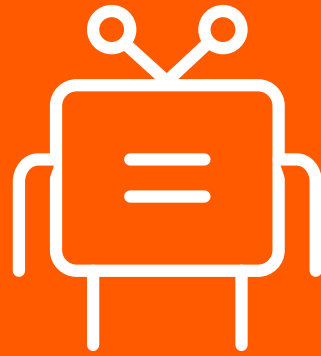




infobip



Always Be
Available to
Support Your
Customers With
Chatbots

Answers

**The Chatbot Building Platform for
Improved Customer Support at a Lower Cost**

Answers

71%
of customers
want to use
chatbots”

SOURCE: CCW Market study

Lower costs

Support more customers with the same number of agents over chat apps as a cost-effective solution.

Improved customer experience

Increase customer satisfaction by instantly replying to customers and improving first contact resolution.

Always-on support

Be there for customers 24/7 on their preferred channels, and simultaneously handle more queries at once.

Improve customer satisfaction by providing important information, instantly.



Try It Out –meet Omnia.

Infobip's AI chatbot that was built, tested, and deployed via Answers. Add + 447860064511 to your contacts list and send a message saying "Hi" over WhatsApp or try scanning the QR code.



PLATFORM FUNCTIONALITIES:

Artificial Intelligence

Create conversational experiences by using our Natural Language Processing (NLP) engine that recognizes customer intent.

Drag and drop, code-free interface

Build custom conversations that cover all customer intents and dialogue scenarios with the Answers drag and drop interface – no coding required.

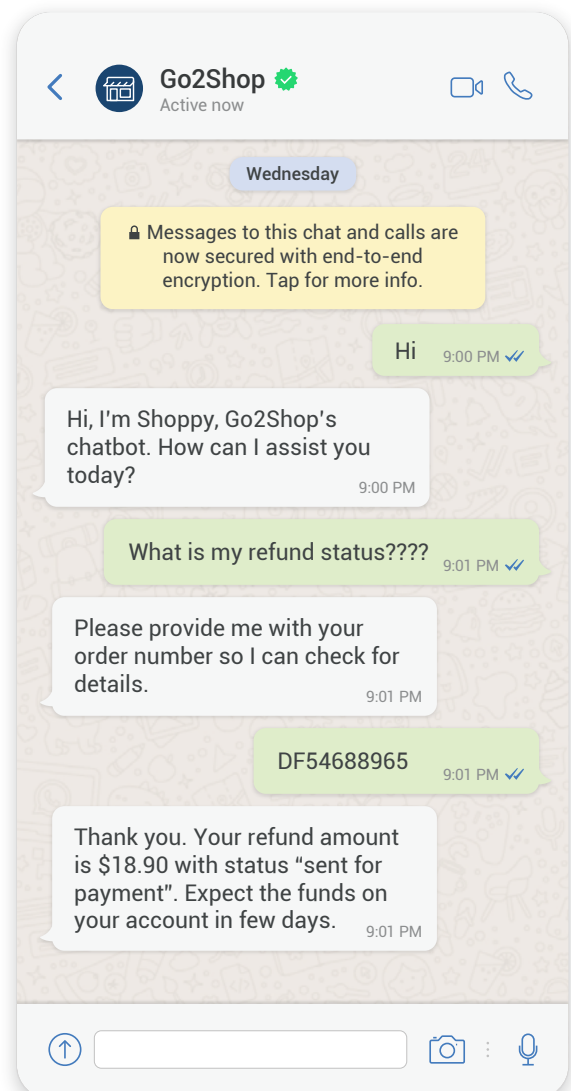
Seamless agent takeover

Transition from chatbot to agent by integrating Answers with our cloud contact center solution, Conversations, and retain full conversation history and context across all touchpoints.

Omnichannel deployment

Connect with customers over the channels they prefer such as WhatsApp, Facebook Messenger, Viber, Telegram, LINE, Live Chat, SMS, RCS, and Google's Business Messages.

Provide self-service customer support and recognize customers' intent to offer a fully conversational experience.



The Infobip Advantage

GLOBAL REACH AND LOCAL PRESENCE

- ✔ 600+ direct-to-carrier connections
- ✔ Connect with over 7 billion people and things
- ✔ Strong enterprise client base
- ✔ 60+ offices on 6 continents

Our local presence enables us to react faster and have everyday interactions with our customers, providing solutions in-line with their needs, local requirements and based on proven global best-practices.

SCALABLE, FAST AND FLEXIBLE SOLUTIONS

- ✔ Best-in-class delivery rates
- ✔ High speed and reliability
- ✔ Low latency
- ✔ In-house developed platform

Our solutions are created to adapt to the constantly changing market and communication trends at speeds and levels of precision and personalization that only an in-house solution can offer.

REMARKABLE CUSTOMER EXPERIENCE

- ✔ Technical expertise
- ✔ Solutions consultancy
- ✔ Customer success management
- ✔ 24/7 support and network monitoring

Our solutions are created to adapt to the constantly changing market and communication trends at speeds and levels of precision and personalization that only an in-house solution can offer. We will help you to get up and running in no time, whether it's assisting with integrations, messaging best

OWN INFRASTRUCTURE

- ✔ Locally available services
- ✔ Compliance to local regulations
- ✔ 38 data centers worldwide

Our worldwide infrastructure easily scales horizontally, leveraging the hybrid cloud model to never run out of resources. Our built-in global compliance engine is constantly updated with the latest in-country regulations and operator requirements.



ROCCO

BEST A2P SMS VENDOR AS RATED BY MNO'S 2017, 2018, 2019 & 2020
BEST A2P SMS VENDOR AS RATED BY ENTERPRISES 2019 & 2020
TIER 1 SMS FIREWALL VENDOR 2017, 2018, 2020
TOP 10 INNOVATOR OF 2020



Future Digital Awards
Recognising Challengers and Disruptors



PLATINUM AWARD AS THE GLOBAL CPAAS PROVIDER IN 2020
PLATINUM AWARD AS THE EMEA CPAAS PROVIDER IN THE 2020
PLATINUM AWARD AS THE BEST RCS PROVIDER IN 2020
GOLD AWARD AS THE BEST DIGITAL IDENTITY SOLUTION IN 2020



MESSAGING & SMS
GLOBAL AWARDS 2019

BEST OTT PARTNERSHIP 2019
BEST MESSAGING INNOVATION - BEST RCS IMPLEMENTATION 2019



BEST MESSAGING API
BEST MESSAGING INNOVATION-CARRIER SOLUTION
BEST ANTI-FRAUD INNOVATION
BEST SMS / A2P PROVIDER FOR THE EMEA REGION

