

# Luxms V2Chat

**V2Chat** is a web-based click-to-call and click-to-chat solution which supports voice and video communication, powered by Luxms Inc. **V2Chat** is intended primarily for organizations that require efficient and prompt interaction with clients, customers and partners via their web-sites.

The solution consists of two key components: first, Flash-to-SIP media and signaling gateway and, second, Flash/Ajax Web-call button. Since the solution is integrated into your website, visitors can reach contact persons they need instantly, without abandoning your website.

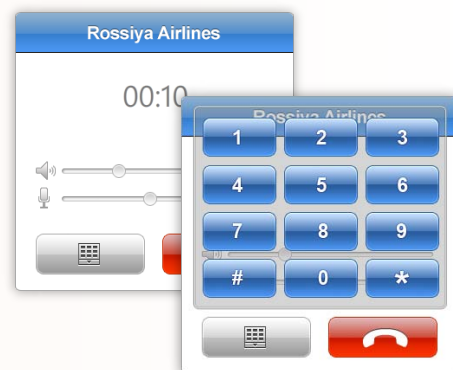
**V2Chat** is a hosted service. Correspondingly, there are no upfront costs. V2Chat customers pay modest monthly fees only.

## Key features and benefits:

- ◆ Free calls for your customers;
- ◆ 100% browser compatibility;
- ◆ Guaranteed connectivity with SIP infrastructure;
- ◆ Your website visitors need no additional software to call you;
- ◆ Call forwarding to your PCs and phones;
- ◆ Easy-to-use interface;
- ◆ Look&feel customization.

## How to use V2Chat:

1. You obtain a code for your web-call button;
2. You insert the code into your website and embed the button on a page you want. That's it: now your clients even don't need to dial your number. They click your button, and they contact you immediately;
3. You can receive incoming calls from your clients on your PCs and landline phones. Call forwarding to cell phones can be agreed;
4. You can define phone numbers for calls forwarding: rates for such calls vary depending on region;
5. You can change the look of your web button and the mode of communication.



## SUCCESS STORY

- ◆ Luxms Inc. delivered positive experience with its web-based VoIP solution to Tier 1 Wireless Carrier with subscriber base of dozens of millions. At the moment our voice and video click-to-call service is used for contacting Customer Care (including video calls with sign language translation).
- ◆ Russia's national airline with corporate headquarters in St. Petersburg. Rossiya Airlines serves over 3 million passengers travelling across Russia and abroad every year. Our web click-to-call is used on company's website for communication with Information and Booking Service. <http://www.rossiya-airlines.com/ru/>

Additional options for **V2Chat Enterprise** clients – design studio and API, text chat service, encryption, forwarding to cell phones, etc. **V2Chat** provides you with an opportunity to improve your customer relations and increase performance of your customer services. Our service accelerates business communication and eliminates barriers between business and their clients in other cities and states.

