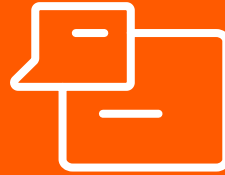




**infobip**



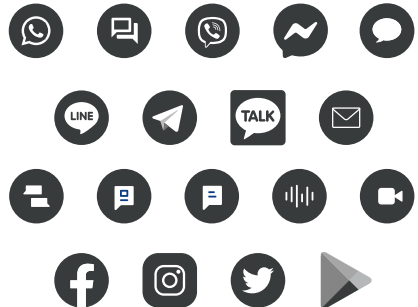
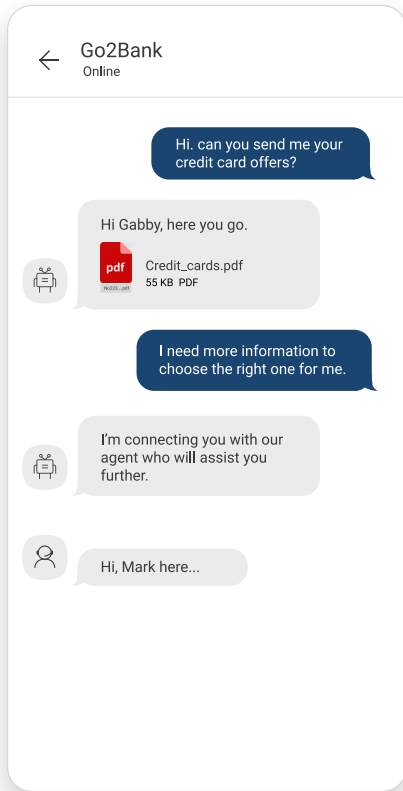
Cross-channel support for customers, on a single interface for agents.

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# Conversations

**The Digital, Scalable, Omnichannel Contact Center Solution**

# Connect to your customers through the most popular channels



**65%**

of customers say that having their issues resolved in their chosen channels is the most important aspect of a good customer service experience.”

SOURCE: American Express

## Omnichannel communication

Engage with your customers on their channel of choice

## Personalize communication

Deliver a seamless customer experience through contextual communication.

## Be available, always

Allow customers to solve simple requests with 24/7 chatbot support and decrease dropped calls.

# Cross-channel support - Single agent interface.

Talking with Gabby Smith  
34525E74DCABFF75012627FA293 · Contacted 2 days ago · 2 days ago

All Public Internal

Bot Started

1 Gabby Smith  
Hi, can you send me your credit card offers?

Go2Bank  
Hi Gabby, here you go

Credit\_cards.pdf  
55 KB · PDF

Gabby Smith  
I need more information to choose the right one for me.

Go2Bank  
I'm connecting you with our agent who will assist you further.

Bot Ended

Mark Black (me)  
Hi Gabby, Mark here...

From: 447491163897 To: 38595872654

Type a message...  
Use Whatsapp Templates SEND A MESSAGE

Conversation

Customer

Gabby Smith

Gender Female  
City New York  
Country United States  
[View and edit in People](#)  
[Unlink conversation](#)

Conversations history

- Talking with Gabby Smith 2 days ago
- Talking with Gabby Smith 1 week ago
- Talking with Gabby Smith 1 month ago

Shopify

## 1 Manage cross-channel conversations

Communicate with customers over multiple channels from a single agent interface.

## 2 Keep context for every customer

Make the move between channels seamless for customers while maintaining full conversation history, customer records, and sentiments.

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## Improve team productivity and satisfaction

### Reduce costs

by providing chatbot support for FAQs and letting agents focus on resolving more complex enquiries.





### Customize workflows

with easy-to-use routing services and direct customers to the right agent at the right time.

### Manage resources effectively

by tracking team performance and customer activity.

## We provide you a contact center solution and channel connectivity.

-  Easy implementation
-  Scalability
-  Modularity
-  Integrations (CRM, ticketing, e-commerce)
-  Omnichannel

Infobip helped us increase our NPS score by 19% and reduced the costs associated with our contact center by 10-fold.

### ILYA SCHIROV

Senior Vice President  
Raiffeisen bank

# The Infobip Advantage

## GLOBAL REACH AND LOCAL PRESENCE

- ✔ 700+ direct-to-carrier connections
- ✔ Connect with over 7 billion people and things
- ✔ Strong enterprise client base
- ✔ 70+ 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 and CX consultancy
- ✔ Customer success management
- ✔ 24/7 support and network monitoring

We will help you to get up and running in no time, whether it's assisting with integrations, messaging best practices or solutions consultancy

## OWN INFRASTRUCTURE

- ✔ Locally available services
- ✔ Compliance to local regulations
- ✔ 40 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.



CPAAS LEADER IN IDC  
MARKETSCAPE 2021



Recognizing Digital Organisations

PLATINUM WINNER AS THE BEST CPAAS PROVIDER IN 2021  
PLATINUM WINNER AS THE BEST RCS PROVIDER IN 2021  
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



PLATINUM AWARD AS THE BEST DIGITAL IDENTITY SOLUTION IN 2020



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 & 2021  
TOP 10 INNOVATOR OF 2020



MESSAGING WINNER 2021  
BEST CUSTOMER ENGAGEMENT  
PLATFORM 2020



WINNER -  
COVID-19 FAQ  
CHATBOT OVER  
WHATSAPP



BEST GLOBAL SMS  
SERVICE PROVIDER  
- WHOLESALE  
SOLUTION 2020



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



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