

# CONVERSE. ENGAGE. DELIGHT

## Engage your users better with chatbots!!!

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### The Big Idea

Be an all-in-one platform for driving engagement via chatbots. Cover the complete customer lifecycle with tools to enhance engagement and drive up business metrics.

### List of Amazing Features



#### Multi-Platform support

Major messaging platforms supported - Messenger, Slack, Skype, Kik, Telegram, Line, Viber



#### Always on 365x24x7

Robust cloud-based architecture



#### Easy 10 min setup

GUI interface with plug and play components



#### Web Widget Integration

Chat bot web widget integration on your websites



#### Response personalization

User profile information used to personalize chatbot behavior



#### Detailed Engagement Analytics

Track most frequently asked questions, actions, cohort analysis



#### Easy chat bot training

Train your bots as per your customer queries and needs

- Are you facing issues in leveraging mobile platforms for customer engagement and service?
- Do you struggle in defining the value of your mobile investments?
- Is your mobile app uninstall rate alarming you month over month?
- Are you interested in leveraging the seemingly endless reach of messaging apps like Facebook Messenger and WhatsApp?

If yes, **Engati** is your answer.

Corporate mobile applications are passé. These clunky, space consuming apps have seen a steady fall in customer engagement. Most customers actively use 2-3 apps only out of the 20+ installed on their phones and uninstall frequently at the first need to free space for multimedia storage. This increases uninstall rate and increase costs and efforts to maintain a consistent install base.



**1 BILLION+**  
Facebook Messenger users globally

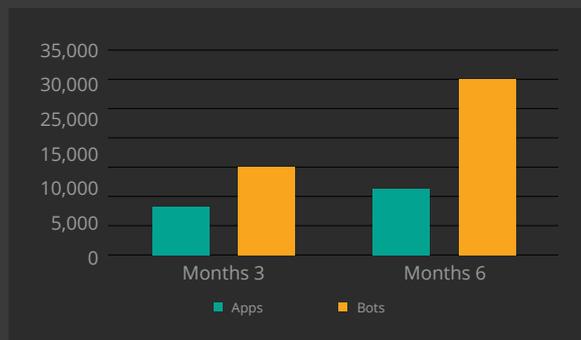


**30,000**  
Number of Messenger bots within five months of launch

*Messenger and Facebook have best in class retention with weekly retention greater than 90%*

An option here is to spend heavily to push mobile channels by discounting or making relevancy more acute. A better option is to leverage the reach of ubiquitous messaging apps like WhatsApp & Facebook messenger to integrate your brand in the channel exponentially multiplying the reach & engagement with bots and a new age bot platform like Engati.

It requires no apps installation, no special configuration thereby avoiding all pitfalls of mobile apps. With no need for any additional storage space and setup requiring just 10 minutes of your time, you expand your reach exponentially to acquire, engage and provide services to a large universe of users.



## Big Idea

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The world of online travel is booming - just look at the growth of priceline and expedia. Strip mall travel agencies gave way to the convenience and price competitiveness of online travel bookings. Ubiquitous smartphones evolved the travel experience to mobile apps. Offerings have become more standardized and the power of customer reviews has made choices and quality of service even better. Technology has replaced a whole business segment and now online is the primary way to book travel even for large corporates. The always on 24x7 nature of technology has expanded reach and the robustness of booking platforms with cloud technology has made the switch for the consumer a no-brainer.

So where does technology take the travel experience next? Can it further widen and deepen customer engagement? What technology will drive the next level for the customer and for travel companies? The answer lies in the use of bots where it promises to be a completely automated intelligent experience available via pervasive chat and messaging platforms. Moreover, the integration of machine learning and NLP to the travel shopping and support experience promises to further change our perspectives on travel.

Engati has been integrated with online travel booking, FAQs, reviews, payment, feedback and customer service channels for the end to end travel experience. Come experience the future of travel with Engati.

## Top Features

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1. Find hotels and flights
2. Plan your itinerary
3. Make reservations
4. Answer customer support queries
5. Conduct user satisfaction surveys
6. Check status on hotel and travel booking
7. Updates about deals and promotions

## Benefits

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- Saving time / process automation
- Digital payments
- Saved user history
- 365\*24\*7 Availability
- Improve the User Experience
- Smart Communication
- Save your customer service cost with affordable way to reach to a large audience.