JUSAN
TECHNOLOGY WITH A SOUL

Technology with a soul

Mission

To contribute to the telecommunications sector with **smart telephony solutions** aimed at offering added value to our customers.

Vision

We want to be a benchmark in communication solutions for companies and **improve human relations**.

Values

Commitment to quality, transparency, proactivity, internal leadership, self-criticism, **adaptation to new markets**, and honesty.

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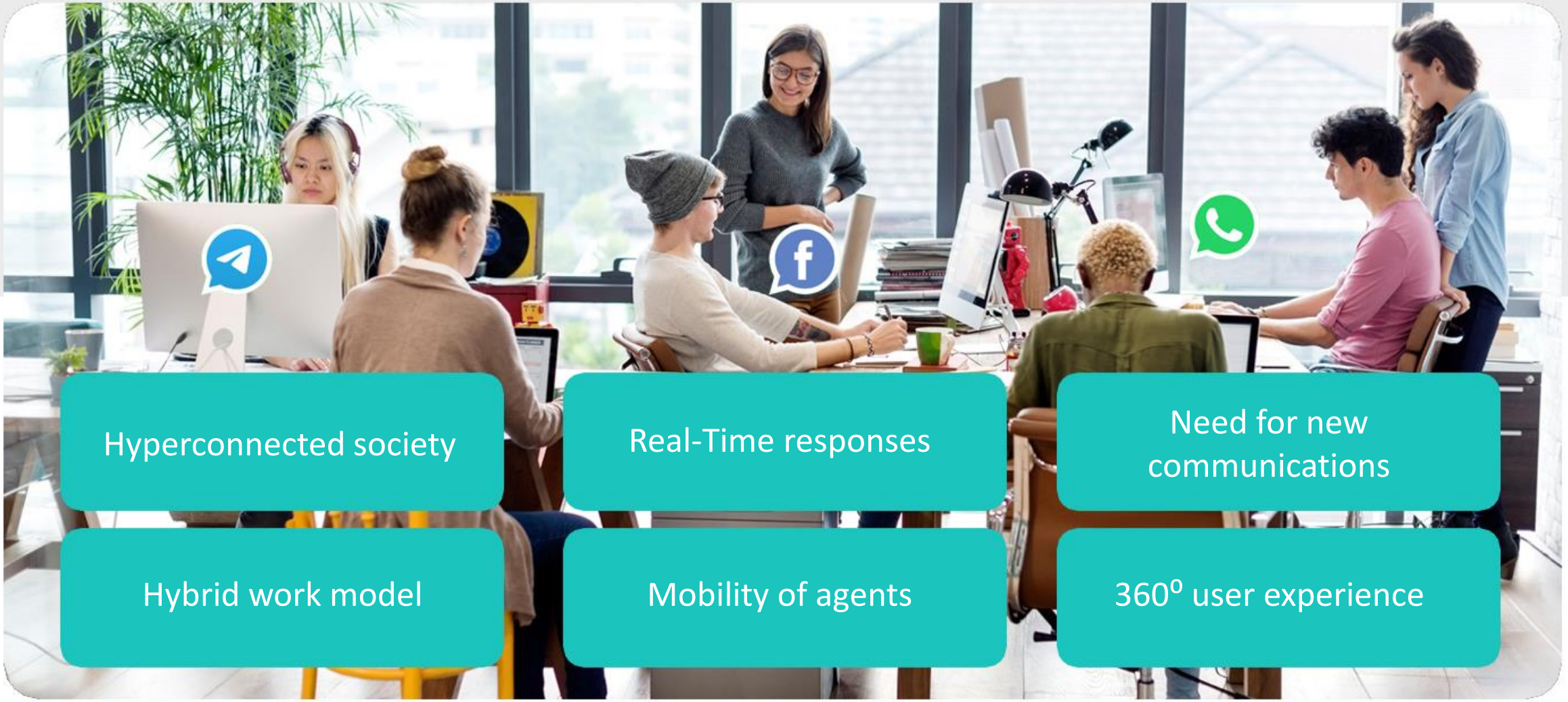
Human Connection

