

# OMNICHANNEL COMMUNICATION PLATFORM

MASSIVE COMMUNICATION IN ONE PLACE

BEST PLATFORM TO INTEGRATE  
VOTERS w CANDIDATES &  
BUSINESS OWNERS w CLIENTS



# MASSIVE COMMUNICATION IN ONE PLACE

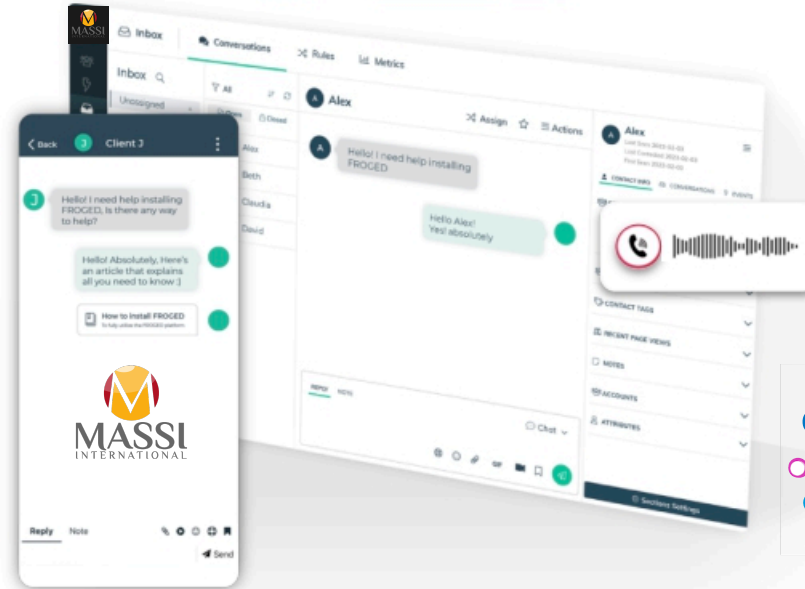
## Omnichannel Experience

Serving your customer

Every day, on every channel,  
on a single platform



# Omnichannel Communication



If your customers communicate through multiple channels, providing them with omnichannel attention is crucial.

Our Platform guarantees it.

# Omnichannel Communication



**MASSIVE  
COMMUNICATION  
IN ONE PLACE**

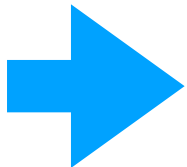


If your customers communicate through multiple channels, providing them with omnichannel attention is crucial.  
o extra effort is required.

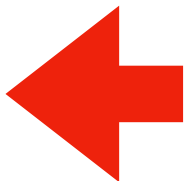


# WORKING FOR

## MASSIVE COMMUNICATION IN ONE PLACE



CANDIDATE/VOTERS ,  
BUSINESS OWNERS AND  
CLIENTS INTEGRATED IN  
ONE PLATFORM



## Popular Integrations



Whatsapp

Expand your reach and availability to important contacts on any platform



Zapier

Connect FROGED to Zapier and automate tasks and workflows in 2K+ applications



Segment

COMING SOON... Start using FROGED immediately - no installation or event delays



Twilio

Connect phone-based messaging with the exclusive Twilio-WhatsApp API



Jira Software

Jira

Eliminate data silos between your customer success & product teams



Slack

Receive notifications about contacts & conversations from FROGED in Slack



Google Meet

Google Meet

Start video calls with users from conversations to offer personalized support



Facebook Messenger

Easily manage all your Facebook private messages from your FROGED inbox



Custom Integrations

Easily manage all your Facebook private messages from your FROGED inbox

# All the tools you need, in one place



## GDRP Compliance

Committed to protecting privacy and security in an approved manner.



## Real-time monitoring

Real-time monitoring to know how your agents are working and the conversations pending attention.



## Multi Device

It works on both desktop and mobile devices, with notifications for agents.



## Intuitive design

The interface is easy to use and configure as needed, with no technical knowledge required.



## Collaboration between agents

Assignment and transfer of conversations. Groups and views to collaborate. Variety of roles such as admin, support and guest.

