

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 CustomerJourney 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

Kathy Brown
Chief Data Scientist

George Haddad
Worldwide Head
of Human Resources

Scott Horn
Chief Marketing Officer

Animesh Jain
Chief Delivery Officer,
India and Americas

Andy Johnson
VP, Data Center
& Cloud Infrastructure

Richard Mellor
Managing Director, International

Patrick Nguyen
Chief Technology Officer

Rienzi Ramirez
Chief Delivery Officer, Philippines

Madhu Ranganathan
Chief Financial Officer

Dan Reed
Chief Customer Evangelist

Guido Schroeder
Chief Product Officer

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

6B predictions of consumer intent
annually, unique in the industry.

80+ data scientists.

15B events processed per month
across web, mobile and phone.

120+ patents granted and pending.

1.5B digital interactions annually, most
of which are automated.

500 engineers and designers.

1.2B self-service interactions
per year.

275+ million visitors per month across
all channels.

36M agent chats per year.




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

[24]7.ai

2001 Logic Drive
San Jose, CA 95124 USA

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

1710CorpFactSheet ©2017 [24]7.ai, Inc. All Rights Reserved.

 www.247.ai
 queries@247.ai
 +1.650.385.2247