The new technological landscape in omnichannel customer service

Digital Transformation

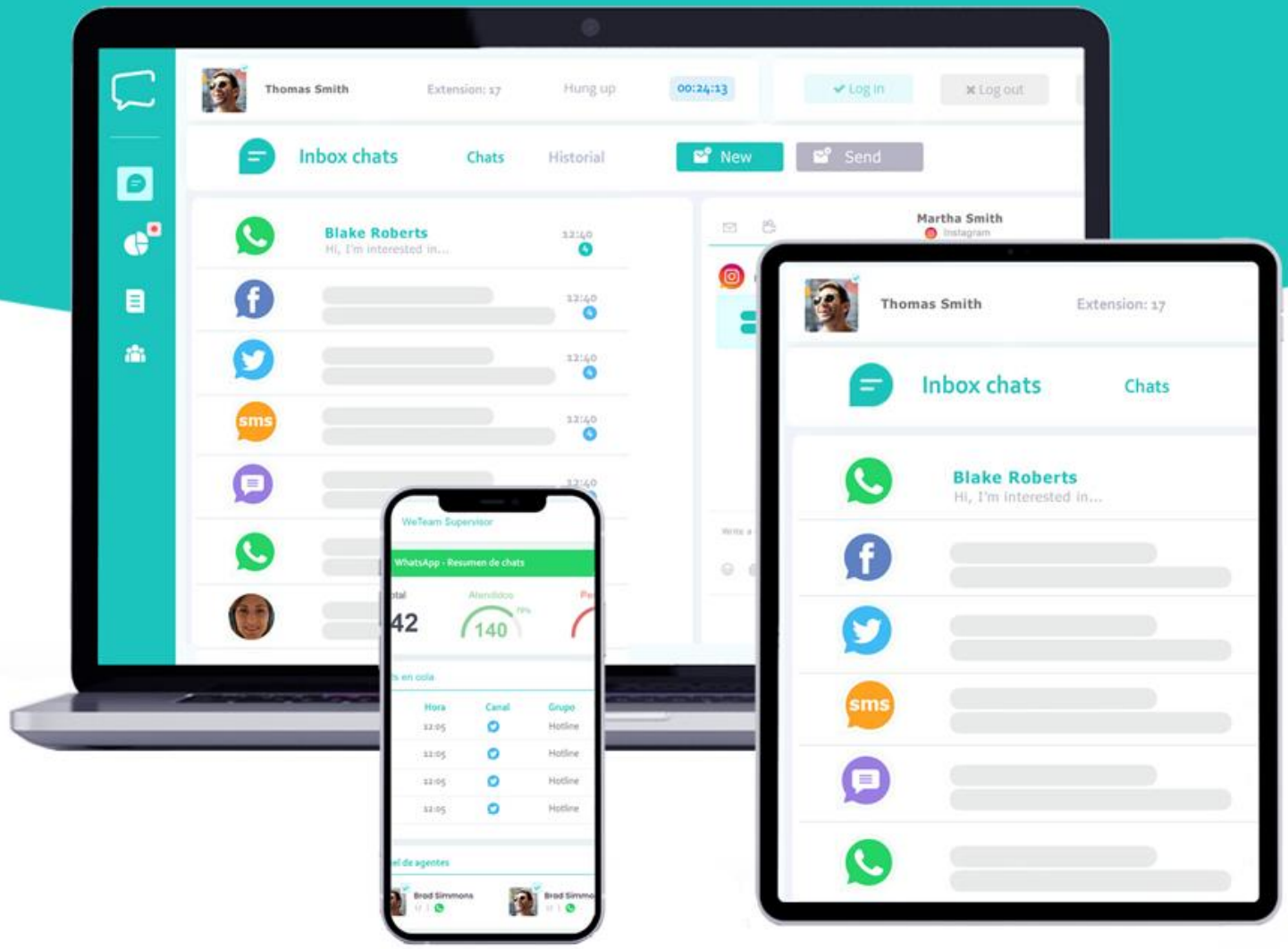


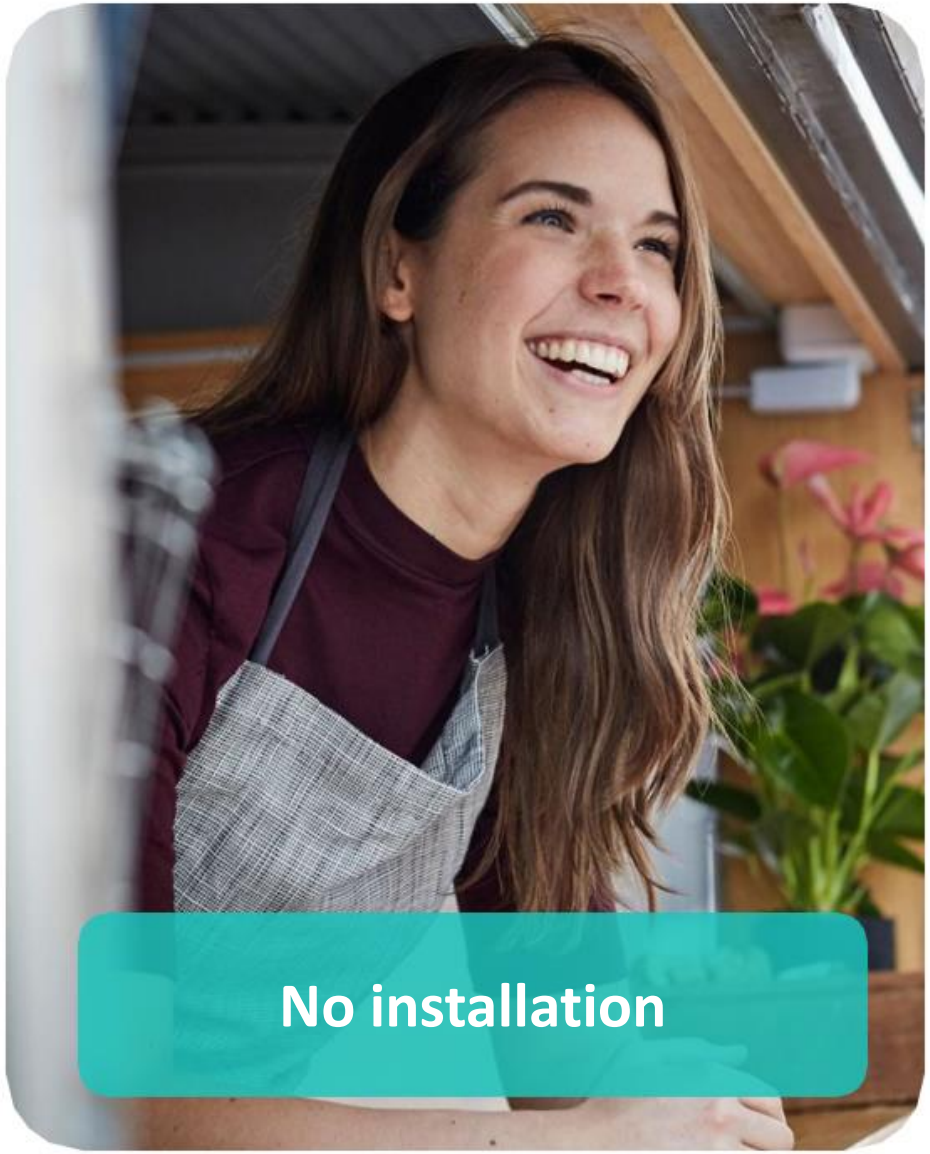
- Hyperconnected society
- Real-Time responses
- Need for new communications
- Hybrid work model
- Mobility of agents
- 360º user experience