# Omnichannel Voice Services



## Telephone Numbers "a la carte"

We provide toll-free and direct dial (DID) numbers in all regions.



## Call authentication

Caller ID, provides real-time call authentication and fraud risk detection to make voice interactions faster and more secure.



## Agents, profile, and routing

Dynamically and in real time configure your agents, their routing profiles, security profile, softphone, way of connecting with the caller and hierarchy.



## Custom IVR

With welcome message and keyboard selection. Our IVRs work by guiding the calling customer and allowing them to respond with their own voice or through dual-tone multiple frequency input (DTMF) on their phones.

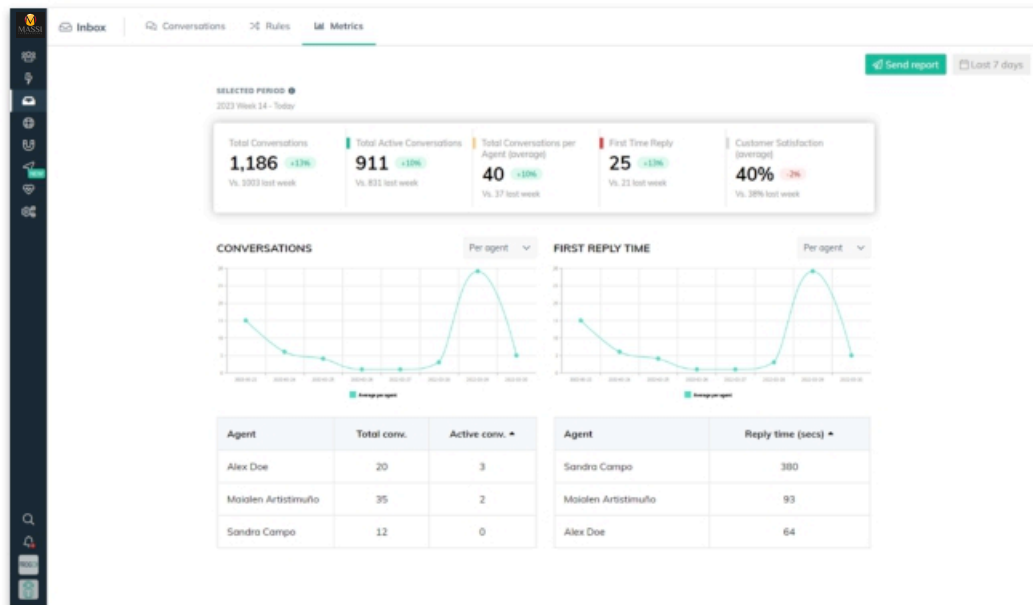
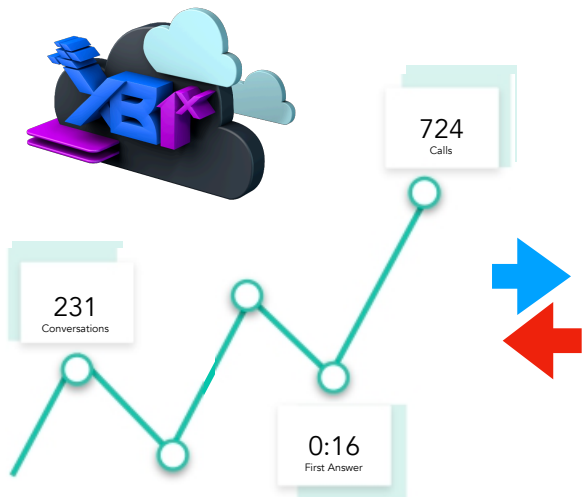


## Recordings that increase quality

Monitor live conversations. Review and download recordings of previous conversations. By assigning the appropriate permissions you will be able to analyze live conversations and access previous recordings.

# Real-time metrics

Know the flow, average conversation time, first responses, resolution times and the quality of service of your agents. You can also know which are the most repeated topics, with metrics of all conversations in real time.







# Phone voice calls

## Simple Voice Channel Activation

With our automatic activation you can enjoy your Customer Service Center immediately.

