



**SERVICE
CHANNELS**

Do you need service channels to improve your Contact Center efficiency?

CallMyWay® offers a variety of customer service channels, according to the requirements of each market segment and with continuous innovation.



BENEFITS

Tailored Campaigns

Increase your sales creating customized campaigns.



Economy

Save time, money, and send messages on time.



Business Intelligence

Our service platform provides dashboards. Service supervisors have access to real time business information.



Customer Experience

The platform assures an improved customer experience since service agents have all the information they need on time to support end customers.



FEATURES



Email Campaigns

Schedule email campaigns from our service platform.



Customized Messages

Personalize your messages with: images, documents, audios and alternative texts. There are templates available.



Scheduled messaging

You can schedule a requested time to send messages or campaigns automatically.

	Whatsapp	Whatsapp	Email	Email	SMS	SMS
	Simple Channel	Omnichannel	Simple Channel	Omnichannel	Simple Channel	Omnichannel
One to one messaging	✓	✓	✓	✓	✓	✓
Personalize messages	✓	✓	✓	✓	✓	✓
Scheduled delivery	✓	✓			✓	✓
Scheduled Campaigns	✓	✓	✓	✓	✓	✓
Messaging online status	✓	✓	✓	✓		
Remote chat access	✓	✓			✓	✓
Custom messages		✓		✓		✓



BUSINESS MODEL



Setup fee



Fixed monthly fee

All these service channels are purchased in conjunction with our 360 Contact Center® and/or IsMyContact® services.



WhatsApp

An activation fee applies for each WhatsApp line you wish to activate. You must provide a smart phone with WhatsApp Business application. The device must always be in a safe and energized location.

A monthly charge applies for each WhatsApp line you wish to activate.



E-mail address

A Service Activation Fee applies, which covers all Contact Center agents. Emails are sent with your company's email address, and are received in your company's electronic mailboxes.

A monthly fee applies, which covers all Contact Center agents.



Business Chat

There is no activation fee.

There is no monthly fee.



SMS

There is no activation fee

Monthly fee applies based on your service consumption, we have special fees based on SMS monthly traffic.

CUSTOMER SERVICE CENTER

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