

BAARTA TECHNOLOGIES LTD

Plot 114, Level 4, Road 12, Block-E
Banani, Dhaka - 1213, Bangladesh.

BAARTA

Omnichannel Communication

OMNI-CHANNELS CLOUD COMMUNICATION SOLUTION

To SUPERCARGE your business to the next level...

BAARTA

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Omnichannel Communication

**“Engaging on authentic,
meaningful conversations
with consumers is the key to
success and growth.”**

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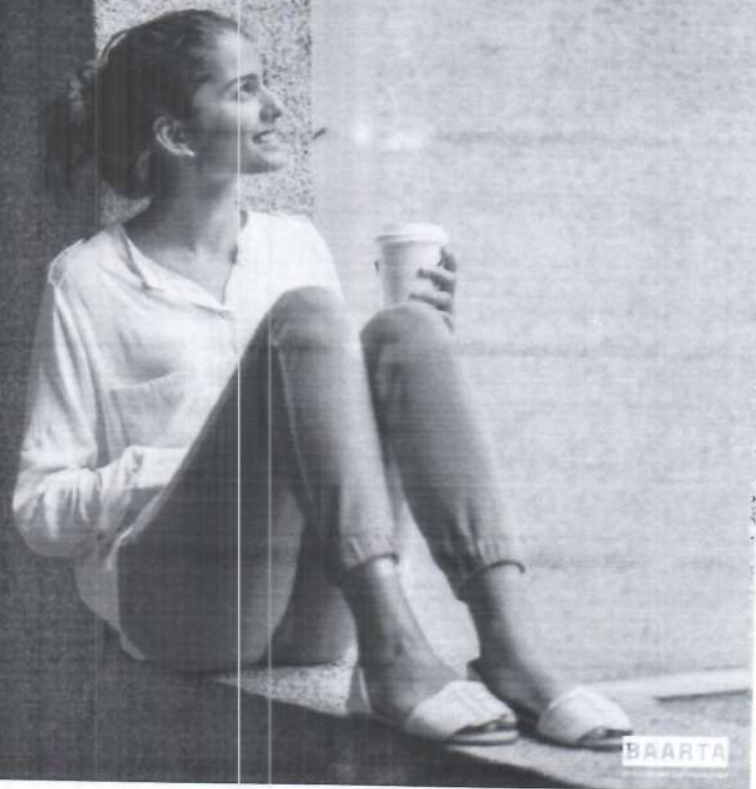
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BAARTA

Omnichannel Communication

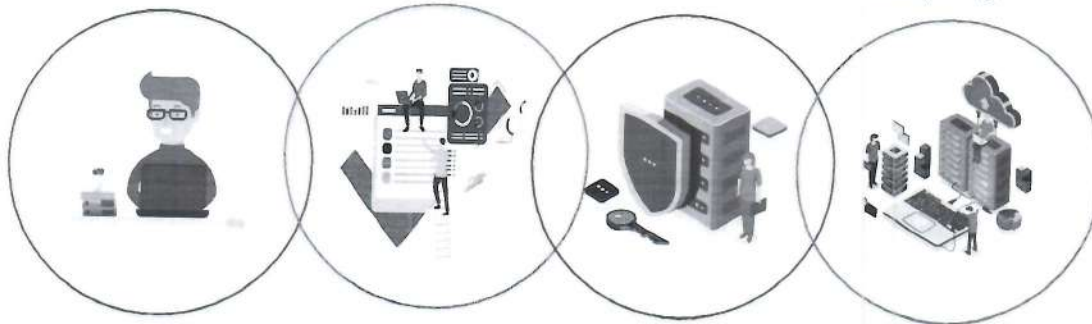
Who is BAARTA?

BAARTA connects businesses with consumers with messaging and voice telephony solution across multiple channels, including WhatsApp, Facebook Messenger, and more. with IS Messenger and CloudWego.



