



Click to Interact & Widgets

OneContact 4.x and up



**Collab.**  
collab.com

# Power Up your communications

**OneContactCC** is a powerful contact center software that enables the management of audio, video and text communications. Customers can **interact with the Contact Center easily** through Click to Interact applications. They are configurable in a **few clicks, without code**, and can be deployed in **any webpage**.

**This way, your customers can reach you easily!**

## Click to Interact **Widgets**

Can I help you?

Hi there

How may we help you? Choose an interaction type to get assistance.



### ClickToChat

- Typing **notifications**
- Connected **status**
- Templates**



### ClickToCall

- WebRTC based
- High Quality Sound



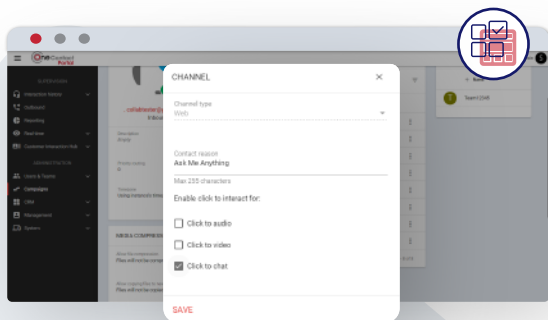
### Click to Video

- WebRTC based
- With **Keypad**
- Expandable window** for agents

All the click to interact options can be displayed on a dedicated page, implemented as widgets on any webpage or integrated with applications.

## Easy to Configure

Activate your ClickToInteract widgets in **OneContact Portal**. Select your desired campaign and use the Channels card to **enable click to video, to chat and/ or audio**.



## Customize to your Needs



- Mandatory and optional fields
- Header background color
- Header Title Color
- + And more

Can I help you?

Name

Phone Number

Email

Service\*

☐ I agree to have my personal data processed for chat support.

Full policy available [here](#)

CUSTOMIZE YOUR WIDGET

Header background color #ff3366

Header title color #000000

Header title How can we help you?

Media Type Audio

PREVIEW GENERATE

SELECT COLOR

New Color # FF3366

SAVE



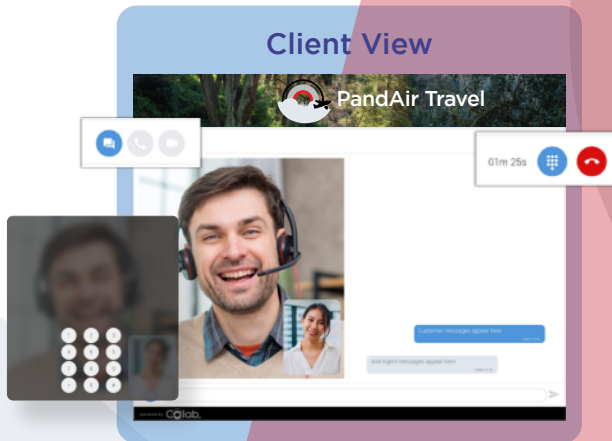
- Click Generate to retrieve the widget code snippet.



- Paste the code in the webpage and the widget is ready to roll!

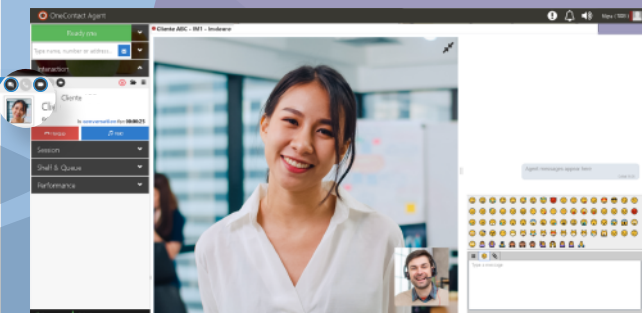
# Media Upgrade

Swap effortlessly between audio, video and chat! It's now possible to switch between chat, voice and video within the **same interaction**



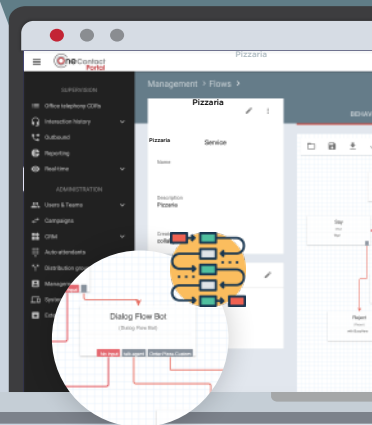
## Agent View

Active media



# Integrate intelligence for a unique CX

All click to interact options can be boosted with **OneContact Flows**. Create custom journeys with the **drag and drop interface** of OneContact Flows to **build bots** and deliver an **automatized self-service customer support** that can be deployed in your widgets!



## Key Benefits



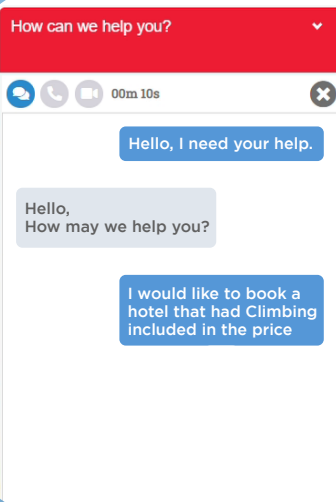
Easy to build



With Media  
Upgrade



Integrable in  
any webpage





# Activate new digital experiences.

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