Limitations of Social Networks

1. Only one agent per channel
2. No distribution rules
3. No waiting messages or chatbots
4. A different UI for each channel
5. No statistics
6. No preconfigured automatic answers

All your communications in one place!




No installation

No investment

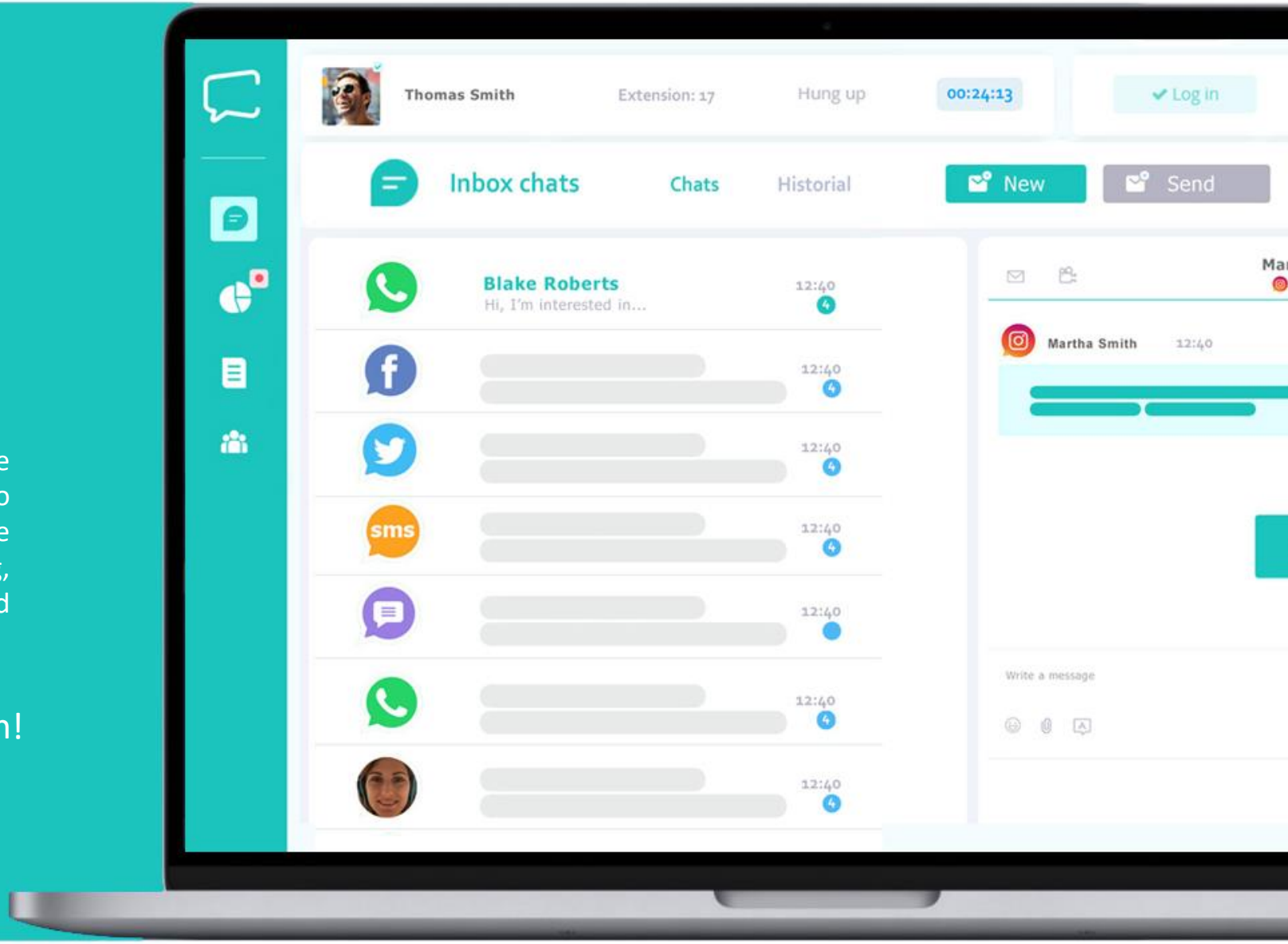
No commitment

No phone lines

Agent module

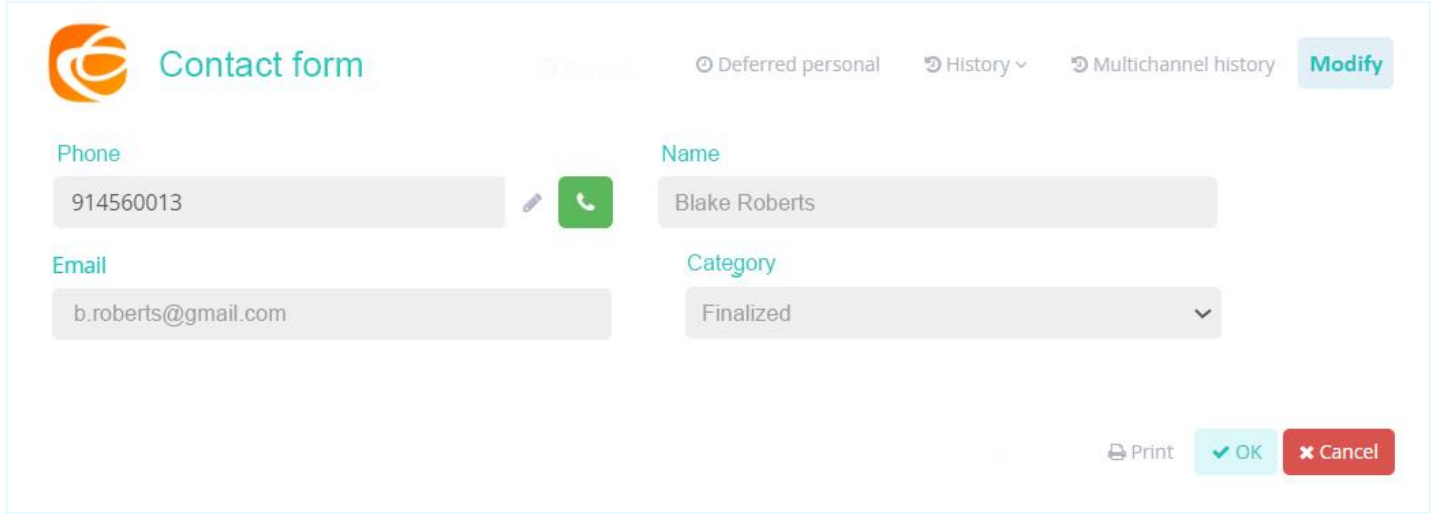