About Us

BAARTA Technologies Ltd. Joint Venture with IS Global Services Pte Ltd (IS Global) is an Information Technology Solution Provider Company



OUR TEAM

20+ YEARS
EXPERIENCES IN
SOLUTION DELIVERIES
AND OPERATION

PARTNERSHIPS

TOP LEADERS IN
SOFTWARE &
SOLUTION PROVIDERS

STRONG REFs

TELCOS, BANKS, LOGISTIC,
GOVT, MANUFACTURING,
INSURANCES, HEALTHCARE,
TRANSPORTATION

SOLUTION STACKS

AUTOMATION, ITOM & ITSM
CLOUD COMMUNICATION & API
APPLICATION DEVELOPMENT
NETWORK MGT & SERVICES

**Operationalize Enterprise Digital
Transformation at ease**

Our Reach

Own business / Subsidiary / JV / Partnership



Our Team : 70+ People

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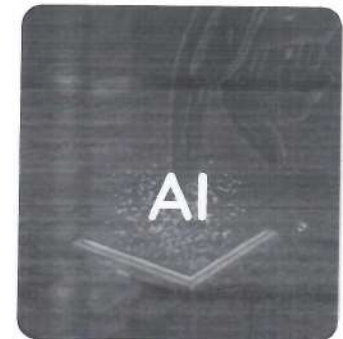


Our Partners & Customers

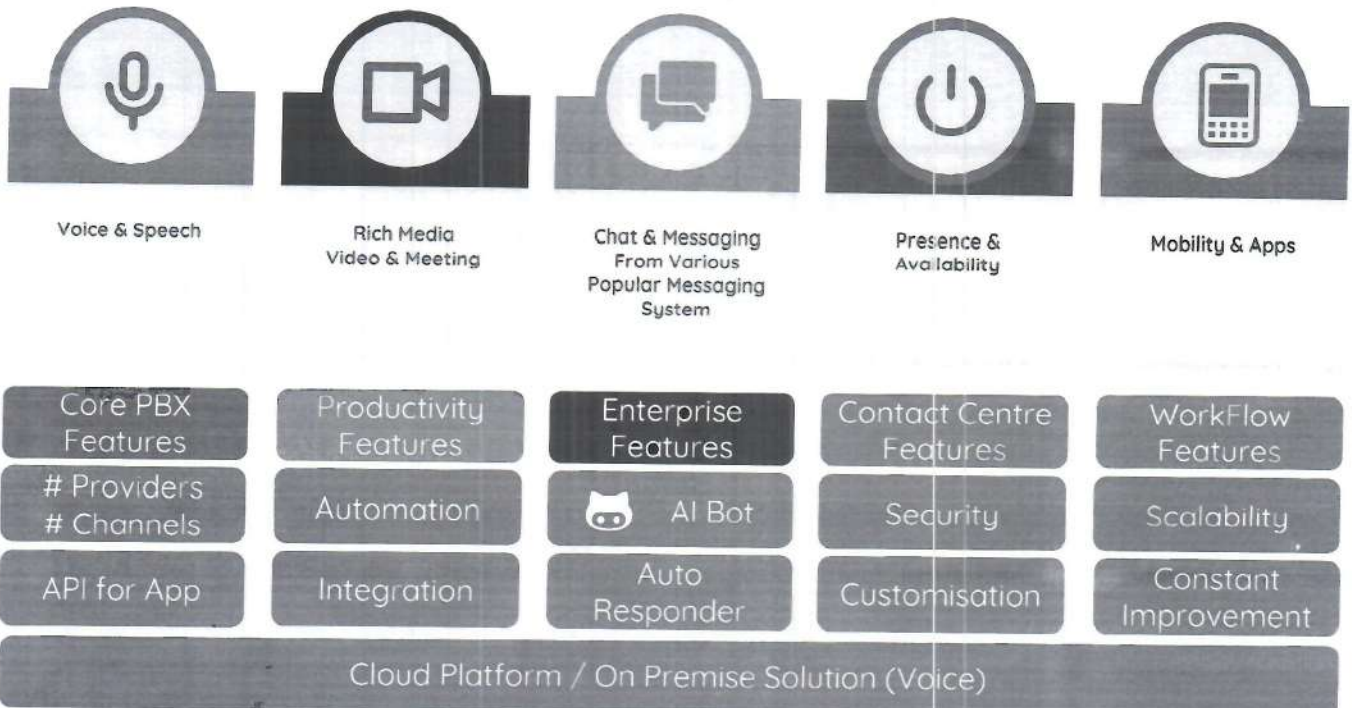


Our Solution Verticals

Introducing a multi
**Cloud Communication
Solution** to supercharge
your Business. Engage in
Conversations to
Delight your Customer.