## A Contact Center in House

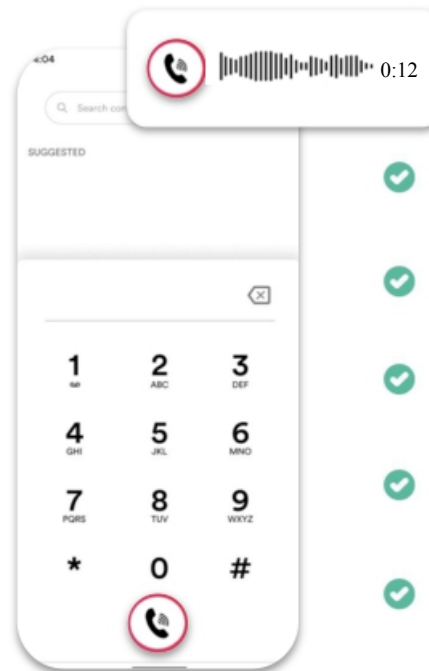
Have your caller ID, transfer calls between your agents, have the recordings of them, as large Companies do.

## Real-time and historical reports

Take control of your Contact Center to maximize efficiency, with usage statistics, by calls, and by agents to improve your performance.

## Send messages through other channels while you talk

Keep full control of what has been said with each customer by having all the history of communications in all channels in one place, simple to manage.



- ✓ **Incoming calls**  
With intelligent assignment
- ✓ **Outgoing calls**  
From database or bookmark
- ✓ **Metric**  
Historical and real-time
- ✓ **Recordings**  
For quality and training
- ✓ **Multiple Numbers**  
To optimize the service



# Whatsapp



## Centralized communication

Centralize WhatsApp numbers for all customers, avoid confusion and possible fraud. Gain visibility into what each agent is talking about.

## Start and reply to conversations

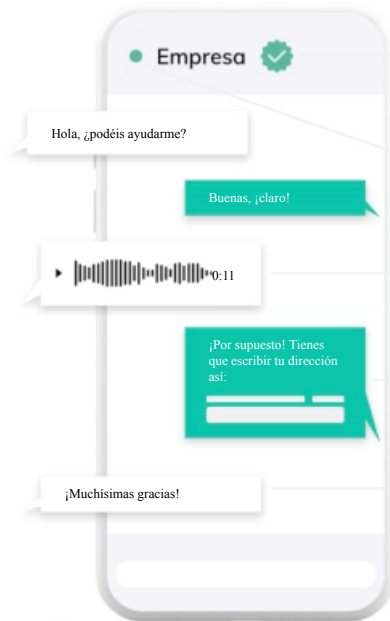
Improve response times with your customers through Whatsapp conversations, agents can both respond and start chats.

## Send mass campaigns

Increase efficiency while saving time. The templates allow you to send messages to the massively selected audience in a single click.

## Measures service satisfaction (CSAT)

Improve the quality of the service by asking for the satisfaction of the service once the conversation has ended automatically.



- ✓ **Checked**  
Prevents identity theft
- ✓ **Brand**  
Name, logo, color
- ✓ **Audio**  
Listening to voice messages
- ✓ **Multimedia**  
Images, videos, GIFs
- ✓ **Real metrics**  
Delivery and reading confirmation



# Facebook Messenger

## Closeness

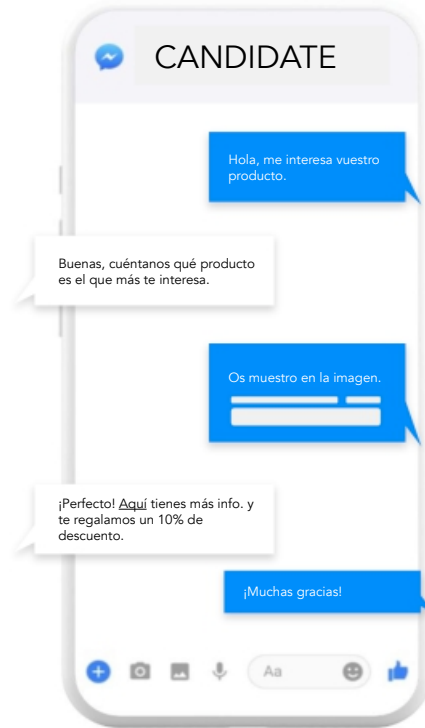
Offering service on the channels that the customer is on is crucial. Increase channels without increasing service cost with our platform

## Time saving

Avoid agents having to service multiple platforms. Thus, with a single inbox, it reduces time and improves the experience.

