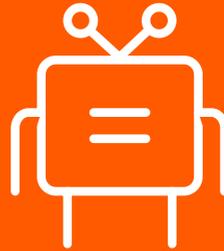




infobip



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, Viber, RCS, SMS, Live chat, Facebook Messenger, and Apple Business Chat.

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



**MESSAGING
& SMS**

GLOBAL AWARDS 2019

**BEST MESSAGING
INNOVATION - BEST RCS
IMPLEMENTATION 2019**



ROCCO

**BEST A2P SMS VENDOR AS
RATED BY MNO'S 2017, 2018 & 2019**
**BEST A2P SMS VENDOR AS
RATED BY ENTERPRISES 2019**



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



ISO 9001
ISO 27001
BUREAU VERITAS
Certification



www.infobip.com

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

SCALABLE, FAST AND FLEXIBLE SOLUTIONS

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

REMARKABLE CUSTOMER EXPERIENCE

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

OWN INFRASTRUCTURE

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