Our Solutions and Offerings



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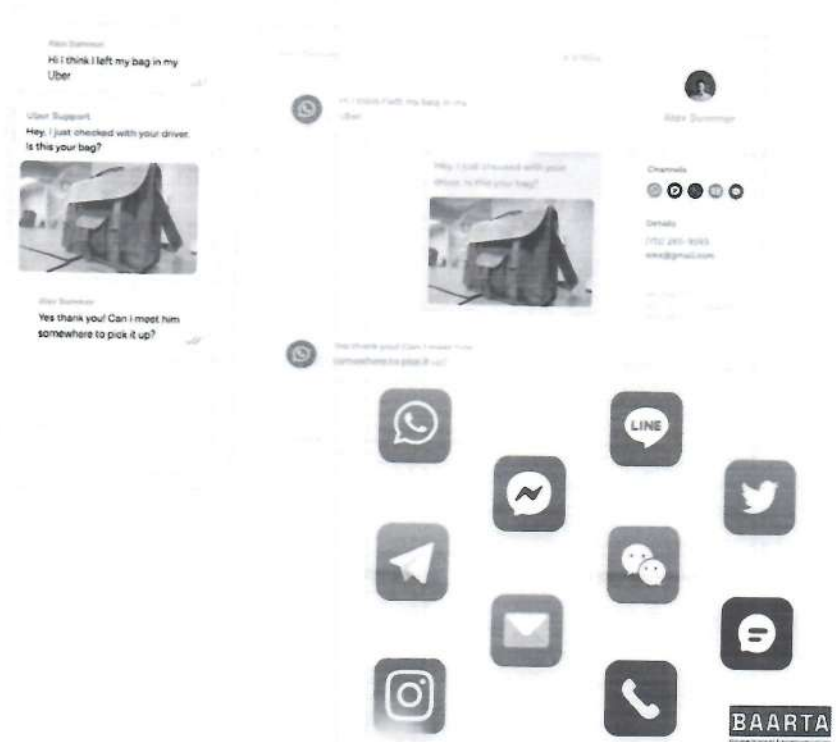
IS MESSENGER

2-Way Chat

Broadcast

Automation

An **omnichannel** communications platform, built for global scale. Communicate to your customers over any channel, for any use case, anywhere in the world.



Omni Channel-The Game Changer



Rich Media

send files, audio,
images, PDFs etc.



Buttons

optimize CTA's &
replies with buttons



Integration

integrate in CRM or
use portals



2-way Message

support users 24*7
with query resolution



1-way Message

send use-case
agnostic notification in
bulk



Chatbot +Agent

integrate chatbot
and agent takeover

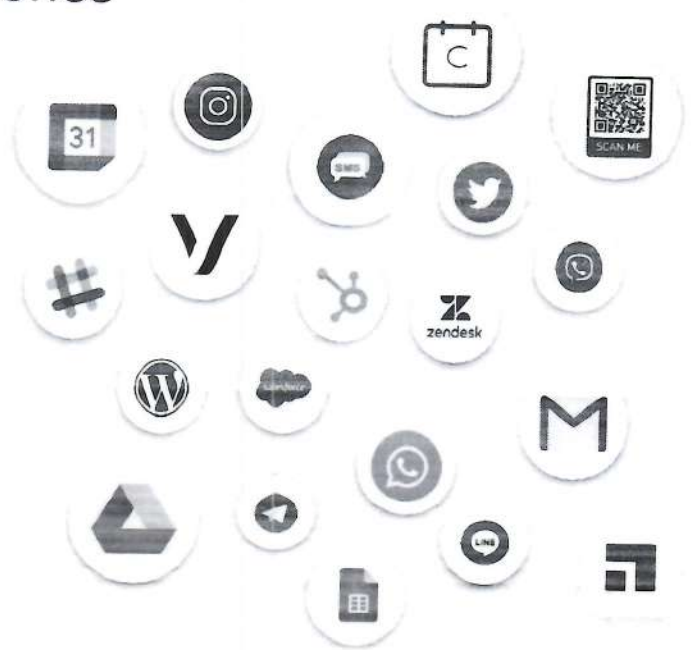
Redefine Customer Experience in Omni-Channel

Customer Support

for complex questions, help your customer with two-way messaging and instant response.

