

CONVERSE. ENGAGE. DELIGHT

Engage your users better with chatbots!!!

✉ contact@engati.com



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

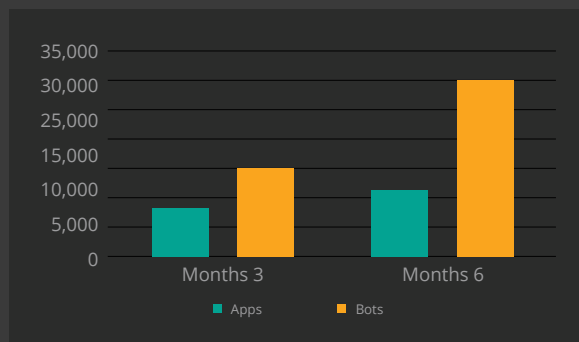


30,000
Number of Messenger bots within five months of launch

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

Teens are now spending close to 9 hours a day connected socially online, 30% of all online traffic is now on social media - 60% is via a mobile device. The mobile / social combo is increasingly being used for not just keeping up to date with friends and family but also world happenings and news and more so, on personalization and reading about topics of interest. The ubiquitous world of the internet is now instantly available at all times via a mobile device and the heaviest used apps are messenger apps.

What does this tectonic shift mean to the world of media and publishing. Can media companies adapt to changing user habits? Early adopters are increasingly moving to bots to stay connected with their customers. The power of real time push articles and snippets cannot be handled any better than via a bot. Are you ready to experience the future of news and media? Come explore the future by signing up for free. In less than 10 minutes you can have your own bot instantly available to the world on 7 different platforms. Come experience the world of Engati -

Top Features

1. Latest news updates & releases
2. Tours and events information
3. Notification for exclusive content
4. Engage your with followers and other general media
5. Sell merchandise through chatbots
6. Delivers news notifications
7. Easy user acquisition
8. Deep analytics
9. Conduct user satisfaction surveys

Benefits

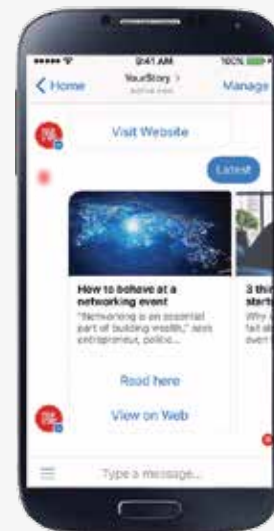
- Exponential increase in user engagement
- Improvement in retention rates
- Positive user acquisition scores
- Higher CSAT scores
- Cloud based so no installs, tech infrastructure required
- Smart Communication
- 365*24*7 Availability
- Dynamic and conversational user experience

Landscape

- A leading media portal for startups and high technology
- Newsletter, media blasts, articles readership - 5 million globally
- Social presence 800k likes on Facebook. 125k followers on Twitter

Pain Points

- Low app adoption with high uninstall rates of mobile app
- Getting more widespread adoption
- High noise social media presence with no personalization
- Retention rates falling
- Web/email was over utilized with varying degrees of effectiveness



Impact

Increased compatibility via bots across all viewer segments

Messaging with Engati as a medium

- Targeted users where they are spending the most time
- Easy setup - 10 mins needed for setup
- Personalized to individual customer taste
- Cloud based so no installs, tech infrastructure required
- Dynamic and conversational user experience
- No login/signup requirements - seamless integration into messenger
- Easy user acquisition, no need to install or download anything
- Deep analytics for utilization, trends, usage patterns, engagement and retention real time statistics



Big Idea

Chatbots are critical in the future evolution of banking and financial services to provide always on intelligent customer service. They provide for customer support and account inquiry, require minimal setup and streamline and improve the customer operational support process including a substantial reduction in operational and service costs while intelligently expanding reach to being always on 24x7x365. Bots provide an intelligent conversational interface for financial transactions initiation, inquiry and feedback and use ubiquitous messaging platforms on customer smartphones and eliminates the issue of Mobile app uninstalls.

Top Features

- Current Balance
- Transaction History
- Payments and reconciliations
- Locate nearest ATMs and branch based on the user's location or zip code entry
- Transfer Funds
- Customer feedback & measurements
- Switch to categorized hotlines for exceptions
- FAQ – Customer Service Queries across categories

Why chatbots will revolutionize the banking sector ?

