PROXTEL

2022

we're what's next

CONTENT

Proxtel

is a GSMA-certified company that provides end-to-end services and cloud-based solutions that unlock all the potential of messaging.

Antwerp is interconnected with almost all premium aggregators, retailers, and leading operators all across the globe.
Our mission is to connect communities with the world, securely, efficiently, and competitively. We further develop the range of our products and remain on the top of the technologies dynamics to guarantee the satisfaction of our business partners.

We offer a wide range of innovative products including different direct Interconnections worldwide, A2P messaging, Omni Channel, Value Added Services VAS, Fintech, A2P SMS Monetization (Firewall), e-SIM Platform Integration, A2P Flash Call Monetization/Blocked solution, WhatsApp Reachability for Roamers, Tourist SIM and Governmental services.

Omni Channel

Our Omnichannel is a customer-centered approach that refers to connecting different channels used by your business to support a constant customer journey in which you can give access to your services and products.

Today, organizations across different industries are leveraging omnichannel strategies, including healthcare, retail, finance, technology, and more.

Facebook Messenger, email, SMS, website chat, mobile app chat, WhatsApp, Instagram Direct Message, and much more! all will be in one place, centralizing your company's communication.
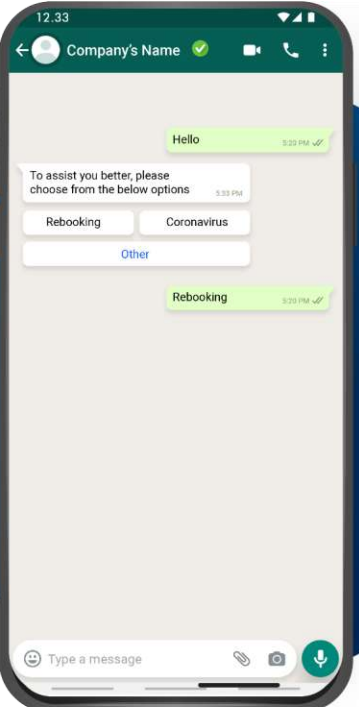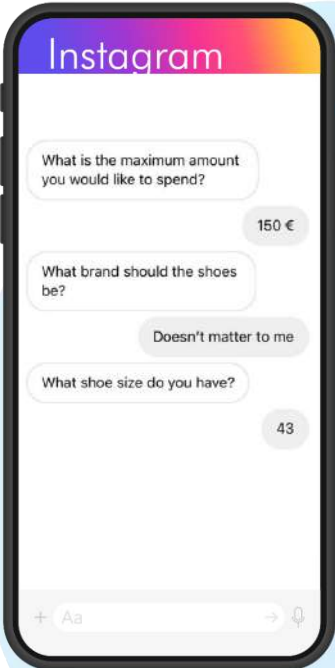
Our chatbot can be successfully implemented in multiple channels like your website, Facebook Messenger, WhatsApp, and wherever users interact but can still be managed from a single platform. We also offer integrations with voice and live channels, so that clients can call Customer Service or contact a human agent at any time during the conversation.

Hello!

Chatbot Benefits

1. Enable natural conversations

2. Instant customer support

3. Reduced agent transfer rate

4. Improved user experience

5. Better conversion rate

7. Better accuracy

8. Time and cost-efficient
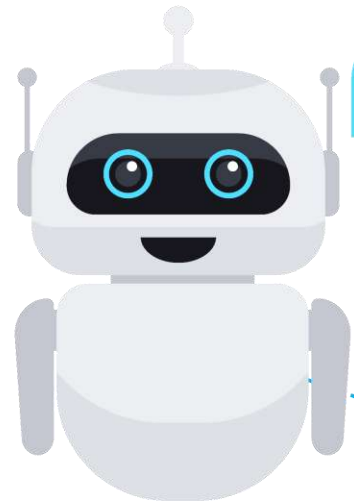
OMNI SUITE

Users can contact or call human live agent upon request.