It allows the agent to log in and out of the system, attend to messages and talk to customers via video call. It also allows the agent other functions such as pausing, resuming, consulting with other agents, and transferring messages.

Discover smart message distribution!



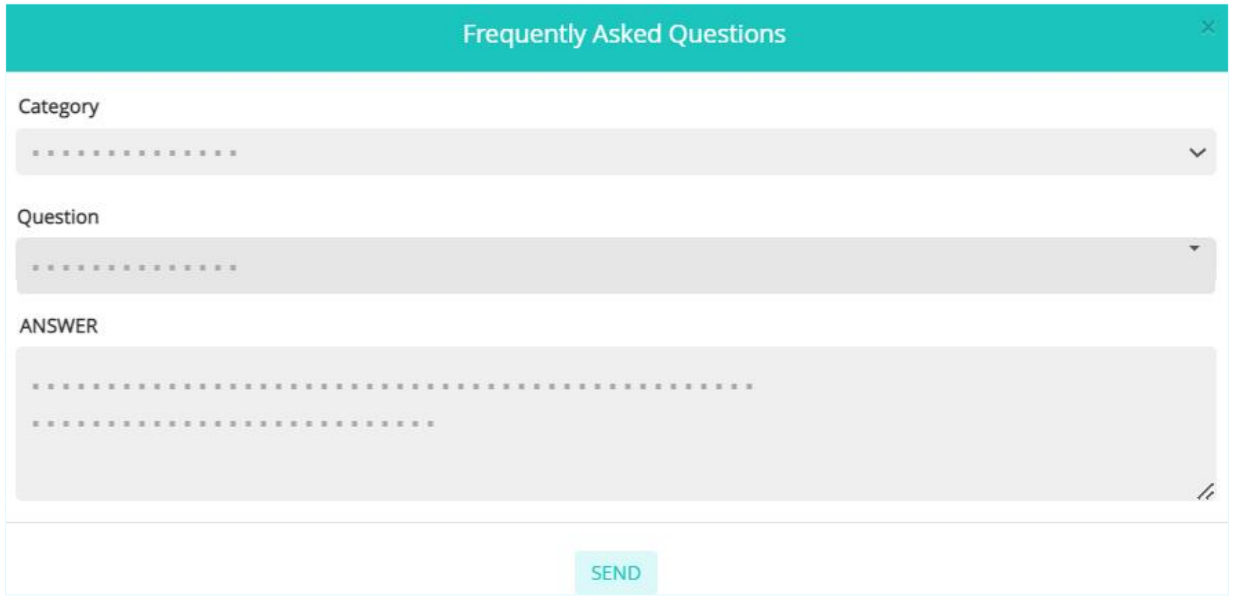
Pop up form | Asked questions | Transfer chat | Send e-mail