Real-Time Notifications

Handhold your customer with text, images, PDF and other rich media directly on WhatsApp.



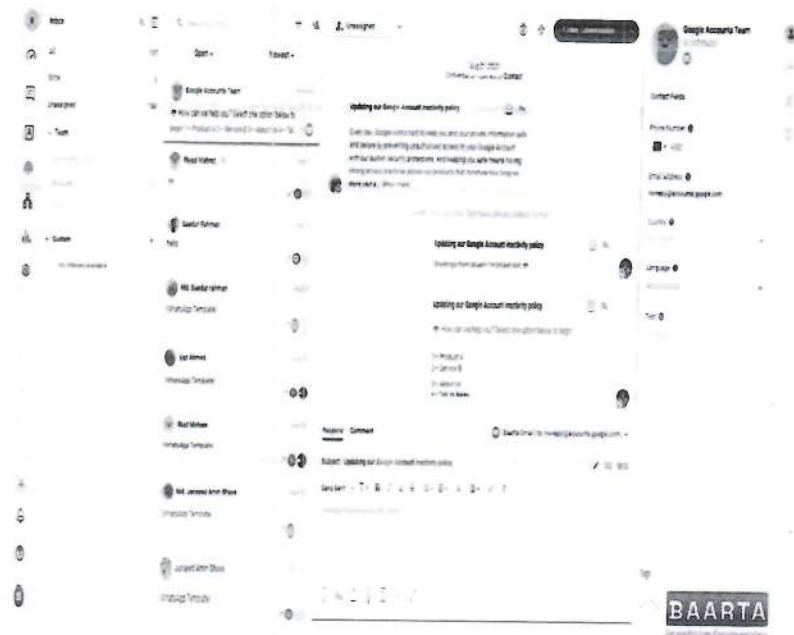
Redefine Customer Experience in Omni-Channel

100-Tab Customer Management is a thing of the past

No more switching channels between teams and platforms. Connects customer from any channel to every team and allows customers to message you via any channel and provides a 360° view of every team in the organization.

Elevate your Digital Customer Experience Across All Channels

Engage with your customers where they are. Customers want to interact with you through their preferred methods of communication



AVAILABLE CHANNELS

2-Way Chat

Broadcast

Automation

More than dozens channel integration available from single click.

You can integrate all communication such as WhatsApp, Instagram DM, Telegram, and More. Connects customer from any channel to every team and allows customers to message you via any channel and provides a 360° view of every team in the organization.



WhatsApp Business API

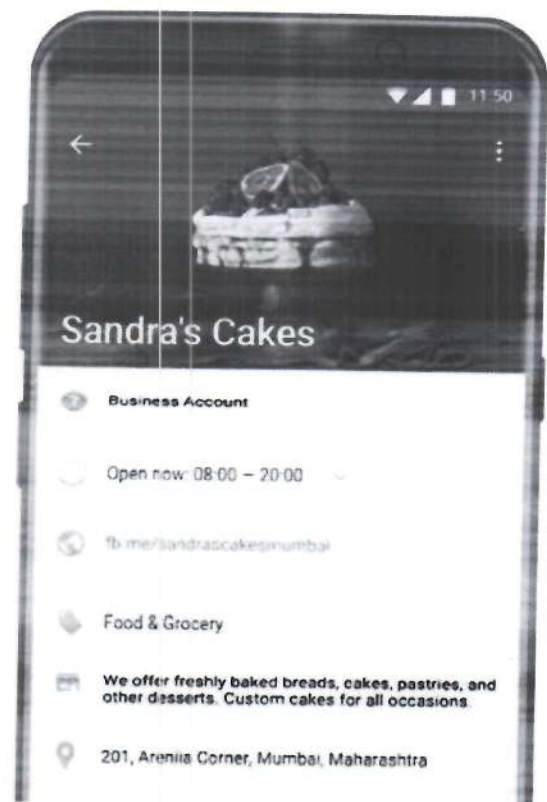
BAARTA is official solution partner of Vonage to deploy WhatsApp based solutions.