Our Omnichannel chatbots support technologies like artificial intelligence, machine learning, natural language processing (NLP), and natural language understanding (NLU) to understand customers' behavior.

Core service
A2P SMS

Reach your customers **wherever** they are in the world and enjoy uninterrupted service with more than 400+ direct operator connections.
In addition to delivering SMS, Antwerp can also enable reply paths for end users to send SMS to business (2-waySMS).

:**Proxtel** Guarantees
- Message Security
- High message delivery rates
- Concatenated & Unicode Support
- Reliable Delivery Reports
- 24/7 technical support

2-WAY SMS

Many companies not only want to reach their customer's with SMS but also want their customer's to be able to respond and interact with them.

This is achievable with 2-WaySMS.

Businesses can be supplied with a Short Code (usually a six digit code) or Long Number (a full mobile number), depending on their requirement and country, with which their end users can reply.
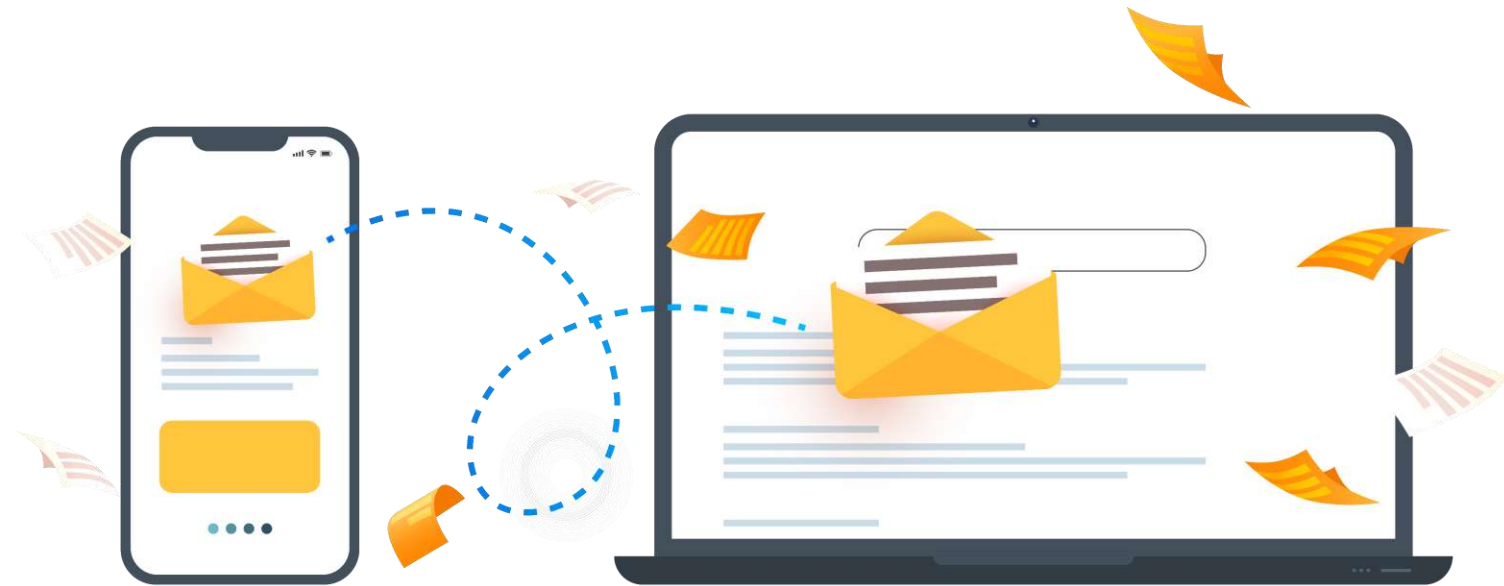
Email Campaign

Our Email campaigns are designed to reach out to subscribers at the best time and provide valuable content and relevant offers.