Pop up form



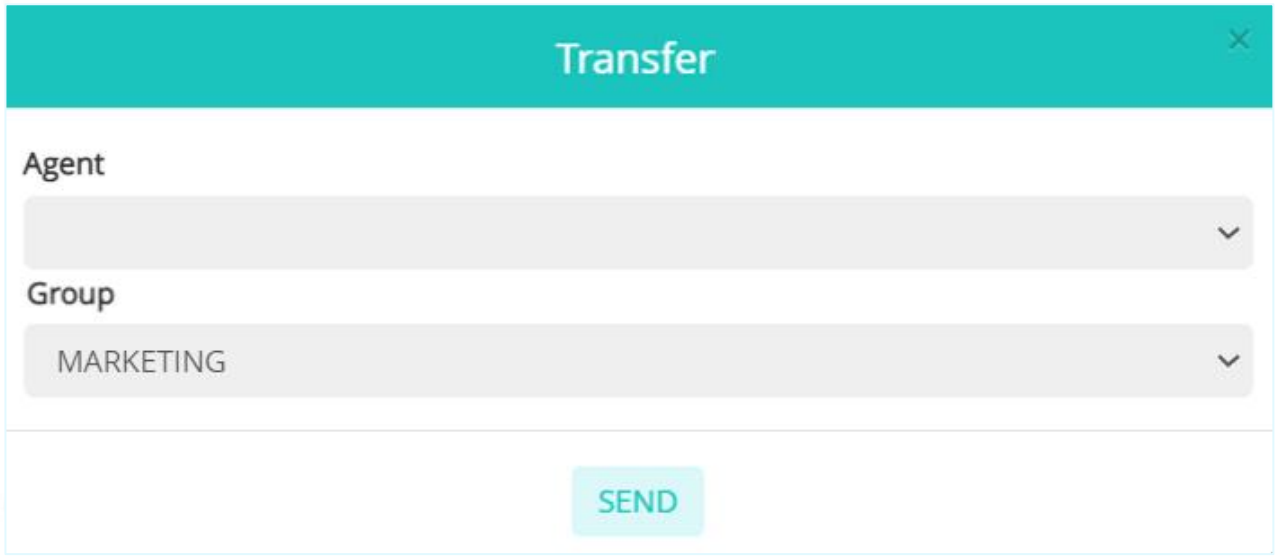
Pop up form | **Asked questions** | Transfer chat | Send e-mail