2+ Billion

people use WhatsApp every month

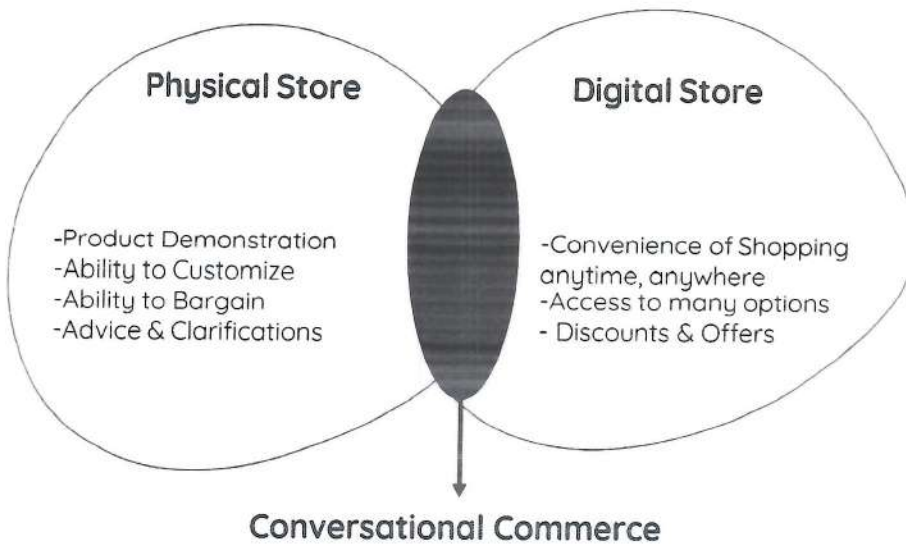
35+ Billion

messages are sent on WhatsApp every single day



Conversational Commerce

the best of physical and online shopping

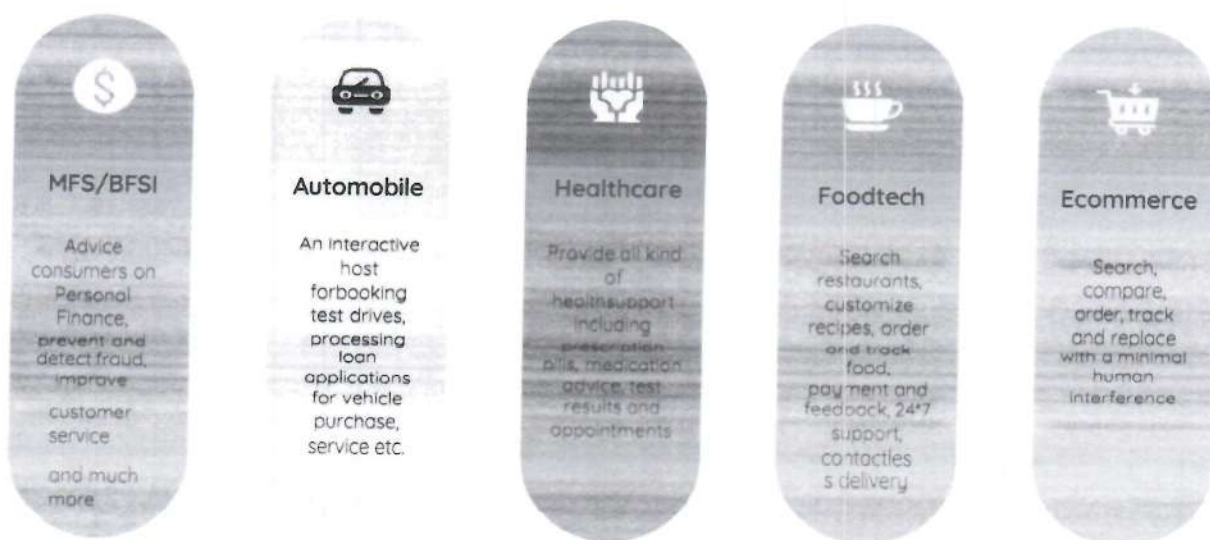


Conversational Commerce is an exciting new model of buying that sits at the sweet spot between offline and online retail, offering consumers the best of both worlds without the corresponding friction that can be found in either environment.

Conversational Marketing

convert passive visitors into interested ones

...



Marketing & Sales Broadcast

2-Way Chat

Broadcast

Automation

Capability to perform scheduled and unscheduled broadcast

It is not just a broadcast, but you can select your target broadcast audience based on available channels and specific contact information and tags.