Measure your performance with simple metrics like time until first response, average response time, and the number of tickets resolved.
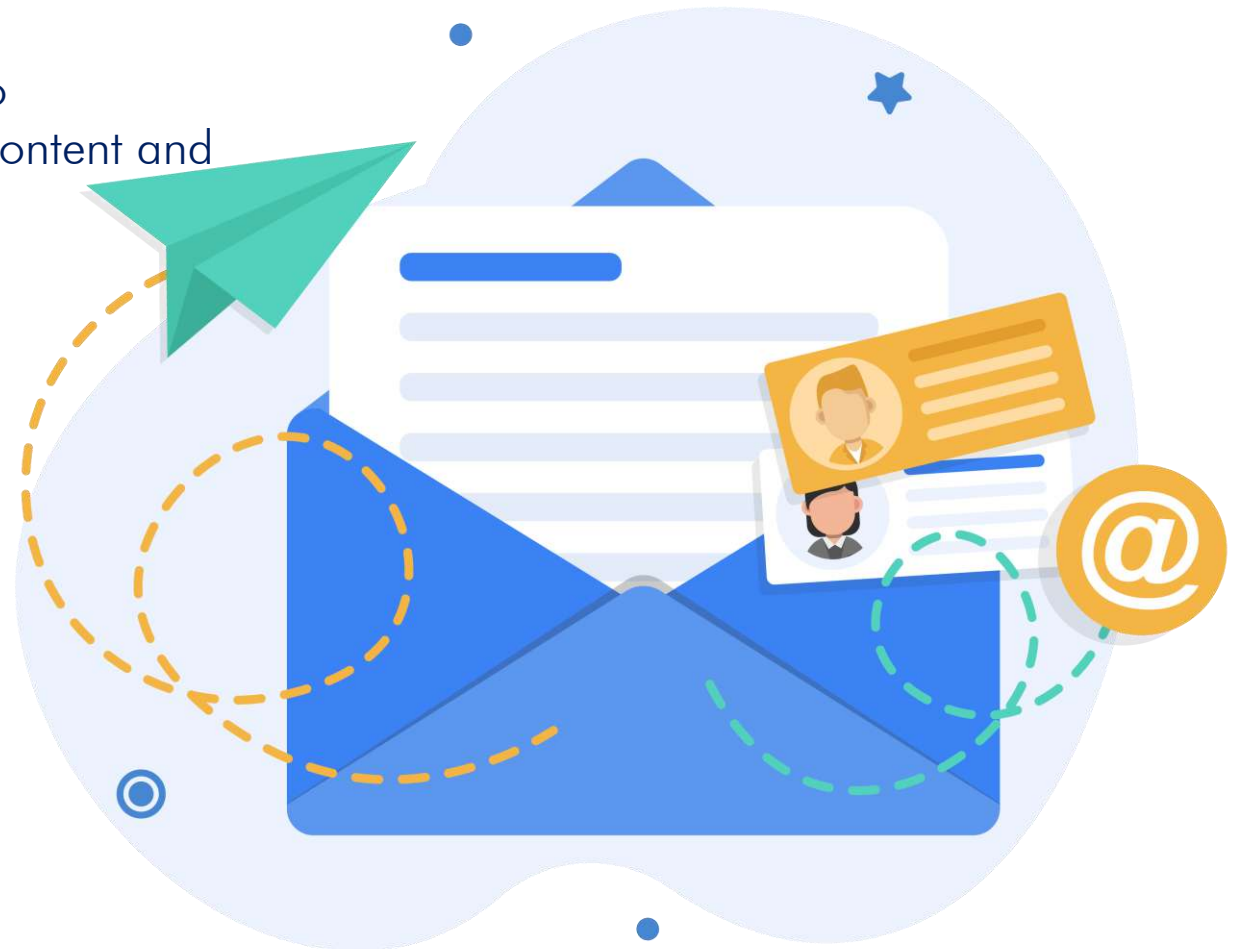
Direct MNO connections worldwide

A "direct connection" is a route that an SMS provider like **Proxtel** has setup directly with a mobile operator within a country .

Having a direct connection means that a business sending SMS can avoid additional "hops" via middlemen (aka other SMS gateways) to **access** the country's mobile subscribers and guarantees the message is delivered to the end-user handset .