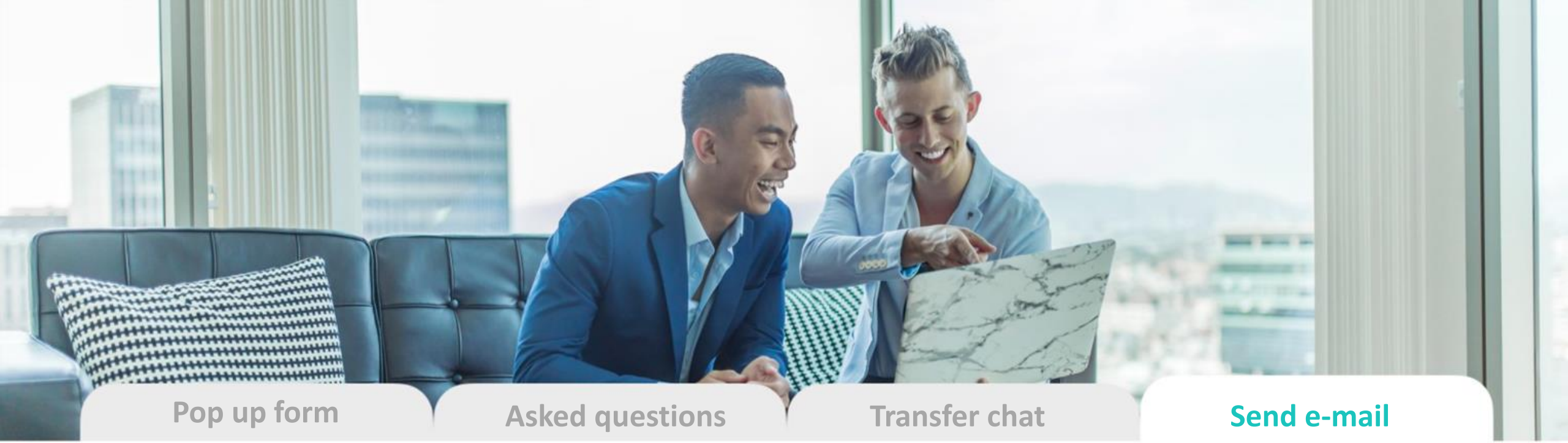
Asked questions



Pop up form | Asked questions | Transfer chat | Send e-mail

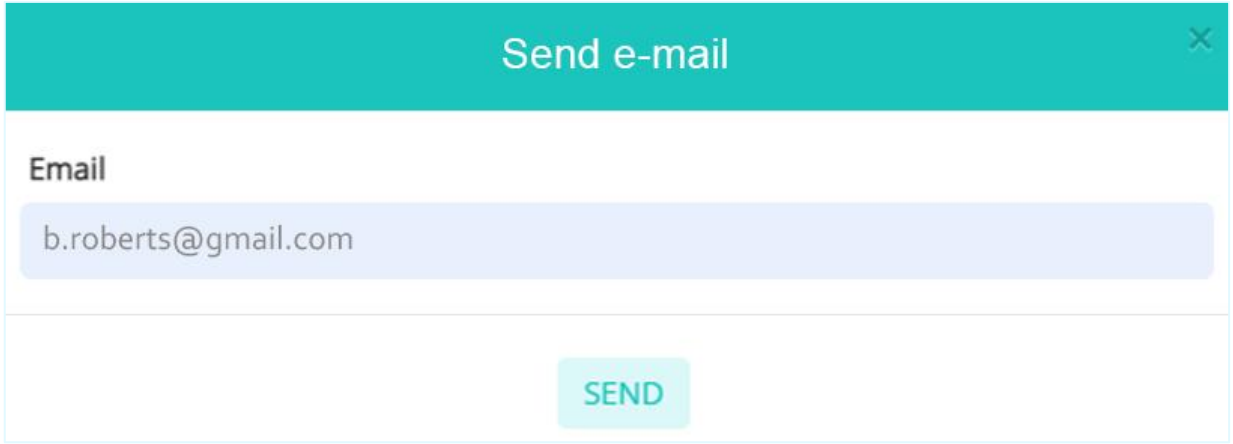
Transfer chat

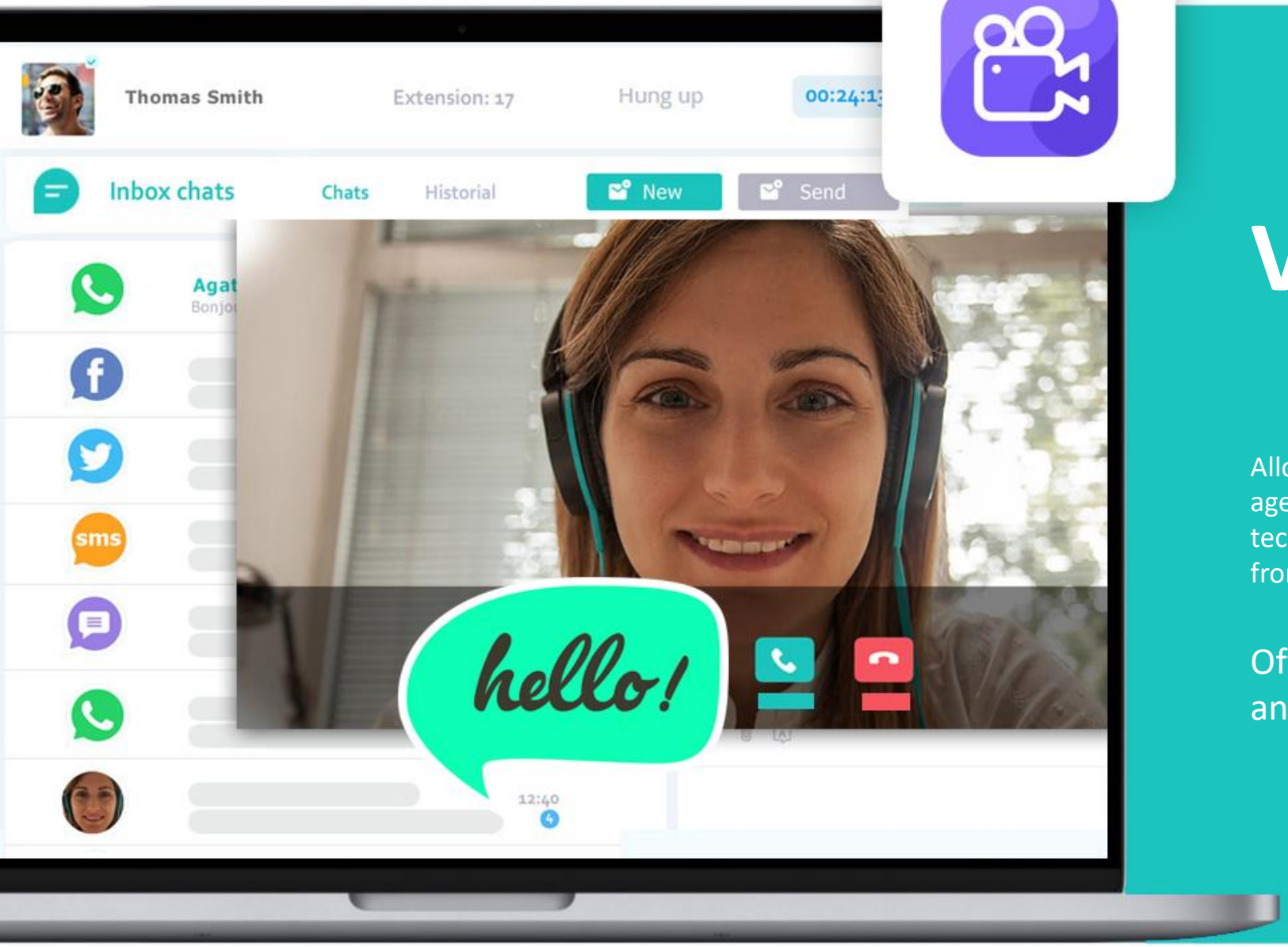




Pop up form | Asked questions | Transfer chat | Send e-mail

Send e-mail





Video call module

Allows customers to communicate with agents via video call using WebRTC technology. Includes 2 activation modes: from chat and from the web.

Offer your customers the trust and transparency of face to face!