## Increase sales

Increase conversions from customers who prefer to use Facebook Messenger.





# Email

## Order and cleanliness

Email conversations are managed with the efficiency of a chat. Smart allocation, open, click and response metrics.

## Centralized communication

Centralize the company's generic inboxes for all customers. Gain visibility into what each agent is talking about.

## Send mass campaigns

Increase efficiency while saving time. The templates allow you to send messages to the massively selected audience in a single click.

## Custom templates

Increase the conversion rate using multi media elements such as photos, videos, gifs... that represent the brand.



## EMAIL BLAST AND DATA BASE





## Live-chat // Web messaging



### Live Chat

It allows agents to respond immediately to customers in the most efficient way.

### Convey confidence

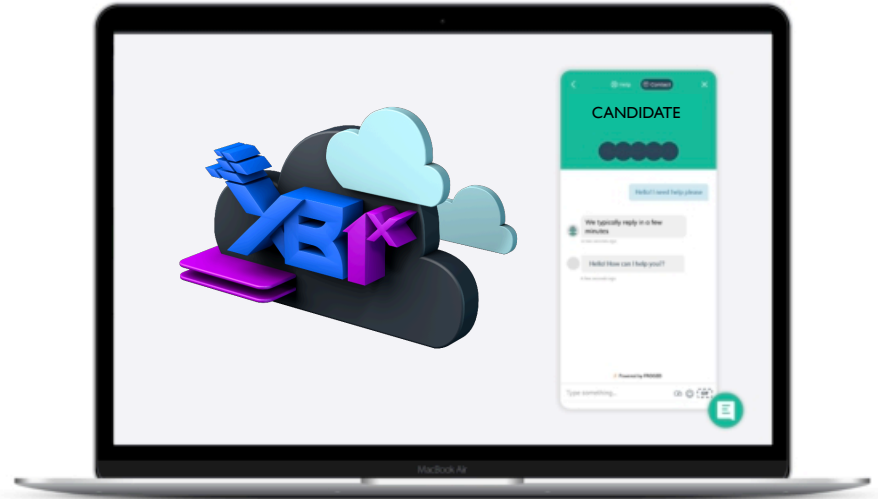
The agents have all the relevant information of each client to be able to attend them in a personalized way.

### Quick setup

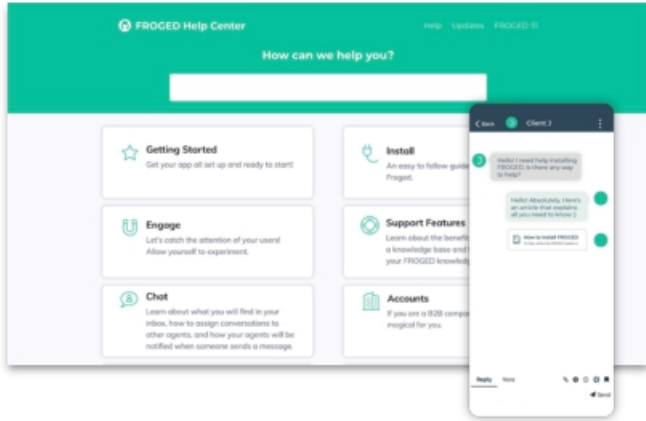
Customize the widget displayed with the colors, logo and brand language. Offer an instant experience easily.

### Proactive messaging

Schedule proactive messages based on user actions to proactively intervene if a transaction stalls.



