

# Preferred Telemedia Bots



Preferred**TEL**



# About Us

We're a solution provider, GSMA certified company, covering telecom and enterprise services with 13 years of experience, 150+ mobile networks' connections and 500+ enterprise clients. We're specialized in A2P messaging, Email services, Omnichannel, Firewall, VAS, Fintech, etc....



# Preferred Telemedia's Omnichannel Platform

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With our All-in-One solution, you can easily connect with customers by bridging all channels together to form a unified experience.

You will be in full control of the entire technology plan, safely and securely.



The Omnichannel platform is not just a way for communication through the chatting apps. It could be integrated with any API to perform a specific task like booking a flight or a hotel, ordering a taxi or food, or anything that comes to your mind.



# Benefits of Omnichannel

- Improved customer experience and satisfaction
- Increased visibility
- Boost in sales and traffic
- Better customer insights
- Greater brand awareness



In fact, Omnichannel has a 90% higher retention rate than single-channel.



# Preferred telemedia Bot Features



## 1. Chat flow-builder

Integrate flow-builder with the applications you already use.

Create custom connections via HTTP and web hooks.

Leverage and enhance customer profiles across third-party products currently used within your business.



Social  
media



Email  
marketing



Website



Digital  
advertising



Print ads and  
catalogs



Public  
relations



Influencer  
and affiliate  
marketing



Content  
marketing  
and SEO



# Cont'd

## 2. Chatbot

Engage users with AI, bots, and integrated applications, for conversational business at scale.

Move beyond simple live chat!

Set business hours, create auto responders and custom workflows.

## 3. Auto-routing engine

Rely on the built-in intelligent routing algorithm to automatically fall back to SMS if the user's device does not support an instant messaging channel (WhatsApp, Viber, etc.).





# Cont'd

#### 4. Campaign creator

Launch marketing campaigns in a minute, regardless of the channel, the campaign will be sent instantly and securely.

Along with a fallback mechanism, the campaign manager will guarantee the message delivery through a secondary channel if the primary one isn't successfully delivered during a specified time frame.





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## 5. Five-star customer service

Deliver the best customer interaction via live agent support and advanced chatbot. Get your customers involved with your business over the most popular chat application worldwide.

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## 6. Verified business account

Customers love to see the green badge!  
Get your ID verified and boost your customers' trust with our guided verification feature.

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## 7. Work securely

Send vital info, reminders, or notifications with full confidence, keeping in mind that your communications are totally protected and are GDPR compliant.



# Preferred temedia Platform's Extensive Use Cases Driving Business ROL

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**Ecommerce & Retail**



**Healthcare**



**Manufacturing**



**PropTech &  
Real Estate**



**Hospitality**



**Telecommunications**



**Travel & Tourism**



**Manufacturing**



**Financial Services**



**Local, State and  
Federal government**



**Power & Utility**



**Product Registration**



# Where We Are

Proxtel is continuously expanding and will certainly exist in additional countries soon

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Cyprus

Strovolos Avenue, 5th 47  
Floor, KYROS TOWER,  
Strovolos, 2018, Nicosia



Lebanon

Mina EL Hoson, Starco Building,  
Block A, 7th F, 705-707, Beirut