Embed interactive voice, video, messaging and screen sharing to your contact center solutions!

**Customer First**

Customers expect to connect with support reps on their terms – when they want to and how they want it. Customers’ expectations are at an all-time-high. They demand better and faster support.

We make it easy to reach customers with more immediacy and open up new channels for customer reach.

Inter-app and interpersonal communication can be as simple as a messaging, or as involved as a live screen sharing, voice session.

These elements all work together in harmony to make this an exceptional experience for both you and your customer.

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**Rethink Engagement**

Any contact center agent will attest that it’s many times easier to show than it is to tell. Screen sharing enables reps to see directly what the customer sees and vice versa. If, for example, the customer is interacting with the incorrect button, the agent can correct the mistake in real time.

Embedding real-time communication inside a customer support application makes it possible to get beyond incremental improvements to achieve transformational results.

**Immediacy**

The exchange happens precisely when and where the customer needs help; no separate phone calls, no re-entering customer numbers. Communication is just there.

**Omnichannel**

With Temasys, customers are free to change channels of communication at will, from messaging to voice to video and back depending on the situation.

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**62% Improvement in Close Rates**

**50% Reduction in Call Duration**

**50% Higher Satisfaction Scores**
The Temasys Real-Time Communication Platform

The Temasys Platform and Skylink SDKs for Web, iOS and Android are a comprehensive solution to enable next-generation customer interactions.

The Temasys Platform brings seamless real-time audio and video conferencing, screen sharing and messaging capabilities to optimize customer experience.

Temasys at a Global Scale

Temasys’ award-winning, user-friendly SDKs operate on a secure cloud infrastructure leveraging our technology partnership with Amazon Web Services (AWS). Accessible from locations across the globe, low-latency communications are a click away.

Our integration and customer success teams provide round-the-clock global coverage, access to comprehensive documentation and an extensive library of reference code to help you get started quickly.

Key Benefits

- Easily embed secure audio, video, messaging, screen sharing and data-sharing in your applications
- Define your user experience with complete control of visual representation and seamless integration into your products.
- Cross-platform interoperability across all Temasys SDKs. Temasys products are fully tested for cross-platform, cross-device interoperability on all supported platforms from web to mobile.
- Simple pricing! You pay for what you use.

Vari-channel™ interactions

Customer Embedded Interactions

Video  Voice  Data  Chat

Temasys APIs

Temasys Platform

Tamasys Communications, based in Singapore and Palo Alto (USA), is the leading Communications Platform-as-a-Service (CPaaS) company, providing real-time communication technology and services. Temasys offers the Skylink WebRTC Platform, which delivers a secure, reliable and scalable infrastructure that makes it easy for businesses and application developers to embed live voice, video, messaging, file transfer, screen sharing and more — into their apps and websites.

Currently, leading companies in the healthcare, finance, e-commerce and e-learning industries rely on Temasys to power thousands of interactions and millions of minutes of audio, video and data sharing every day. We bridge the gap between pure open-source WebRTC and a complete enterprise-grade, carrier-compliant solution, with easy-to-use APIs and SDKs, exceptional documentation and superior customer support.