Schedule Broadcast

promo_2022_(id)

Hi \$contact.firstname,
Get discount 50% off, if
you buy now. Valid for all
products.

Submit



INTEGRATION

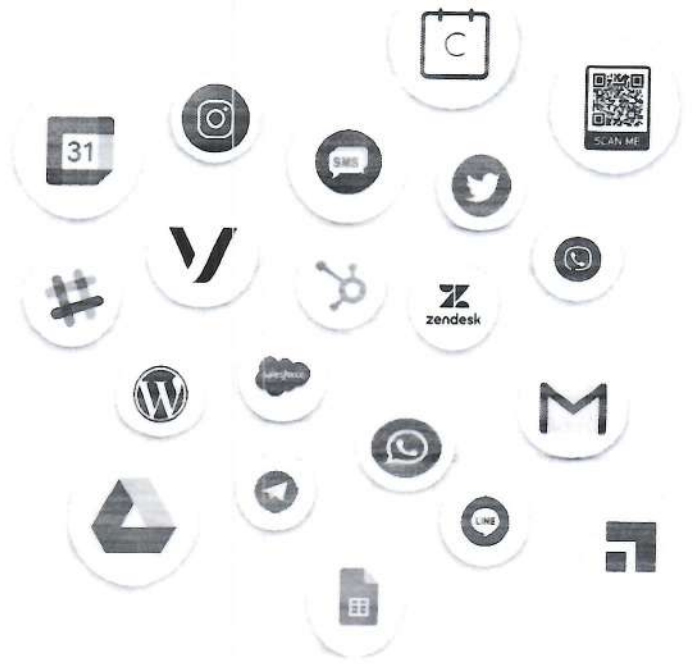
2-Way Chat

Broadcast

Automation

Integrate to your existing tools via HTTP or custom API Integration

Connect our platform to do automation triggered by Messaging Hub or Chat Bot to any 3rd Party Internet Based Applications



