

# Use Cases



## Deliver PINs to any device

Use voice on both landline and mobile phones to deliver one-time PINs and keep your customers and business protected.



## Bring attention to your message

Use the most captivating communication channel to ensure your target audience reacts to your messages.



## Promotional messaging with a human voice

Promote new offers that grab customer attention by using voice audio files or text to speech options.



## Receive post-call customer feedback

Use interactive voice functionalities to record real-time feedback for more insight about your products and services.

## The Infobip Advantage

### GLOBAL REACH AND LOCAL PRESENCE

- ✔ 600+ direct-to-carrier connections
  - ✔ Connect with over 7 billion people and things
  - ✔ Strong enterprise client base
  - ✔ 60+ offices on 6 continents
- Our local presence enables us to react faster and have everyday interactions with our customers, providing solutions in-line with their needs, local requirements and based on proven global best-practices.

### SCALABLE, FAST AND FLEXIBLE SOLUTIONS

- ✔ Best-in-class delivery rates
  - ✔ High speed and reliability
  - ✔ Low latency
  - ✔ In-house developed platform
- Our solutions are created to adapt to the constantly changing market and communication trends at speeds and levels of precision and personalization that only an in-house solution can offer.

### REMARKABLE CUSTOMER EXPERIENCE

- ✔ Technical expertise
  - ✔ Solutions consultancy
  - ✔ Customer success management
  - ✔ 24/7 support and network monitoring
- We will help you to get up and running in no time, whether it's assisting with integrations, messaging best practices or solutions consultancy.



BEST MESSAGING API  
BEST MESSAGING INNOVATION-CARRIER SOLUTION  
BEST ANTI-FRAUD INNOVATION  
BEST SMS/A2P PROVIDER FOR THE EMEA REGION



BEST RATED A2P  
SMS PROVIDER  
2017, 2018  
RATED TIER 1 SMS  
FIREWALL VENDOR  
IN 2017



[www.infobip.com](http://www.infobip.com)



# Voice

## VOICE

# Reach more customers worldwide with crystal-clear voice communications

### Automate processes and reduce costs

Optimize resources and automate processes using Interactive Voice Responses. Speak directly to your customers around the world with crystal-clear voice communications.

### Safeguard customer accounts

Help your customers to safeguard their privacy while keeping communications on-platform with a layer of anonymity provided by Number Masking.

### Be accessible across all touchpoints

Add click-to-call capabilities to your web and app environment to let customers reach you when they need you the most.

### Talk to the world using the right language

Scale your communications globally in 25 languages and accents by converting written messages into calls. Speak the language your customers use and connect with them.

### Create impactful messaging that grabs attention

Create impactful engagement at scale by using prerecorded voice messages – use local dialects to speak to customers in a familiar language, or even a celebrity voice. Upload any audio file to our platform in minutes.



Voice example

## HOW TO CONNECT

Scalable, flexible and easy to use with or without coding skills, offering actionable insights on performance and user behavior. For developers and business users alike.



Easily craft customer journeys with automated workflows using visual interface (drag and drop) through our intuitive **web-based interface**, and create rich customer profiles for personalized, contextual communication.



Easily integrate various programmable communication channels and modules in any programmable language into your business workflows by using **a single unified REST API** to create memorable customer experiences.