface.

WeTeam makes sure that messages received in the contact center are routed to the right groups and agents, according to client-specific distribution rules.

Agent receives notifications and messages on their desktop or mobile application and can reply immediately.

With multi-channel unified Chat Communications, you will take your customer satisfaction to the next level.

## WeTeam, the key to efficient and pleasant communications

# WebRTC COMMUNICATION VIDEO CALL

Make it easier for your customers and let them contact you through video call using WebRTC technology.

Audio  
Video  
Documents  
Images  
Text

## AUTOMATIC ROUTING

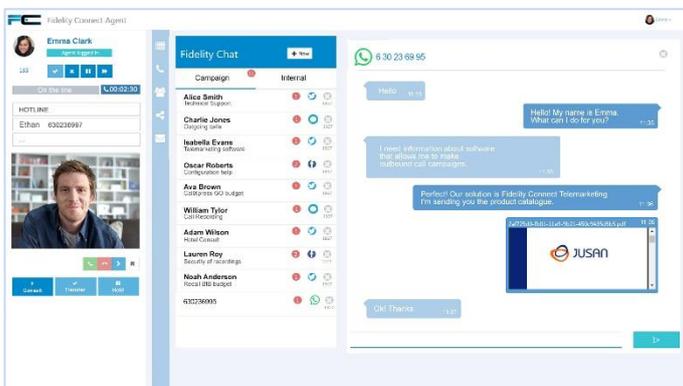
WeTeam automatically routes inbound messages to the most appropriate agent based on their skills and availability, ensuring that no messages get lost, and providing optimal customer support.

## MESSAGE HANDLING

WeTeam allows the agents to easily respond to customer requests from their usual interface.

## MULTI-CHANNEL AND MULTI-PLATFORM OPERATION

WeTeam allows agents' mobility and enables simultaneous handling of messages and video calls from any device, at any time and from any location.



**Rediscover communications with WeTeam!**  
A cloud-based solution, easy to implement and compatible with teleworking.

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## CHATBOTS

Automatic replies that reduce agent workload.

## STATISTICS MODULE

The integrated WeTeam Reporting tool ensures the traceability of all messages and helps to efficiently plan and distribute workload.

## CHAT JOURNAL

Automatic logging of chat transactions between agents and clients.

## SECURITY AND DATA INTEGRITY

WeTeam complies with the current security and data protection legislation.