# Responsive and multichannel knowledge base

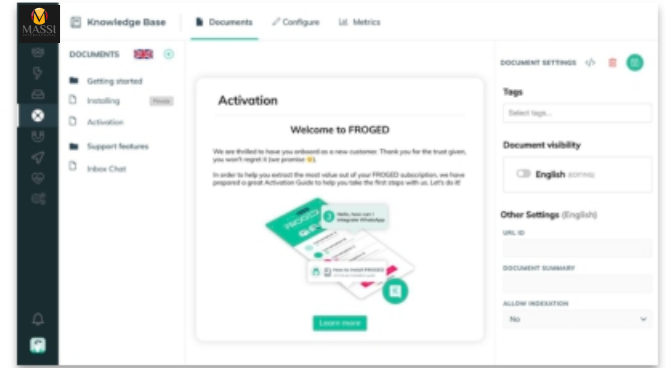


## Attractive to manage

Brand identity, colors and logo of the company. Ordered and visually appealing knowledge for a self-service of knowledge.

## Autonomous to streamline

It eliminates the friction of customers who want to solve their doubts on their own. Reduces agent workload.



## Easy to set-up

No development required, customizable and multi-language. Group knowledge into folders and subfolders. Make it visually appealing with photos, videos, GIFs, and buttons.

## Optimized for sharing

The content adapts to all channels and devices to encourage the use of documents and thus increase the efficiency of agents.

# Omnichannel Integrations

We make it easy for you...



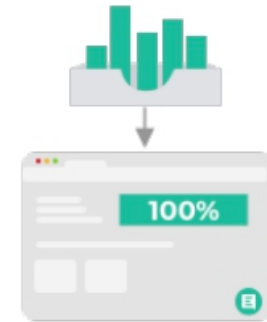
**+3.000 Integrations**

Easy to connect with thousands of tools, voice and artificial intelligence



**Agile installation**

Install in less than 15 minutes



**Migration in 5 min**

Import all your data in less than 5 minutes

# Integrations - Examples



Enjoy voice and contact center services in the cloud with omnichannel communications.



Connect phone-based messaging with the unique Twilio-WhatsApp API.



Extend your reach and availability to important contacts on any platform.



Easily manage all your private messages from your COMPANY inbox.



Connect to Zapier and automate tasks and workflows in 3K+ applications.



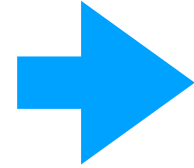
Eliminate data silos between your customers' success and product teams.



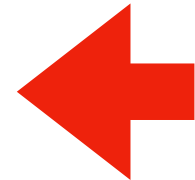
Get notifications about contacts and conversations in Slack.



Start video calls with users from conversations to offer personalized support.



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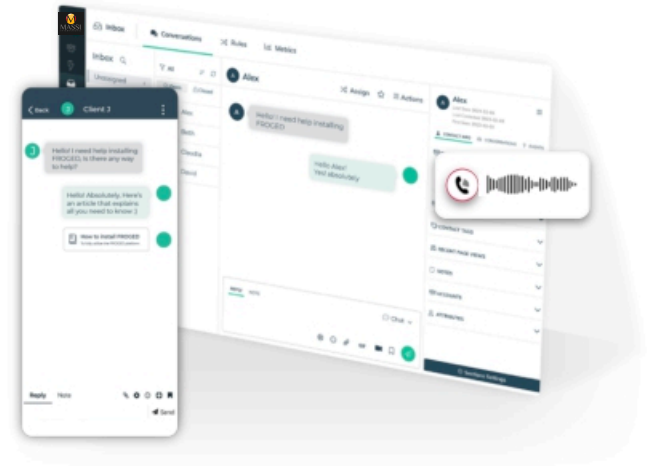


