

[24]7.ai Engagement Cloud

Manage agent and bot interactions across messaging and voice channels with a single, powerful platform.

Deliver game-changing customer support with conversational AI

Customers today expect fast, easy, personalized service on their channel of choice—and keeping up is both difficult and costly. High call volumes stretch agents and budgets thin. While self-service can help drive efficiency, adding popular messaging channels increases complexity.

[24]7.ai Engagement Cloud is a single platform for managing omnichannel customer support. Empower agents with a console that integrates with your CRM, connect with customers on their preferred channels, and deliver seamless, superior experiences. Plus, you can start with any application and easily add systems and services as your needs change. Do it all with a secure solution that keeps you in compliance.

Key Business Benefits



Connect with customers

Dynamically personalize content and conversations to deepen engagement, accelerate resolution, and increase profits. Win customers and boost loyalty.



Boost productivity

Combine human insight with machine efficiency to improve self-service containment, digital adoption, and agent productivity. Lower costs and reduce agent attrition.



Boost CSAT and NPS

Elevate CX by anticipating what people are trying to do, and helping them get it done—faster, and with less effort.

Meet customers where they are

Let customers choose where and how to connect with your brand and give them a consistent experience every time. Extend support beyond traditional channels to include popular messaging apps, and increase loyalty by making the most of the mobile phone that's always in their pocket. With a single platform underlying your omnichannel support strategy, you can make it easy for customers to find you—and even easier for them to get things done.

Get the best of both worlds

Bring a unique blend of efficiency and insight to every interaction, elevating experiences and outcomes. Agents and bots work together to accelerate resolution with seamless escalation plus process automation. Live agents train our machine learning models and AI supports agents at every touchpoint. Virtually replicate your best agents across your organization to handle a higher volume of contacts while optimizing cost per interaction.

Deliver superior experiences on any channel

Meet customers where they are and deliver consistent, personalized experiences that are efficient and effective. Blend the best of human insight and automation to elevate CX, and pair accurate intent prediction with continuous improvement. Your customers will thank you.

1.2B

self-service interactions/year

80%

resolution rates

70%

of customers start their journey in self-service

Increase satisfaction, minimize effort

Harness the power of conversational AI to help customers resolve issues faster and with measurably less effort. When you connect every service touchpoint with a single platform and underlying business logic, you can do everything from answering simple FAQs to handling complex transactions—faster, and more easily. Bring conversations to life, make interactions meaningful, and deliver a seamless experience no matter how or where customers engage.

Focus on intent

The first step to exceptional CX is understanding intent. Engagement Cloud is the only platform that combines behavioral, transactional, and historical data to accurately predict what customers are trying to do. Build intent-based conversational models once, and easily deploy across any channel to extract the true meaning from every conversation. Configure and optimize products and features from a single place, ensuring a consistent experience everywhere.

[24]7.ai Engagement Cloud applications

[24]7.ai offers a scalable suite of applications, powered by our AIVA technology for AI-enhanced conversations across multiple digital and voice platforms. From simple searches to complex interactions, Engagement Cloud can handle it all—wherever your customers are reaching you. Start anywhere and easily expand capabilities as your needs change.

Platform Services

Deploy [24]7.ai systems and services quickly and easily with an integrated interface, easy-to-use tools, and built-in security. Includes configuration of popular messaging platforms, webchat widgets, reporting, bot building, forms and cards, agent console, and natural language models in multiple languages.

[24]7 Answers

Handle simple queries in an interactive CX with our basic chatbot. Built for easy backend organization by non-tech users, with tools to manage your FAQ knowledge base and other core content such as product and policy information. Easily escalate to a live agent when needed.

[24]7 Conversations

Combine the best of AI automation and human insight to predict and resolve customer inquiries with speed and efficiency. Build bots for messaging, web, mobile, or IVR in one place, and deploy them across all your channels to ensure a consistent brand experience, and maximum operational efficiency.

[24]7 Assist

Empower agents to perform better with a single, intuitive workspace for all your messaging and digital channels. With integration for CRM data and various enterprise applications, agents get a 360-degree view of customers in context, which helps them understand and resolve issues faster.

[24]7 Target

Land the right message with the right person at the right time, at any stage of the customer journey. Dynamically design and deliver personalized, targeted experiences across devices and channels using predictive creative and messaging on web, banner ads, social media, and video platforms.



[24]7 Journey Analytics

Track and analyze customer behavior across channels with this powerful discovery tool. Identify customer pain points, learn how to improve CX, and drive operational efficiency at every level.

[24]7 Agent Services

Achieve business goals and elevate customer service with digitally native, highly-skilled chat, messaging, voice, and email agents. As the leading provider of BPO solutions, we align agents to your brand DNA and needs to provide the best possible service. Lower cost per interaction and boost satisfaction.

[24]7 Voices

Reinvent IVR for the digital era. Support intent-based calls in natural language and increase containment with conversational AI. Delight customers with rich interactive content and contextual journeys. Protect your call center with built-in fraud prevention, and deliver an exceptional CX every time.

Contact us today

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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