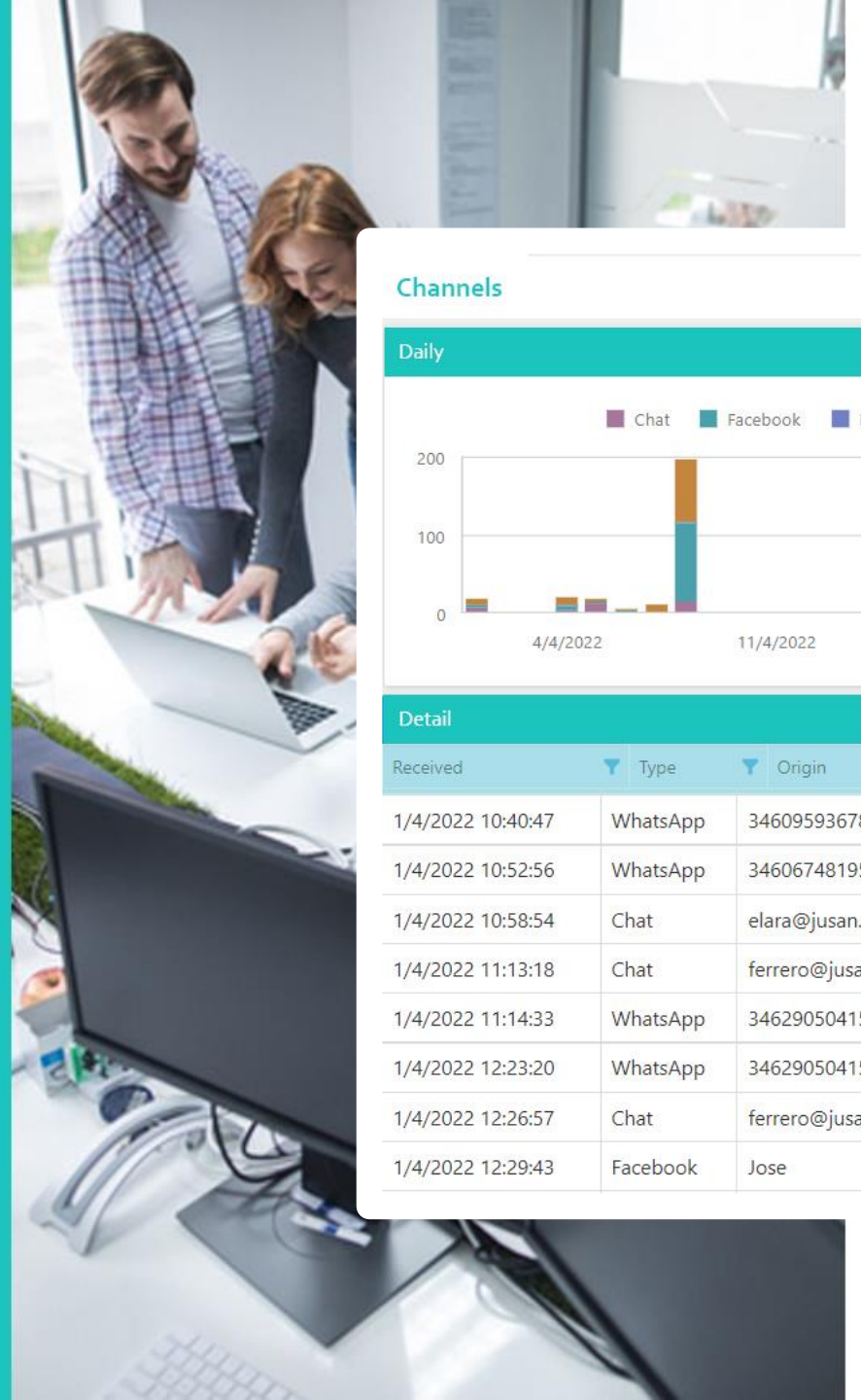
Supervisor module

Management of the entire contact centre: agents, groups, messages and communication flow.

Reports module

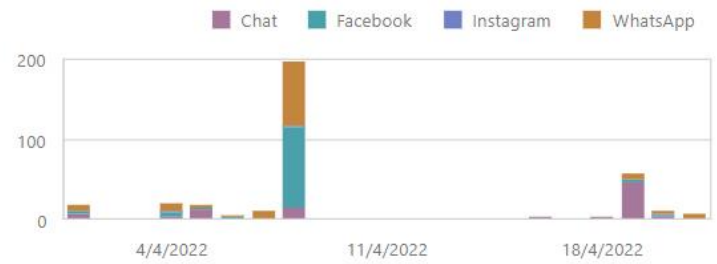
Complete analysis of the number of messages received, answered, and pending, organized by agent, group, or globally.

Get traceability of all your messages and distribute the workload efficiently!

