

Drag, Drop, and Deploy with Visual Designer

Communications platform as a service (CPaaS) creates opportunities to connect with customers at every stage of their digital journey. With Visual Designer, organizations can take advantage of nearly unlimited options, without the burden of coding.

For example, with Visual Designer, it is possible to build a responsive IVR to route incoming calls to agents, departments, and mobile devices. Drag and drop from verbs like Play, Dial, Collect, Say, SMS, Email, and others to support the development of a wide range of applications.

Integrate Visual Designer with a CRM solution like Salesforce.com, Zendesk, or SugarCRM to automate calls. Retrieve customer information from a database and use PHP to send targeted application-to-person (A2P) marketing messages by SMS.

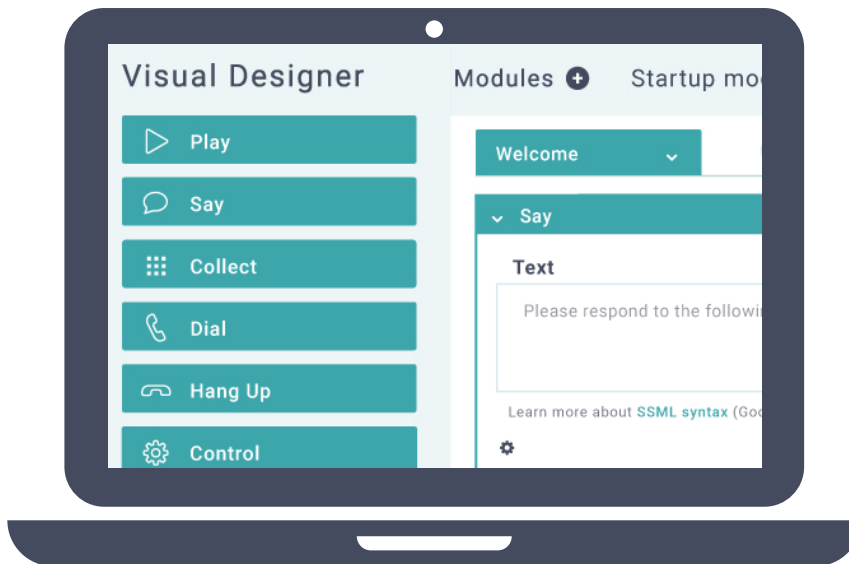
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Digital customer service interactions will increase by

40%

The 2020 pandemic triggered an increased reliance on online shopping, digital financial services, and telehealth options. Going forward, these types of digital interactions will be critical to customer success.

Source: Forrester



The intuitive interface of Visual Designer allows even non-developers an opportunity to create and test communications applications.

