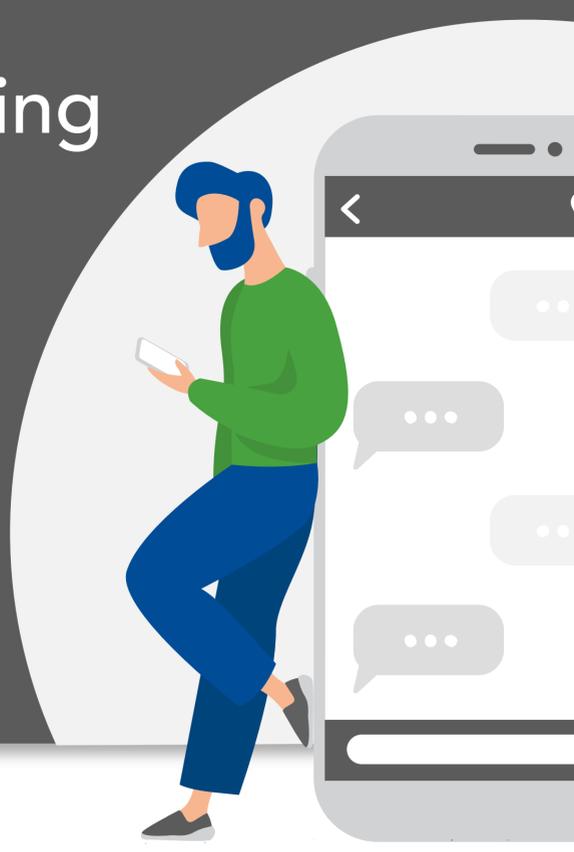


7 Benefits of Messaging

Messaging is the channel of the future.

Every day, over a billion people around the world use messaging apps to stay in touch with friends, family, and colleagues. But when it comes to customer support, most people still think phone first. It's time for that to change.

Meet your customers where they are, on the apps they're already using, and make it easier for them to get things done with messaging.



1 Deploy across channels

Give customers a familiar experience across your website, mobile app, Apple Business Chat (iMessage), Facebook Messenger, Google Business Messaging, WhatsApp, SMS or even RCS.

With [24]7.ai, you can build the messaging framework once and easily deploy it across any or all your channels.



2 Start a conversation

Deflect calls and make messaging your first point of contact by adding a "Message Us" button to your website and organic search results.

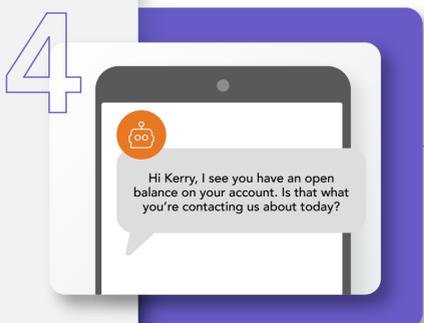
Add QR codes to online ads and promotions, or even product labels and printed flyers. Or invite callers waiting in a queue to message instead.



3 Give customers back their time

Asynchronous messaging lets consumers "park" a message when it's convenient and return to the conversation later—without having to start over.

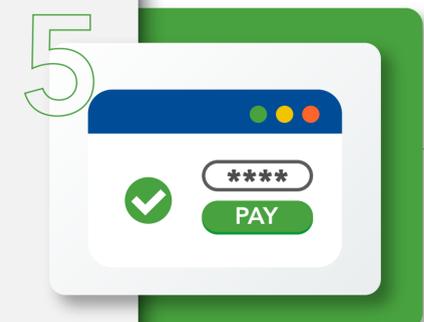
For a user, calling a business, which often drains large blocks of time, transforms into quick messaging experiences that slot into a busy day.



4 Let intent lead the way

Begin every interaction with an intelligent chatbot from [24]7.ai.

Predict customer intent and then route them to automated or live support, depending on what they're trying to do. Plus, by integrating with your CRM, an intelligent chatbot can authenticate users, personalize conversations, and tap into relevant information to resolve issues faster.



5 Make everything easy

Switching to digital makes it easier to digest complex information.

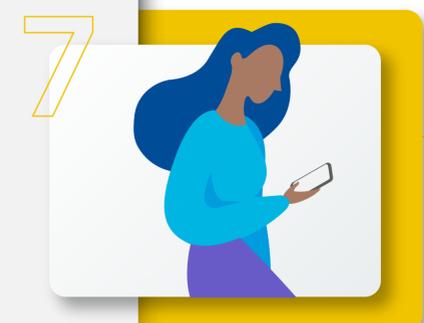
With AIVA, our conversational AI layer, and [24]7 Active Share, you can automate all kinds of tasks and push interactive content right into the messaging app. Guide customers through placing orders, making payments, reviewing charges, and more.



6 Combine the best of both worlds

Human and artificial intelligence work better together.

Leverage [24]7.ai to increase efficiency, automation, and personalization. When a customer requires a human touch, just handoff to an agent and include the full context of the conversation. Our AIVA AI layer can even offer prompts via the agent console to accelerate resolution.



7 Stay connected across the consumer lifecycle

Messaging lets you keep the conversation open.

When customers return to your website or other channels, [24]7.ai can identify opportunities to provide additional service or support, or even proactively offer upsells. Customers can jump back in at their convenience.

Ready to embrace the preferred communication channel for consumers around the world?

Let's transform your customer support strategy.

www.247.ai/messaging

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