Redefining Customer Experiences with Conversational AI

[24]7.ai

A Leader in Conversational AI

Understand what your customers mean—not just what they say. [24]7.ai is consistently ranked a leading conversational AI vendor by independent research firms, thanks to our leadership in contact center operations, deep libraries of domain-specific intents and quickstart bots for verticals. We make it easier for customers to reach you in their preferred channels, and power some of the most advanced messaging experiences on the market. Our solutions integrate with all major enterprise systems, so you can leverage the investments you already have, and deliver personalized, predictive experiences faster.

Measurable Outcomes*

Voice automation: $80-150M annual savings

Self-service containment: $10M annual savings

Repeat call reduction: -30%, reducing service costs by 20%

NPS: +10-point increase

Actual client results, based on volume

About [24]7.ai

[24]7.ai is transforming the digital customer experience (CX), driving customer loyalty and revenue for the world's leading brands. We combine deep vertical expertise, human insight, and years of contact center experience to make every interaction more satisfying—and cost efficient. Take conversational AI to the next level, predict consumer intent with precision, and keep customers coming back. Whether you choose our cloud platform, agent services, or a managed service for your organization, [24]7.ai is the partner you can trust to redefine your customer engagement strategy and deliver consistent, easy, personalized conversations across channels and time.

Driven by intent

As the only platform that combines behavioral, transactional, and historical data to anticipate intent, [24]7.ai understands what your customers mean—not just what they say. Better intent prediction means better service, saving time and money.

Best of both worlds

[24]7.ai blends human insight and experience with machine learning and efficiency to take customer experience to new levels. Our holistic approach plays to both strengths, with bots supporting agents and agents training bots, maximizing agent productivity and satisfaction, in turn, boosting CSAT.

Customers and Industries

We serve over 250 enterprise clients spanning 12 key verticals: Banking, Education, Financial Services, Government, Healthcare, Insurance, Retail, Services, Technology, Telecommunications and Cable, Travel and Hospitality, and Utilities.

Offices

[24]7.ai is headquartered in San Jose, California, with offices, R&D centers, and contact centers around the world.

Capabilities

1.3B
self-service interactions/year

200M+
virtual agent inquires/year

150+
patents and patent applications

10K+
global employees

Management Team

PV Kannan
Co-founder and
Chief Executive Officer

Shanmugam Nagarajan
Co-founder and
Chief People Officer

Rohan Ganeson
Chief Operating Officer

Animesh Jain
Chief Delivery Officer,
India and Americas

Patrick Nguyen
Chief Technology Officer

Rienzi Ramirez
Chief Delivery Officer,
Philippines

Dan Reed
Chief Customer Evangelist

Leonard Stephens
Chief Human Resources Officer

Larry Vertin
Chief Financial Officer

John Wanamaker
Chief Revenue Officer

Dr. Rebecca Wynn
CISO and Chief Privacy Officer

Engagement Cloud Solutions

Empowering you to create, deploy, and manage intelligent customer experience

Platform

[24]7.ai Engagement Cloud

A scalable suite of products and our AIVA AI engine to enable AI-enhanced conversations with your clients across multiple digital and voice platforms. Our open platform predicts intent and provides resolutions consistently across any channel. From simple FAQ searches to complex interactions involving business processes, [24]7ai Engagement Cloud can handle it all, wherever your customers are reaching you.

Platform Services

The heart of our system, the Engagement Platform makes it simple to deploy [24]7.ai systems and services quickly, with a common interface and easy to use tools. Engagement Platform tools include popular messaging platforms, webchat widgets, reporting, multilingual support, security, self-help tools to manage [24]7.ai services, and so much more.

[24]7 Answers

With advanced algorithms, Answers organizes frequently asked questions, policies, product information, and more into an interactive customer experience, complete with tools to manage your FAQ knowledge base and escalate issues to human agents.

[24]7 Conversations

Meet your new CX superstar. Our industry-leading AI-powered virtual agent lets customers engage naturally, and help themselves more efficiently, on their time. Enable continually better experiences on digital and voice (IVR) channels with our build once, deploy anywhere, self-learning model that reduces costs and boosts first contact resolution.

[24]7 Assist

Assist offers a powerful toolset blending Human and Artificial Intelligence empowering agents to drive more productive and contextually relevant customer conversations. Assist provides an intuitive and unified workspace enabling agents to support all messaging and digital channels from a single location. Assist provides a 360 degree customer view by allowing brands to integrate CRM data and various enterprise applications.

[24]7 Active Share

Let your agents interact with callers using this "digital canvas" to push rich, interactive content right to their screen, making it easy to fill forms, view options, and make payments. Boost sales, reduce AHT, and improve compliance.

[24]7 Voices

Voices reinvents the traditional IVR experience for the digital age. Powered by conversational AI technologies, it supports natural, intent-based interactions – delighting customers and increasing automation. Voices augments the basic IVR with interactive visual content, contextual IVR journeys, and fraud prevention technologies to deliver an exceptional CX.

[24]7 Journey Analytics

Journey Analytics is a powerful journey analytics discovery tool that simplifies the exploration of omni-channel customer journeys, enabling business analysts to identify how to improve CX and drive service operation efficiencies.

[24]7 Target

Design and deliver smarter, better-targeted ad content in real time. Drive 400% better engagement and 75% conversion lift by getting it right—right message, right consumer, right channel, right time.

[24]7 Professional Services

Keep your [24]7 solutions performing at optimal efficiency. We'll help you operationalize your technology, analyze customer journeys, improve efficiencies, and continually increase CSAT and NPS.

[24]7 Agent Services

Outsource or extend your customer service contact center to our industry-leading digital and voice agents. We align agents to your brand and guarantee to outperform your best site by 10% or more.

Contact us today

www.247.ai

info@247.ai

USA +1 855.692.9247

CA   +1 866.454.0084

UK   +44 0.207.836.9203

AUS +61 2.90025780

About [24]7.ai

[24]7.ai is redefining how artificial intelligence and human insight are combined to produce satisfying customer experiences. Our conversational AI platform predicts consumer intent to create frictionless interactions, across every channel, that strengthen relationships and increase brand loyalty, at the lowest cost per resolved conversation.

For more information visit: www.247.ai