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REPORTING & ANALYTICS

2-Way Chat

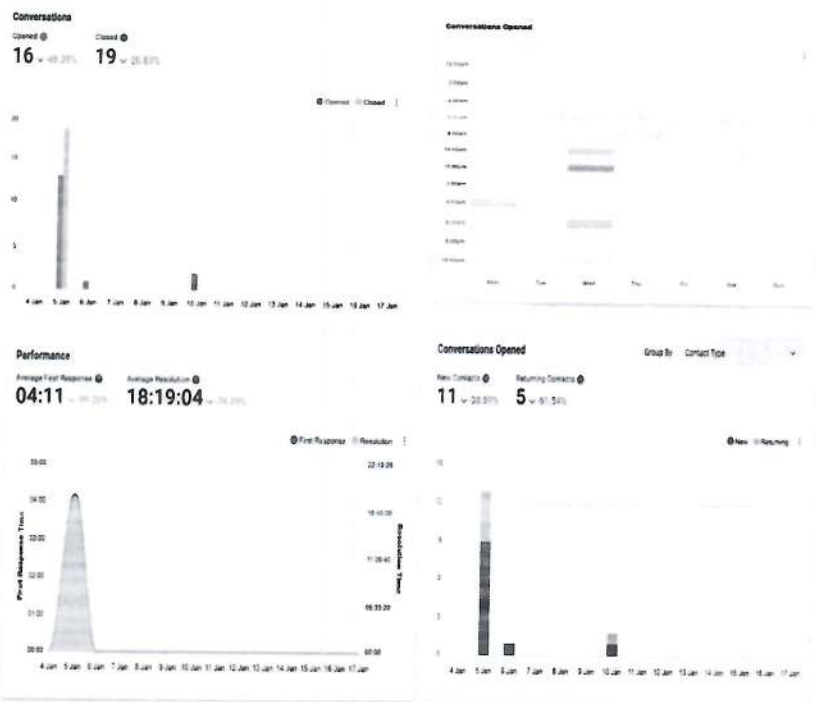
Broadcast

Automation

Know-Your-Customer via Analytics & Reporting

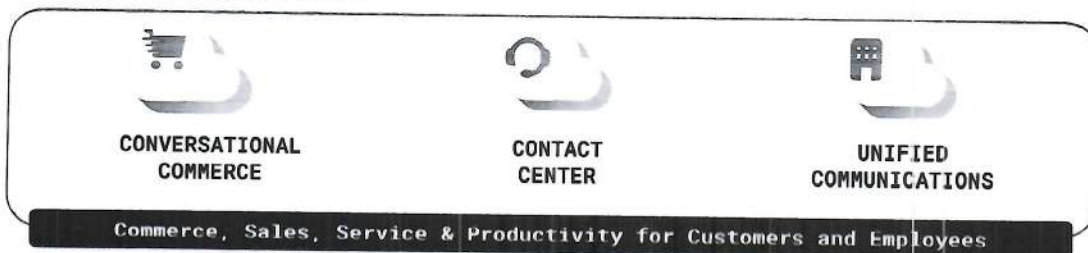
The platform tracks customer conversations, when customer contacted you, numbers of contacts per day, etc, to allow you to understand your customer needs.

The platform also tracks agent performance and agent SLA when dealing with the customer. This will enable organizations to analyse the data to better serve future customers.

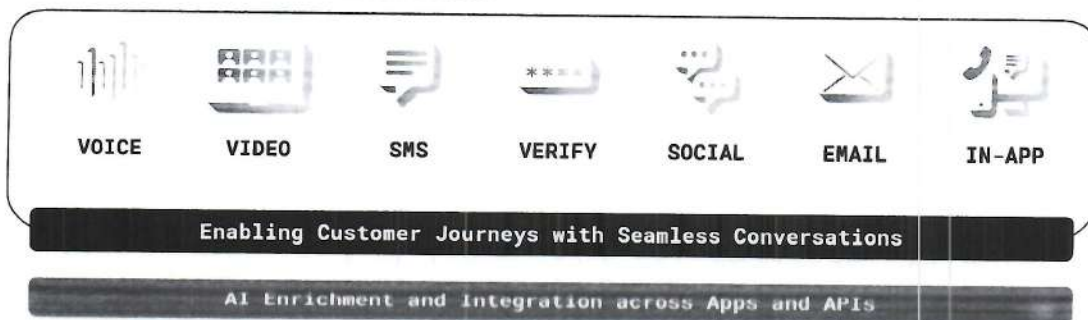


Communications Platform

Integrated Applications



Breadth of Communications APIs



Global
Scale



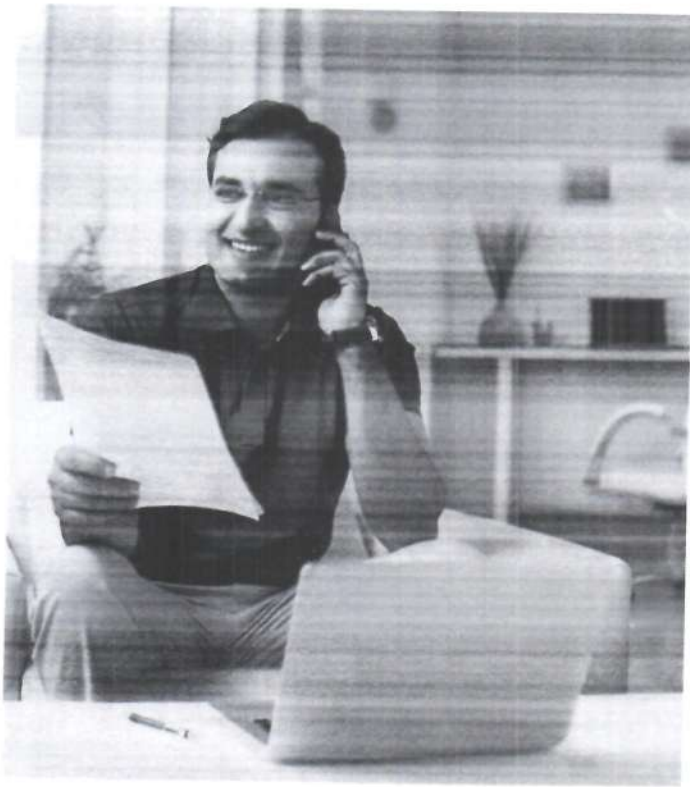
Security and
Compliance



Extensive
Partnerships

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CloudWego Telephony

BAARTA SIP & PRI model service provides you with low- latency, jitter free voice-based solutions for your business needs across the globe.



