

Improve the customer service for your online store with the most complete cloud-based **TELEPHONY SYSTEM**



PRESTASHOP +  **aircall**

Would you like to improve customer service for your e-commerce and increase the efficiency of your sales team?

The PrestaShop integration with Aircall allows you to manage your business's **telephone communications** from minute one. The **call notification** not only alerts you about an incoming call, but also provides relevant information about the contact, giving your team key data before picking up the phone.

During the conversation, agents can **access important customer details in real time**, such as their name, order history, or shopping cart status.

With this integration, every time you create a contact in Aircall or modify it, it will be passed directly to PrestaShop.

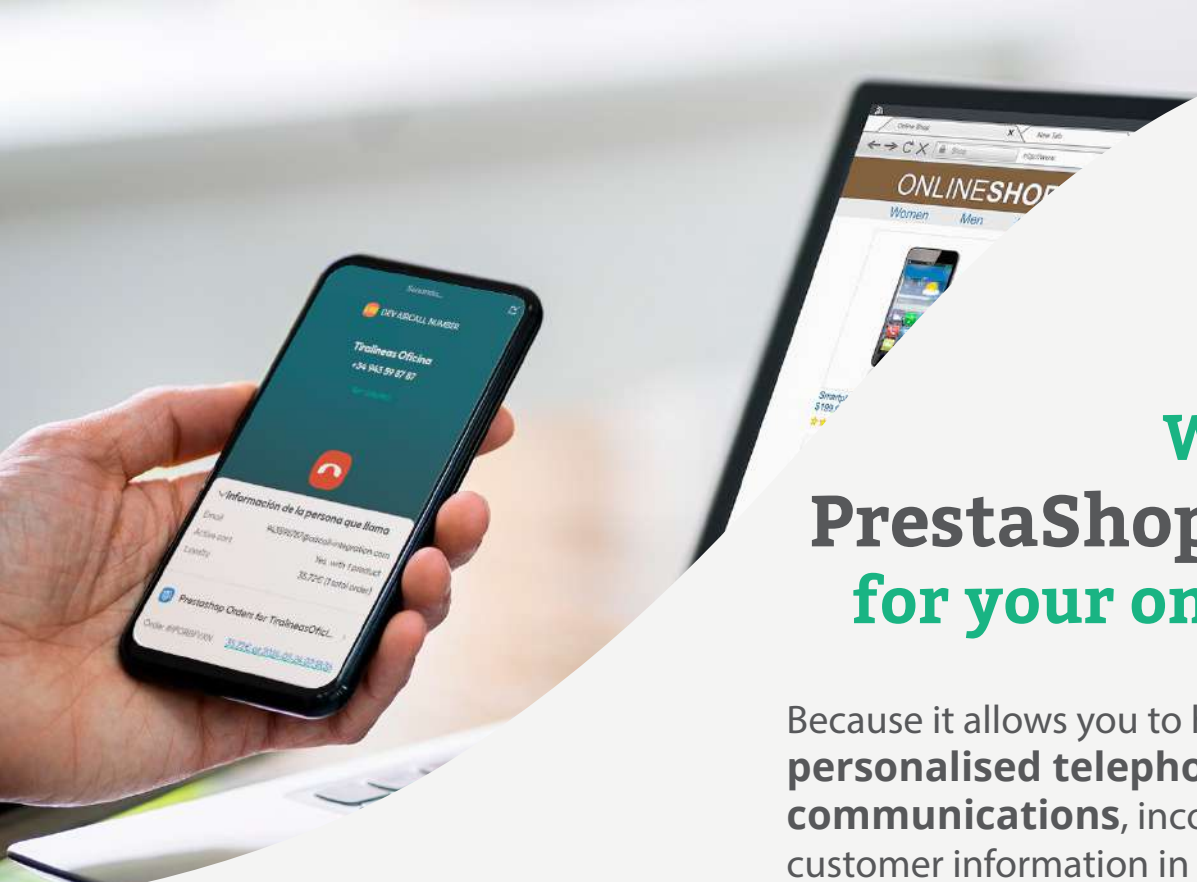
In addition, Aircall offers advanced tools such as **automatic call recording** and transcription to monitor your online store's communications in real time.

All these features ensure the traceability of each interaction so that not a single detail is missed.

Advantages of integrating PrestaShop with Aircall

- Access important customer or prospect data during your calls.
- Talk to them using a local number, no matter what country they are in.
- Record calls, view transcripts or monitor calls in real time for greater control over communications.
- Automatically synchronise new or updated contacts in Aircall in PrestaShop.


Both Aircall and PrestaShop integrate with HubSpot so you can benefit from all the features offered by this CRM





Why choose PrestaShop + Aircall for your online store?

Because it allows you to have **more personalised telephone communications**, incorporating key customer information in real time.

How will your customers benefit from the PrestaShop + Aircall integration?

 Thanks to **call routing**, your ecommerce users are taken directly to agents who can offer them a more personalised service.

 The customer can request a **callback** and in this way reduce their waiting time by leaving the call queue.

 The entire **team shares the same information**. In this way, the user of your online store receives the best attention, no matter who attends them.

Decide what information is displayed during calls. Each business can **tailor the display** according to their needs.

Create new contacts in Aircall or modify existing ones with the peace of mind that these **changes are automatically reflected in PrestaShop**.

The integration is **easy to set up and activate**, allowing your teams to quickly start benefiting from it **without lengthy installation or technical configuration processes**.

