

Redefining Customer Acquisition and Engagement

A Leader in Natural Language Processing

[24]7.ai is the exclusive provider of Microsoft Deep Neural Network technology, which automatically improves recognition of native speakers by two to four points, and for non-native English speakers by up to 26 percent over traditional NLP solutions.

The company's natural language solution (common to both text and voice interactions) drives eight to 15 points of increased automation over our closest competitor.

Measurable Outcomes*

- Voice automation — savings of \$80-\$150 million annually.
- Self-service containment — savings of \$10 million annually.
- Repeat calling — reduced by 30 percent, reducing cost to service the consumer by 20 percent.
- NPS — increased by 10 points.

*Actual client results, based on volume

About [24]7.ai

[24]7.ai is redefining the way companies interact with consumers. Using artificial intelligence and machine learning to understand consumer intent, the company's technology helps companies create a personalized, predictive, and effortless customer experience across all channels. The world's largest and most recognizable brands are using intent-driven engagement from [24]7.ai to assist several hundred million visitors annually, through more than 1.5 billion conversations, most of which are automated. The result is an order of magnitude improvement in digital adoption, customer satisfaction, and revenue growth.

Solutions

[24]7.ai solutions span the customer experience continuum—from acquisition to engagement.

Analytics

[24]7 Customer Journey Analytics

This SaaS solution tracks and analyzes the way consumers interact with companies, making it easier to leverage insights from Big Data to drive continuous, measurable improvements across all customer experience touchpoints.

Digital Marketing

[24]7 Personalization

A powerful machine-learning system that combines retargeting and predictive targeting to dynamically deliver ads with 200 percent better engagement than generic ads.

[24]7 Predictive Search Bidding

Our bidding engine automatically models the true value of search clicks and uses intent data to optimize campaign performance and deliver personalized customer journeys.

Self Service

[24]7 AIVA

AI-powered virtual agent that works across both speech (IVR) and digital (chatbot) channels, enabling companies to build once and deploy anywhere.

Assisted Service

[24]7 Active Share

The 'online canvas' that provides rich visual experiences where a voice caller and agent can interact during a call.

[24]7 Chat

Our smart chat platform combines predictive models, intelligence, and rich content to make customer service and sales conversations intuitive and effective.

[24]7 Digital Chat Agents

The world's best human talent combined with enabling technology creates brilliant customer experience and highly optimized performance.

Platform

[24]7 Platform

Our AI platform transforms data into decisions to create intent-driven experiences that are highly personalized—across channels, journeys, and devices.

Management Team

PV Kannan
Co-founder and
Chief Executive Officer

Shanmugam Nagarajan
Co-founder and
Chief People Officer

Brent Bowman
Chief Financial Officer

George Haddad
Worldwide Head
of Human Resources

Scott Horn
Chief Marketing Officer

Animesh Jain
Chief Delivery Officer,
India and Americas

Paul Loftus
Chief Revenue Officer

Patrick Nguyen
Chief Technology Officer

Rienzi Ramirez
Chief Delivery Officer, Philippines

Dan Reed
Chief Customer Evangelist

Cosimo Spera
Chief Data Scientist

Customers and Industries

250+ customers across 12 industries:
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

1.2B self-service interactions
per year.

80+ data scientists.

40M agent chats per year.

150 patents and applications.

200M+ virtual agent inquiries per year

500+ engineers and designers.

275M visitors per month across
all channels.




7,000+ digital chat agents, the most
in the industry.



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Let [24]7.ai help your organization achieve
extraordinary results. Contact us today.

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