Exceptional
Throughput



24*7 &
Support



Custom
IVR Flow



Real time
reports

CloudWego is an integrated platform for one way and two-way consumer interaction at scale.



CloudWego Offerings

Combine data, analytics, and workflow together



Inbound IVR

A customer-initiated call to a call center. Our platform enables you to receive multiple calls simultaneously.



Outbound IVR

Outbound communication plays a major role in all your 'push' marketing and broadcast clips to multiple individuals.



Survey Broadcast

The feature that let's your customers connect directly to you by initiating survey calls at once, by click of a button.



Announcement Broadcast

This allows you to call customers automatically for any marketing and sales announcement.



Text2Speech

TTS converts text into speech. It empowers you to have automated voice responses.



Outbound Dialing

Outbound Dialing lets you automate personalized key messages that need to be delivered to your customers.

PRODUCT : FEATURE

Overview

**CloudWego Cast
(Text to Voice)**

2



**CloudWego Claudia
(AI Voice Bot)**

3

**CloudWego Talk
(Cloud
Telephony)**

1



Hi this is Sarah, calling from Main Bank. Can I speak with Thomas please?



Yep, I'm Thomas. What is this about?

Hi Thomas, Main Bank is running an exclusive promotion to reward our existing clients. For a limited time, we have a promotional fixed deposit rate of 1.88%p.a if you deposit a minimum of \$20,000 with us for 12 months. Would you like to enjoy this special rate?



OK, tell me more. When does this promotion end?



PRODUCT : FEATURE

CloudWego Talk

People : Contact list are all saved into a single dashboard for easy access.



Meet : Internal and external video call conferencing.



Chat : Internal chat communication among team members as well as assigning external chat to specific agent or department.

Panel : Simple reporting and analysis.



Voice Mail : Capability of recording and retrieving voice mails whenever a call is not answer as well as setting up automated voice responses



PRODUCT : FEATURE

CloudWego Talk

Core PBX	Productivity & Mobility	Enterprise	Contact Centre	Voice AI #1
• Trunk Up to 100 Trunk • SIP Trunk or PSTN Gateway • Call Forwarding • Voice Mail • Voice Mail by Email • Calling Line Identification Presentation / Restriction • Call Transfer (Blind / Attended) • Call Forward When Busy • Call Forward When No Answer • Ring Group • Call Parking / Pickup • Intercom / Paging / PA • Plug & Play Phone Provisioning • SIP Phone Support • Analog Phone Support w/ ATA Gateway • Call Hold w/Custom Recording	• Video / Voice Web Conferencing w/ 99+ Participants with 15 mins • PDF Share / Screen Share • White Board • Remote Attendee Pick up to 250 participants • Web Client, IOS App and Android App • Web Live chat & Social Media integration	• Extension Assignment • Extension / Operator Status / Extension F.F. • Fax to Email • Company Phone Book & Private Phone Book • Call Query against DB or CRM • Integration with Office 365 • Hot Desking • Connect to Remote Office over PBX • Call Recording	• Web-based Chat, Text & Video • Call Transfer • Call Queue / Group / Agent Management • Call Monitoring • Real Time Statistics & Monitoring • Supervisor Agent Status Override • SLA Alerting • Switchboard • Wallboard • Callboard • Call & Queue Reporting • Call Recording • Transcription* and Search • Barge In / Listen In / Whisper • See Group Recordings	• Non Conversational Bot • Google AI Integration • Programmable • Analytics
				Voice AI #2
				• Conversational Bot • W/ AI Integration • Advance Programmable • Analytics
Customization				
✓ Hosted in AWS Data Centre (Asia Region) with 99.99% and 24/7 availability in Private Virtual Machine (<i>not shared</i>) ✓ Backup / Restore / Extension Import / Export / Extension Codes Support / Call Recording Export ✓ Security Features (DDoS, TLS, WAF, Server Hardening etc.) / Scheduled Recording Export / High Availability (Optional)				

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Baarta Technologies (Bangladesh)

IS Global Services Pte Ltd (Singapore)

PT Mitra Aplikasi Digital (Indonesia)

Vinmie Business Enterprise (Malaysia)

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Explore More