# Omnichannel Communication



Monthly    Annually

Basic	Starter	Professional	Enterprise
The essentials to provide your best work for clients.	The essentials to provide your best work for clients.	A plan that scales with your rapidly growing business.	Dedicated support and infrastructure for your company.
<a href="#">Buy plan</a>	<a href="#">Buy plan</a>	<a href="#">Buy plan</a>	<a href="#">Buy plan</a>
<ul style="list-style-type: none"><li>✓ 1 Agent</li><li>✓ VoiceCalls up to 3,000mins</li><li>✓ Email and Chat</li><li>✓ Basic analytics</li></ul>	<ul style="list-style-type: none"><li>✓ Up to 3 Agents</li><li>✓ VoiceCalls up to 5,000mins</li><li>✓ Whatsapp, Facebook, Email and Chat</li><li>✓ Basic analytics</li><li>✓ Google Meet videocalls</li></ul>	<ul style="list-style-type: none"><li>✓ Up to 7 Agents</li><li>✓ VoiceCalls up to 7,000 mins</li><li>✓ Whatsapp, Facebook, Email and Chat</li><li>✓ Groups and routing</li><li>✓ Knowledge Base PRO</li></ul>	<ul style="list-style-type: none"><li>✓ Unlimited products</li><li>✓ Unlimited subscribers</li><li>✓ Advanced analytics</li><li>✓ 1-hour, dedicated support response time</li><li>✓ Marketing automations</li><li>✓ Custom reporting tools</li></ul>



If your customers communicate through multiple channels, providing them with omnichannel attention is crucial.

Our Platform guarantees it.

# PLANS

## YEARLY

With voice No voice **Yearly** Monthly

COUNTRY

USA

### Basic

The essentials to provide your best work for clients.

**\$206** /month (\*)

Select plan

- ✓ 1 Seat
- ✓ 3,000 minutes of phonecalls
- ✓ Email and chat channels
- ✓ Easy-to-use, collaborative inbox
- ✓ Knowledge Base
- ✓ Preconfigured metrics

### Starter

The essentials to provide your best work for clients.

**\$461** /month (\*)

Select plan

- ✓ Up to 3 Seats
- ✓ 7,000 minutes of phonecalls
- ✓ Whatsapp, Facebook Messenger, email and chat channels
- ✓ Real-time collaboration
- ✓ Knowledge Base
- ✓ Preconfigured metrics and analytics for team performance

### Professional

The essentials to provide your best work for clients.

**\$1,166** /month (\*)

Select plan

- ✓ Up to 7 seats
- ✓ 11,000 minutes of phonecalls
- ✓ Whatsapp, Facebook Messenger, email and chat channels
- ✓ Inbox Groups and Conversation Routing
- ✓ Knowledge Base PRO
- ✓ Multiple Business Hours
- ✓ Detailed metrics and analytics for team performance
- ✓ Zapier and Jira Integration
- ✓ Enterprise-grade security and

## MONTHLY

With voice No voice **Yearly** **Monthly**

COUNTRY

USA

### Basic

The essentials to provide your best work for clients.

**\$212** /month

Select plan

- ✓ 1 Seat
- ✓ 3,000 minutes of phonecalls
- ✓ Email and chat channels
- ✓ Easy-to-use, collaborative inbox
- ✓ Knowledge Base
- ✓ Preconfigured metrics

### Starter

The essentials to provide your best work for clients.

**\$479** /month

Select plan

- ✓ Up to 3 Seats
- ✓ 7,000 minutes of phonecalls
- ✓ Whatsapp, Facebook Messenger, email and chat channels
- ✓ Real-time collaboration
- ✓ Knowledge Base
- ✓ Preconfigured metrics and analytics for team performance

### Professional

The essentials to provide your best work for clients.

**\$1,236** /month

Select plan

- ✓ Up to 7 seats
- ✓ 11,000 minutes of phonecalls
- ✓ Whatsapp, Facebook Messenger, email and chat channels
- ✓ Inbox Groups and Conversation Routing
- ✓ Knowledge Base PRO
- ✓ Multiple Business Hours
- ✓ Detailed metrics and analytics for team performance
- ✓ Zapier and Jira Integration
- ✓ Enterprise-grade security and



CALL US

ALSO WE HAVE A TAYLOR MADE SOLUTION IF YOU NEED MORE POWER

Select a plan for your workspace [HERE](#)

Secure and encrypted:

Some advantages apply if you choose your plan via this link

[NEW CLIENT](#)





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THANKS