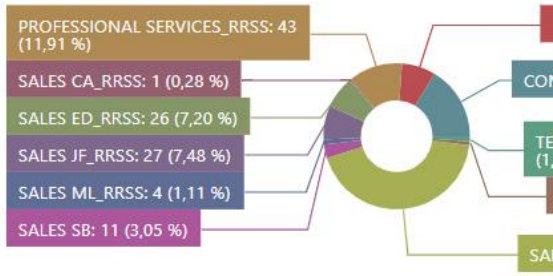


Channels

Daily



Groups

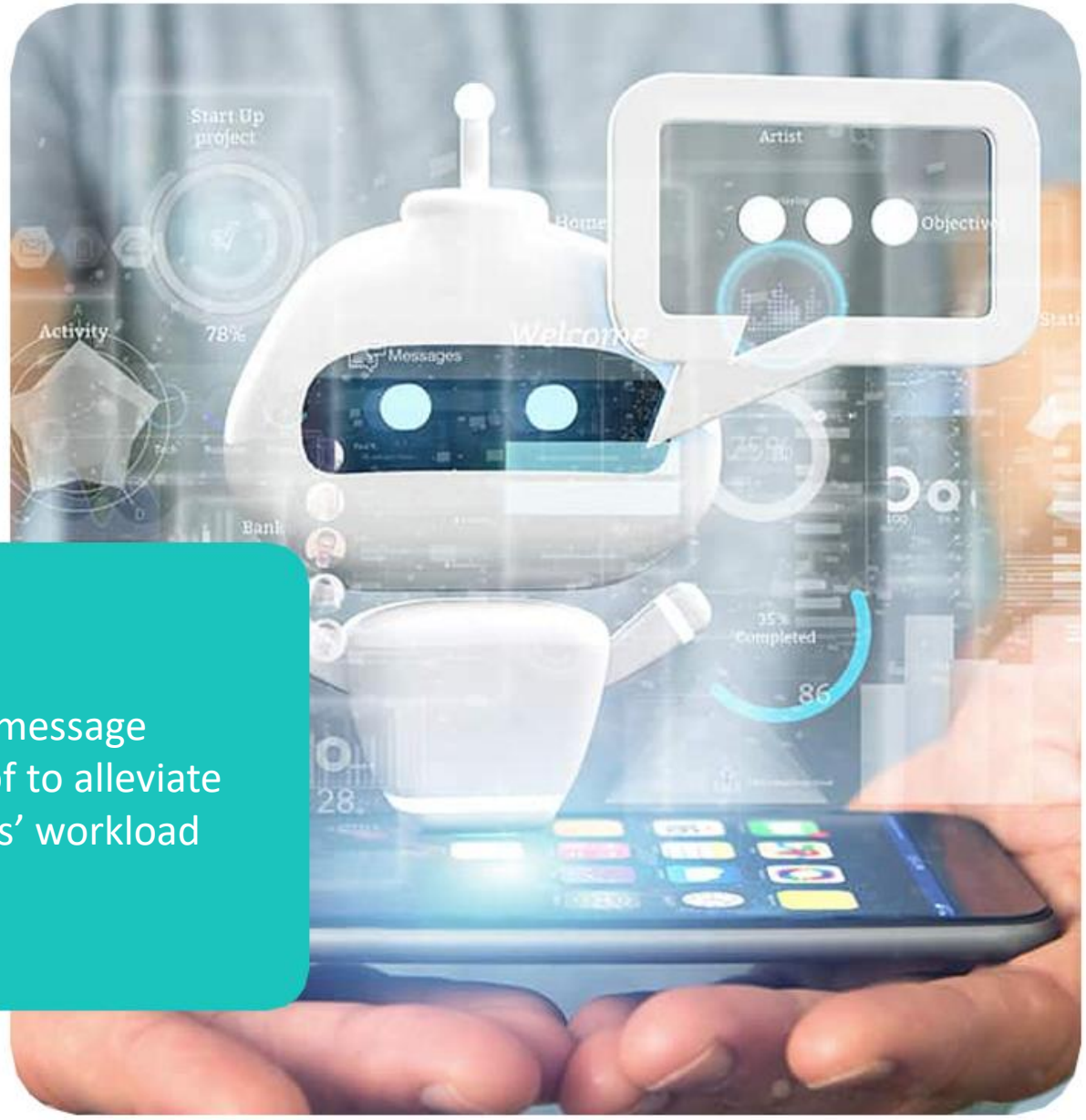


Detail

Received	Type	Origin	Agent	On hold	Response	Conversa
1/4/2022 10:40:47	WhatsApp	34609593678	Crescencio Trocoli	00:00:33	00:00:33	23:57:30
1/4/2022 10:52:56	WhatsApp	34606748195	Elena de Lara	00:00:31	00:00:30	23:45:23
1/4/2022 10:58:54	Chat	elara@jusan.com.es	Elena de Lara	23:39:56	00:00:00	00:00:00
1/4/2022 11:13:18	Chat	ferrero@jusan.com.es	José Ferrero	00:00:20	00:00:00	00:00:00
1/4/2022 11:14:33	WhatsApp	34629050415	José Ferrero	00:00:14	00:00:13	00:00:06
1/4/2022 12:23:20	WhatsApp	34629050415	José Ferrero	00:02:00	00:02:00	22:13:49
1/4/2022 12:26:57	Chat	ferrero@jusan.com.es	José Ferrero	00:00:20	00:00:20	00:03:01
1/4/2022 12:29:43	Facebook	Jose	José Ferrero	22:09:07	00:00:00	00:00:00

Chatbots

Automate message attention of to alleviate your agents’ workload



Mobile app for agent mobility

Social Networks

Web Chat

SMS

¿Why do companies need WeTeam?

Productivity of agents

A new form of customer attention

Turn your profile views
Into sales!

1

View all your customers' queries in a single chat.

2

Distribute messages in an intelligent way and serve through chatbots.

3

Feel always accompanied by our support team.

WeTeam

Start speaking the language of your customers!

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