Click2Video

Click2video is a videoconference button that is integrated into the web page. Customers and partners will be able to get in touch with their contact partners quickly and easily by Face-to-Face: Instantly and via video! With this browser-based video conferencing solution, DEKOM offers an innovative and customer-oriented option for flexible communication and collaboration.

Easy & Safe

Without a software installation, the OneClick Customer Service can be implemented in the website, but can be supported and extended in the background by hardware systems, huntinggroups and UC services, depending on the requirements. The latest encryption ensures a secure communication path.

Personal & flexible

Based on a brilliant image & sound quality, a personal contact is established in seconds. The device- and location-independent use is just as flexible as the fair and transparent tariff model.

As flexible as you need Click2Video

	Small Business	Business	Business Premium
Standard Pricing (monthly)	**39 Euro** / User	**29 Euro** / User	**29 Euro** / User
Amount of User	1 to 49	50 to 99	> 100
Set-up fee by User	Reserved	Reserved	Reserved
Minimum contract duration	3 Months	3 Months	3 Months
Testing time	30 Days	30 Days	30 Days
Teams / Abteilungen	1	5	50

Your benefits

simple & secure

- One Click Customer Service
- Directly in the browser
- Instant connection
- Without software installation
- Call center functionalities
- Latest encryption technologies
- Compatible with existing UC solutions
- NEW: Support for hardwaresystems
- NEW: Professional camera systems (optional)

personal & flexible

- Personal contact in seconds
- Integrated into their website
- Brilliant picture & sound quality
- Real face-to-face communication
- Device-independent - Smartphone, Tablet, PC or Mac
- Easily scalable
- Location-independent use
- Fair and transparent tariff model
- NEW: Usage statistics and analysis tools

Our rates

Top Features			
Service of established company	✓	✓	✓
Service acc. EU Privacy Policy	✓	✓	✓
Secure AES encryption	✓	✓	✓
Availability	99,8%	99,8%	99,8%
Inclusive-Traffic	Flat	Flat	Flat
Call Center-Functions	✗	✗	✓
Monthly Consulting time	40 Hours	80 Hours	Unlimited
Optional Communication-package	Logitech HD-Kamera / Jabra Biz 2400 Duo	Logitech HD-Kamera / Jabra Biz 2400 Duo	Logitech HD-Kamera / Jabra Biz 2400 Duo
Calls & Meetings			
Point-to-point Conversations	✓	✓	✓
Multipoint-Connection	2	5	25
Outlook-Plugin	optional	optional	✓
Screen Sharing	✓	✓	✓
Meetings recording	✓	✓	✓
Maximum Attendance	2	5	unlimited
Compatibility			
Industry-best Compatibility	✓	✓	✓
Video-Phone includable (Consultant places)	✓	✓	✓
Conference room systems usable	✓	✓	✓
HD Videoconferences	✓	✓	✓
Browser-compatible (WebRTC)	✓	✓	✓
Android App	✓	✓	✓
Apple iOS App	✓	✓	✓
Windows	✓	✓	✓
macOS	✓	✓	✓
Skype for Business	✗	✓	✓
Telephone dial-up possible	✗	✓	✓
Bandwidth for HD Resolution < 1024K	✓	✓	✓
HD-Resolution from < 512K Bandwidth	✗	✓	✓
B2B capable (H323/SIP compatible)	✗	✗	✓
IT-Administration			
Selfservice	✓	✓	✓
Firewall friendly Service	✓	✓	✓
Own Homepage	✓	✓	✓
Service goods protection	✓	✓	✓
Logfiles for reports / Troubleshooting	✗	✓	
LDAP/AD Integration	✗	only LDAP	✓

»Click2Video is a video conferencing button for your website. With Click2Video, customers and partners can call you directly from your website via video. We'll put this button into your website, or show you how it works, and what you need.«

SIMON HÄRKE, CTO OF DEKOM AG

Accounting			
Payment by invoice	✓	✓	✓
Free tariff change	✓	✓	✓
Refund warranty	✓	✓	✓
Loyalty program	✓	✓	✓
Support und Service			
Consulting Services (Network, Web, Process)	✗	3 Hours incl.	8 Hours incl.
Support by Video and Phone	✓	✓	✓
Multilanguage Service (GER ENG, RUS, ESP, FR, UKR, NL)	optional	optional	✓
User-Training	optional	✓	✓
Monitoring proactive	✓	✓	✓
24/7-Monitoring	✓	✓	✓
Expanded Reporting	✓	✗	✓
Integration service	optional	optional	✓
Expandable			
SIP-Trunk includable	✗	✗	✓
Interpreting service bookable	✗	✗	✓
Rental Service	✓	✓	✓
UC Client (Chat, Video, Phone)	✗	optional	✓
Multidomain	✗	2	10
SEO-Supporting	optional	optional	optional
Website-prgramming	optional	optional	optional
Call transfer after conclusion of business	optional	optional	optional

* No setup fee. No cost for implementation.

**Call groups (hunting groups) are used when several employees are eligible for the acceptance of calls. This ensures that your call can be accepted even if a video connection is already active.

Different escalation levels can be defined, so that certain employees are only called if none of the previous stages could connect the conversation. This is useful for groups with a relatively low call volume. Calls are not queued, the calls are distributed directly to the employees.

Room systems can be integrated as an option - prices on request.