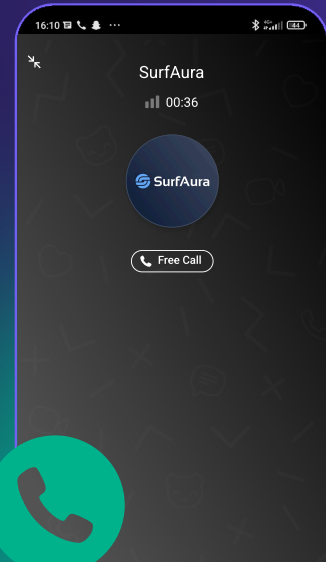


Viber Business Calls

Enhance your customer experience with free one-click calls worldwide - right in the app.



What are Viber Business Calls?

Viber Business Calls enable your customers to make free calls to your business on the Rakuten Viber app.



Improved **customer experience and support**

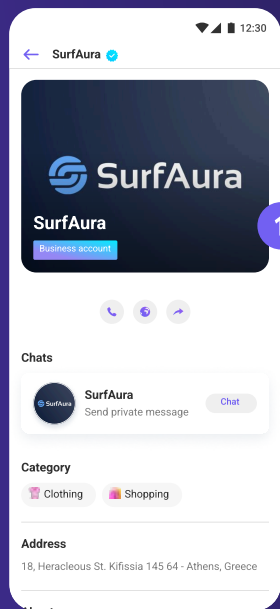


Conversions via conversations



Upsell and cross-sell opportunities

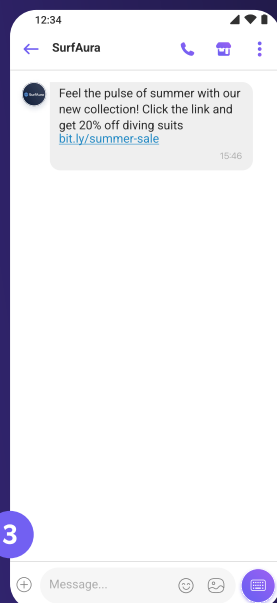
How do Viber Business Calls work?



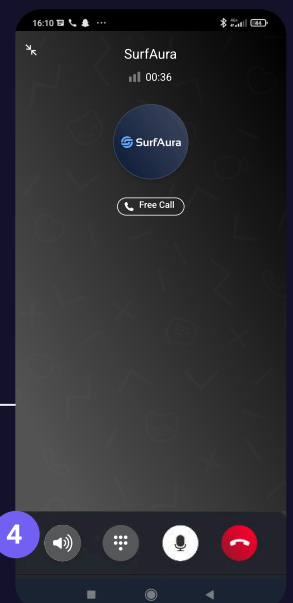
A **Business Call button** is added to your Rakuten Viber Business Account



Designate a number for Rakuten Viber or continue using your regular call center number



Your **VoIP is integrated** with Rakuten Viber infrastructure












Now, your customers can reach your call center easily - regardless of their location, without needing to switch apps or pay for the call

How can brands use Viber Business Calls?

Finance • Retail & E-commerce • Healthcare • Logistics • Travel

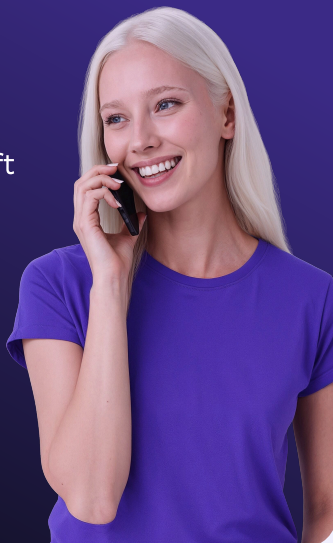


Global brand accessibility with free calls from anywhere in the world

-  Address account & transaction queries
-  Offer financial advice & counselling
-  Assist with product inquiries
-  Support order management & tracking
-  Answer around-sales questions & encourage sales
-  Provide post-sales support & get feedback
-  Provide online consultations
-  Schedule appointments & make reservations
-  Offer customer support & build loyalty

Ana forgot to include the gift wrapping when ordering a gift for her boyfriend.

She needs to **call** the online store & ask them to add the packaging.



Max needs to make a large cash withdrawal, urgently.

He messaged the bank, but they have additional questions.

He's on the move, so a call is faster than typing.



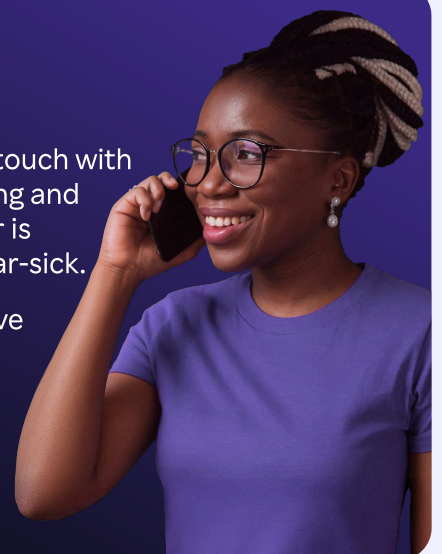
Martin's flight has been delayed, so he needs to change his hotel check-in.

Calling abroad could be costly, but Martin will **call for free**, thanks to Viber Business Calls.



Alex needs to get in touch with her courier, but typing and reading while the car is moving makes her car-sick.

To get help, she'll have to call the company instead.



Ready to get started? Talk to us!

calls@forbusiness.viber.com