.The reduction of hops increases delivery **speed** and reduces the likelihood of any tampering with the message itself

Mobile Network Operator Services
# SMS Firewall

Firewall is a network security system that monitors and controls incoming and outgoing network traffic based on predetermined security rules. A firewall typically establishes a barrier between a trusted network and an untrusted network, such as the Internet.

Benefits:

- Protect against malicious SMS (GSMA IR70/71) Spamming, Flooding, Faking, Spoofing, Smishing, Viruses
- A2P Monetization: Block grey route SMS
- Full control and visibility of SMS
- Central logging for all SMS (billing verification)
- Minimize unnecessary costs
- Comply with national regulations (inapplicable)

SMART features:

- Automatic Real-Time Threat Detection
- Real-Time Alerting
- Flexible & Powerful Rule System
- Customized Traffic Analytics
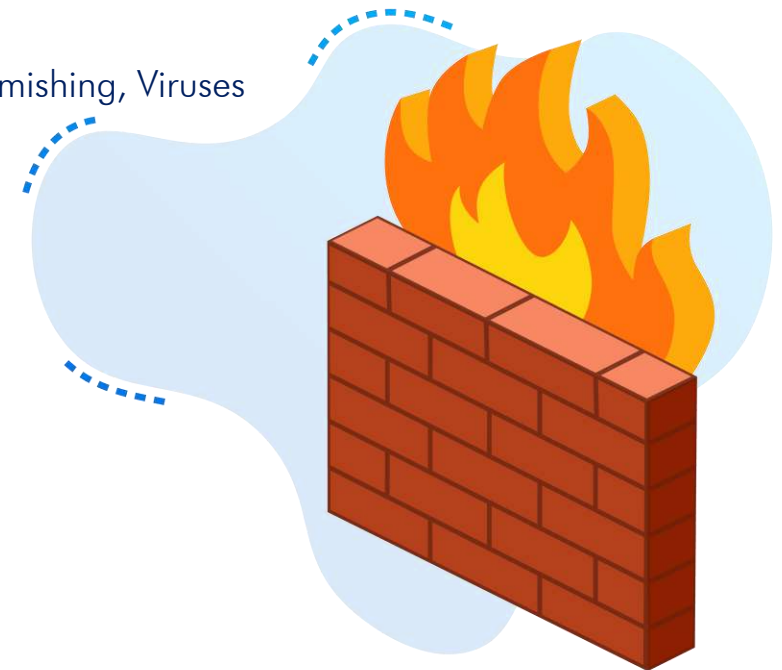
VAS Services

Call Completion Suite

1- Call Me Back

come in handy when you need to make an urgent call but don't have enough funds or busy. It allows you to notify friends and family members so they can call you back.

2- Collect Call

Collect Call offers the flexibility for prepaid mobile subscribers to initiate calls even if they do not have the sufficient credit to do so where B party could bear the cost of the call.

3- Back To Coverage

the solution have the ability to notify the caller once the called party is back to network.

RBT Suite

1- Audio RBT

The subscriber will have access to a wide library of entertainment content to choose from. They can also personalize their Ring Back tones and assign to a specific caller/caller group.

2- Pray RBT

Pray RBT allows the customer to set a prayer instead of the regular tone on Pray time and across different times zones!

3- Text RBT

It allows the subscriber to set a personalized message , that pops-out while calling.

4- Outbound Dialer Campaigns

for the sake of triggering new promotions and advertisement in order to increase the revenue streams for both the clients and operators.

Direct Carrier Billing

DCB

(direct carrier billing) allows users to use their mobile phone for making online purchases or service subscriptions by charging them to their mobile phone bill or airtime credits.

Credit Lending

Serving customers who don't have any enough credits or bunds to make a call or to subscribe to a service or data bundle.

WIFI Roaming

The subscriber can make a call while he is in roaming or out of coverage to other mobile number via this application.

Proxtel

We exist in several countries around the world

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

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

we're what's next