



best4business
communications

WebRTC COMMUNICATIONS
A DIRECT LINE TO CUSTOMERS



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» Go beyond the “Contact Us” button

Nowadays, everybody is connected. The Internet is becoming one of the most prominent mediums to do business; with a click, shops, stores, companies, and people can get in touch with each other, discover opportunities and establish human and business relationships.

Being reachable through the web is one of the most important strengths a business can gain. This essential advantage helps turn Internet visitors into customers, even if your business doesn't have any e-commerce.

Invisible barriers between you and your potential customers make deals harder. Remove all of the virtual obstacles that make your business struggle getting leads.

The common Contact Us page with your phone numbers and email addresses won't help you turn contacts into business.

» Just a “Contact Us” button isn't enough today

Emails often take too long to get a reply, while old-fashioned forms are inconvenient for visitors who want further information or a representative to ask questions to.

These outdated tools won't increase your revenue. They don't bring any competitive advantage to your business.

In fact, they are **making you lose appeal because neither an email address nor a form can attract visitors by promising the attention and care they deserve.**

» **You need a professional tool that transforms your website into the core of your business.**



Source:
bit.ly/Chat-Survey



83% of consumers are open to using a chat feature as their primary interface for customer support



Source:
bit.ly/Chat-Survey-2



Chat services earn a 73% satisfaction level from users, a notably higher rate than email or phone



Source:
bit.ly/Chat-Survey-3



79% of customers prefer live chat over other services because it answers their questions quickly



Source:
bit.ly/Chat-Survey-4



44% of customers consider the ability to ask about a product during the purchasing process is "one of the most important features a website can offer"



Potential customers want you to be easy to reach and available right away

Imagine a tool that connects online visitors with sales representatives with a simple click.

What if your visitors could start a chat with exactly the right person they need to reach, then dynamically turn it into an audio or video call? What if they could go on to present additional info by sharing their screen or transferring documents, all in real time?

Forget about filling out forms, or sending emails to a generic address.

With Best 4 Business Communications, you can embed the full capabilities of your collaboration platform into your website, making your business directly reachable by visitors.

Turn visitors into customers the fastest way ever!

» Let your customers reach you with just one click

Our WebRTC is a professional solution for business communication based on WebRTC technology that brings Unified Communications to your website.

With our WebRTC tool, a website visitor can communicate with the company agents via: chat, audio and video call, desktop sharing and file transfer.



Our WebRTC collaboration makes all this possible instantly.

Our WebRTC technology allows you to:

Manage – Features a smart distribution for WebRTC communication requests, shared voicemail and missed call view to manage requests and leads, and the ability to start a group chat and video conference.

Monitor – Includes a dedicated dashboard to monitor contacts flows.

Experience – Consistent design ensures better usability.

Thanks to 
<https://reactjs.org> React

Reach out to customers – Incoming/Outgoing SMS to contact them instantly.

WebRTC collaboration is fully integrated into our Unified Communication system and it turns the corporate website into **an efficient marketing and sales tool.**

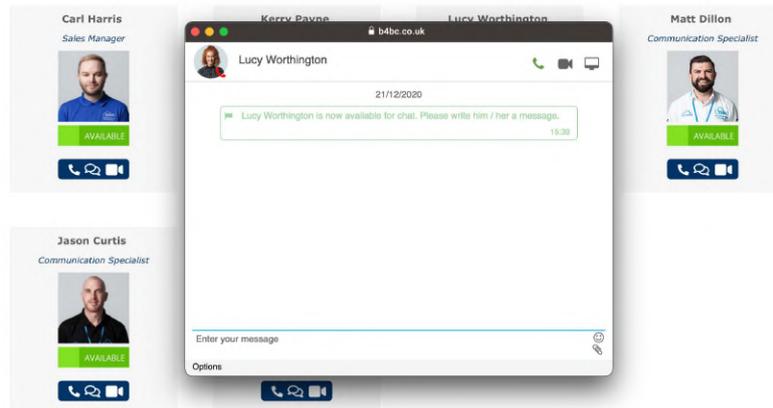
What is WebRTC?

WebRTC (Web Real-Time Communications) is a protocol that is already present on every laptop, desktop, mobile device and tablet. When accessed via a web browser, users can make audio and video calls and use other real-time communications methods to transfer information without installing any special software, not even a plugin.

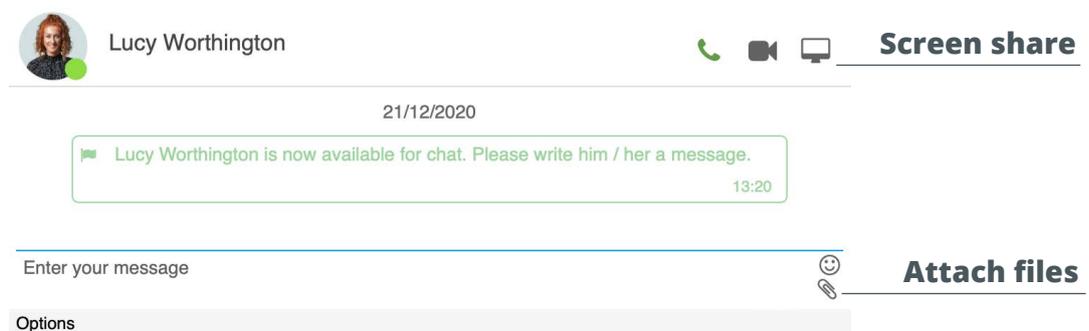
Not only is this the fastest way to exchange information, it is also the safest, as WebRTC protocol is fully secure.