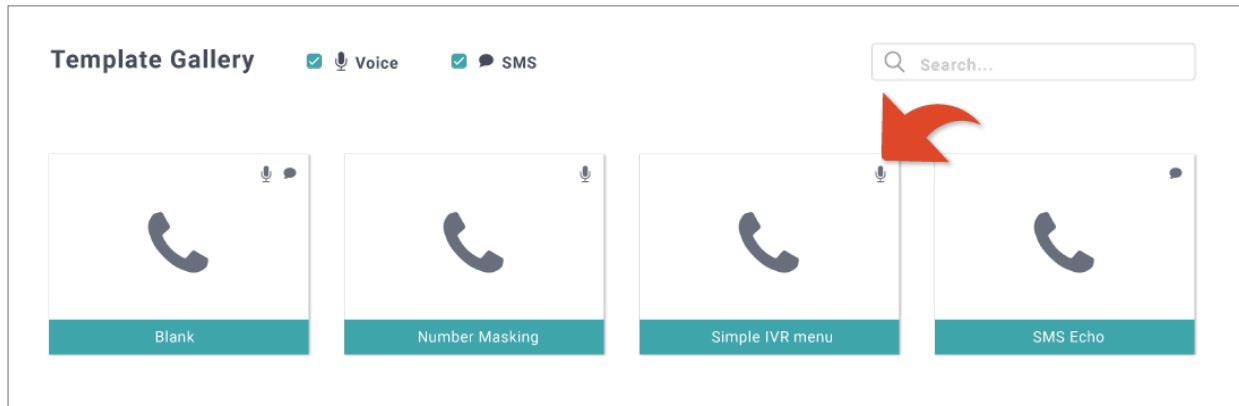


VISUAL DESIGNER IN ACTION - HOW IT WORKS

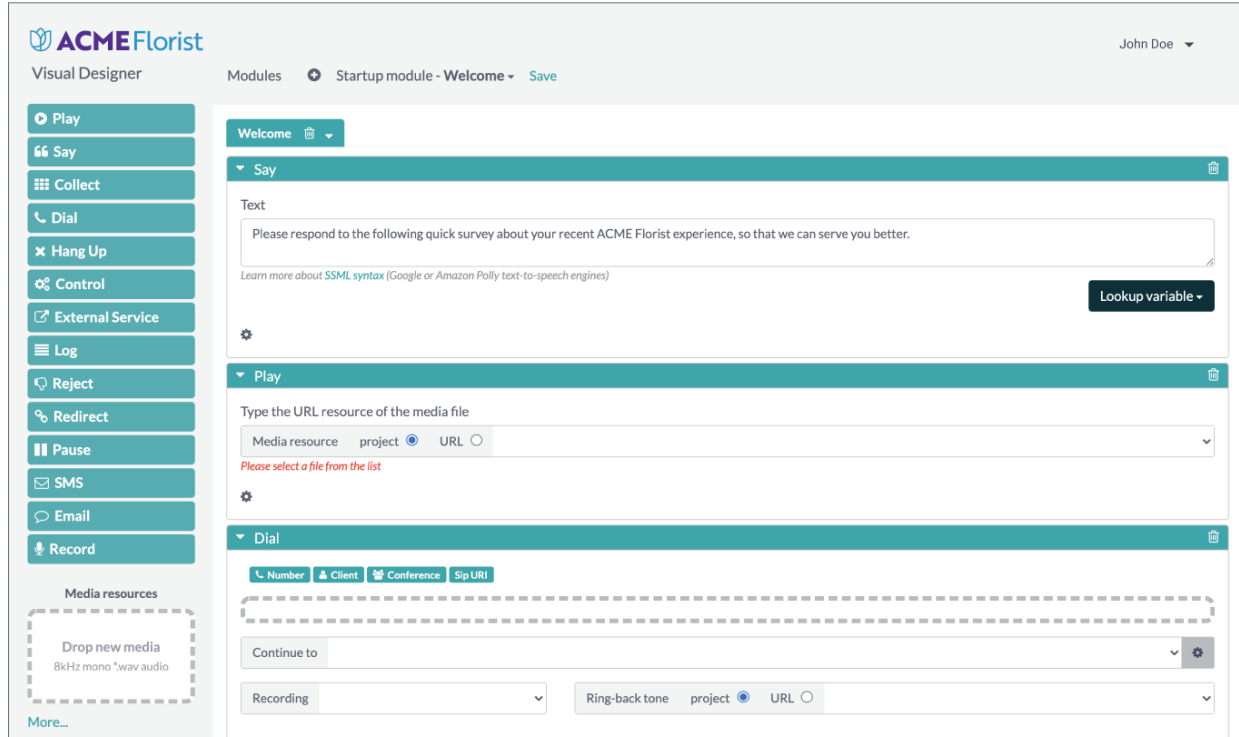
Use drag-and-drop features to create call flows and apps.

Visual Designer lets you add multiple components, technologies, and services without the need to learn complex telecommunications protocols.

Step 1 - Begin by selecting a template like this Simple IVR Menu.



Step 2 - Customize the flow with additional verbs or modules.



Step 3 - Request and send commands and data to and from external applications and services with easy integration. Visual Designer is able to utilize IP protocols including simple webhooks, APIs, and other commonly used methods.

VISUAL DESIGNER FEATURES & ADVANTAGES

Visual Designer allows communications providers to go to market quickly with communications features and applications that meet the needs of their business customers. A white-label interface and documentation make it easy to customize, while the bring your own carrier (BYOC) option keeps traffic on the provider network, boosting reliability and control.



Template Gallery

Get started building applications quickly using time-saving design templates that provide a range of options including a Simple IVR Menu and more.



Text to Speech

Convert text into speech to play back as audio, creating inbound IVR or outbound messaging call flows using a variety of voices, languages, or dialects.



Data Dips

Validate callers by configuring an IVR to look up accounts or other information in a specified data source, then route calls accordingly.



Speech Recognition

Capture speech in real time and return text in 119 languages without any pre-training with ability to act on partial speech.



DTMF Detection

Count on reliable dual tone multiple frequency (DTMF), or touch tone in place of speech recognition, or as a secondary option.



Web Trigger

Establish a call between a Visual Designer application and a destination address using a simple HTTP request.

Use Cases

Leverage speech recognition, CRM integration, and other smart features to develop the communication applications that organizations need to succeed in the new normal.



Post-Call SMS

Trigger an SMS alert at the end of a customer service call.



CRM Integration

Integrate with Salesforce to lookup key customer or caller data.



Speech Recognition

Leverage speech recognition for faster call routing.



Conditional Logic

Input if/then logic to ensure the right call center gets connected.



Call Screening

Initiate inbound screening for improved customer service.



Polling & Surveys

Conduct polls or customer surveys with outbound screening.

Why Telestax

Telestax is the leading CPaaS enabler for the communications industry. When service providers join with Telestax, their customers gain the advantage of a superior network and full CPaaS capabilities such as programmable SMS and voice. With bring your own carrier (BYOC) options, white labeling, and a complete suite of voice and messaging APIs, service providers benefit from new revenue streams and a competitive edge in the evolving digital transformation marketplace. Visual Designer is just one of many features that makes it easy for communications providers to quickly deploy services and opportunities.

Drag, drop, and deploy innovative telecommunications applications with Visual Designer.



Enable Visual Designer for your enterprise customers today.

To get set up, contact us at info@telestax.com.

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CPaaS Enablement and Cloud Apps
for Global Communications

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