The cutting-edge power of our communication system allows website visitors to call you, start a text or video chat, share documents and more, all directly from your website, email or even from your business card.

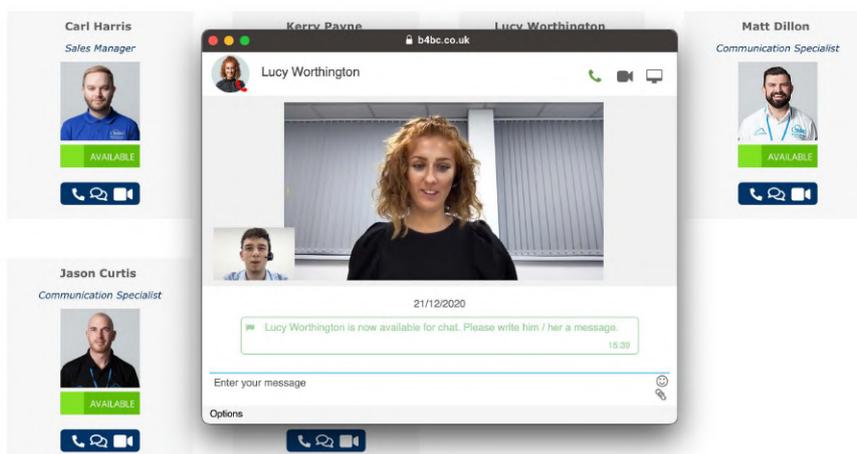
» Your customer can start a real-time conversation and reach exactly the right person, who will receive the notification on their devices wherever they are.



» Agents can also share screens and documents with the customer.



» ...or start a real-time video call.

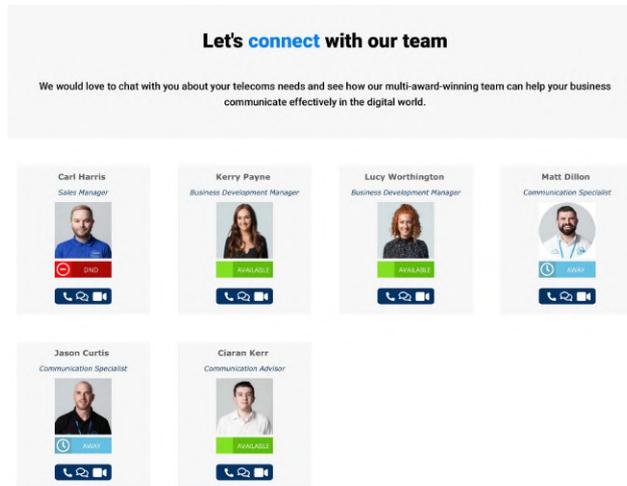




Our WebRTC tool uses the most updated and secure technology for direct two-way communication with your web visitors.

PRESENCE

- Show your availability directly on your website (HTML, CSS, WordPress)



LIVE CHAT FOR WEBSITE

- A simple widget to show your strengths against competitors
- Linked with Google Analytics



INSTANT CHAT FROM YOUR EMAIL

- Give email recipients the ability to live chat with you rather than send and wait on email responses (compatible with services like MailChimp)



A QR CODE CAN BE ADDED TO YOUR BUSINESS CARD

- Let customers chat directly with you by scanning the code.



Our WebRTC technology can be embedded in an email signature or linked to an object on a website. It's simple: just click on the link to open the dialogue window.

» Personalize what information you want to display

Agent's personal image, presence information, geo location, etc. Choose whether an external user has to identify themselves or not to access the collaboration platform.

Use our WebRTC tool in any form: WebRTC embedded into Contacts website page, Contact Me button, HTML signature with chat/call button, a Widget that remains open while the customer navigates the website.

Our WebRTC tool is fully integrated into the our multi-award-winning telephone system:

- Chat requests are managed by internal users directly within the system interface.
- Audio calls can be managed from all collaboration devices.
- Chat requests from the WebRTC service can be routed to separate call agents or call groups and even transferred to other users, just like traditional phone calls.

» Will my business benefit from WebRTC?

With the world moving towards the digital culture, WebRTC technology is the change your business needs. WebRTC technology comes with our VoIP business phone systems allowing you to provide unified communications and customer-centric services directly on your website.

We provide a WebRTC solution which is fully responsive and can be used both on desktop and mobile devices. You will be able to connect with your customers effectively, and provide them with the necessary support from the moment they enter your website.

Your customer experience and satisfaction will be improved greatly.

» Leverage your website to win more deals!

Take advantage of our WebRTC collaboration system for the most responsive customer service possible.

Scan the QR Code to connect with our team:



DISCOVER MORE!

www.b4bc.co.uk

Why choose Best 4 Business Communications?

Since 2005, we have been helping SME companies with 50 to 1000+ users grow their businesses through the most innovative WebRTC solutions.

We offer a professional WebRTC solution that can transform your website into the core of your business. Let us identify your short term, and long term communication needs to ensure that you choose a solution which supports all the WebRTC-enabled features your business requires.

Get in touch to book a FREE demo from one of our WebRTC technical experts!