- Reduce customer response time by 60%
- Reduce operational support costs by 70%
- Always on engagement with the customers
- Ease of use for customers with an interface on a smartphone they are already familiar with
- Timely no-cost notifications of transaction status and account changes
- Special promotions and sales pushes
- User acquisition rates uptrend
- Enhanced analytics on customer acquired data
- Quick setup and minimal integration
- Interactions at customers convenience and speed
- Improved CSAT scores

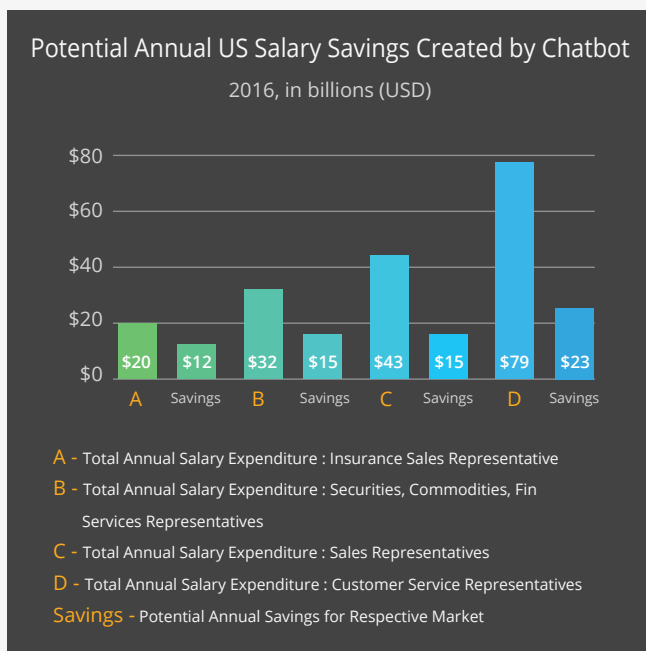
Benefits

For customers

1. Chatbots promise a better, faster experience
2. Less time spent waiting for call center service or ineffective web chat support
3. Accessible via a conversation medium from a ubiquitous smartphone

For banks

1. No need to setup tech personnel and infrastructure
2. Out of the box / cloud hosted or on-premise technology solution
3. Minimal setup and easy integration
4. A rich set of analytics, utilization & trending reports
5. High Operational efficiency
6. 24/7 always on intelligent customer service
7. Eliminates the issue of mobile app uninstalls



The BI Intelligence report estimated the total salary expenditure on securities, commodities, and financial services representatives to be at \$32 billion in the U.S.; Chatbots could decrease that number by **\$15 billion — about 46% cut**

Pain points in banking customer support

- Long on call waiting time
- Different customer service agents give different answers (41%)
- Customer service agents don't know the answer (34%)
- Can't find answer on website (31%)
- An uncontrollable number of new applications

Big Idea

Imagine your customers picking up their smartphones to be notified about special promotions and sales via their Facebook messenger accounts. Click on an option to log into your platform to schedule a service. Given a choice of times and a calendar entry created on the customer's calendar. The car gets dropped in and each stage from estimation to approval to service to pickup to post service feedback is all handled via Facebook messenger.

Now imagine there is no human involved in this whole interaction - just a piece of software called a bot that intelligently interacts, answers questions, schedules, provides status and seeks and records feedback. And it is available 24 x 7 - to also provide estimates of service if someone is caught in an accident at 3am.

Would that set your dealership apart in service? How about saving 92% of your costs while expanding and depending service levels without spending a single cent on salaries, training, days off and seasonality. It is already available and happening with Engati - specifically designed for the experience of auto dealerships. Come experience the future of customer service and support with Engati.

Top Features

Features currently present on the website & app & the one's that auto dealership offers have been modeled by our bot.

Pre-Sales

- Car details/brochure. Images. Configurations. Price Tables
- Book Test Ride
- Financing related tools. EMI Calculators
- Offer blasts / inventory clearance sales

Post-Sales

- Service booking
- Accident Assistance. Damage repair quotes
- Hotline call numbers
- Find and book for nearest driving schools
- Rewards and service discount messages
- Locate nearest service centers
- Service bookings
- Service and insurance reminders

Integration Needs

- API access for booking test rides and service related features.
- Catalogue information. Pricing information (Updated)
- CRM API access to dump inbound queries via car brochure browsing, EMI calculators etc.

Current State

- 18 locations.
- Facebook Page - 20,000 followers
- Mobile app - 10000 downloads



Operational Staff
200

Calls / Day
~3000

Service Scheduler
~250 / day

Top Keywords

1. swift dzire tour 11.54%
2. maruti driving school 5.89%
3. maruti swift dzire tour 4.27%
4. maruti suzuki dzire 3.91%

Benefits

- Reduce operational and service expense
- Get a new age platform to wow your customers
- Increase engagement with customers and touchpoints
- Eliminate mobile App-fatigue
- Multiply reach, breadth and depth of engagement
- Analytics engagement and customer interaction traceability
- Instantaneous response without the need for human response delays
- Train your own bots
- Chat bot web widget integration on your websites
- Measure and Improve your CSAT score

Big Idea

Is your mobile app strategy in disarray? Do customers frequently uninstall your app? Have you spent large amounts building your app and larger amounts in promoting it, only to deal with uninstall rates of more than 70%? Your answer could be Engati.

If you run an online store and want to expand and deepen your customer touchpoints, come see what Engati can do for you. From sales and promotion pushes, to catalog search, personalization, product ordering, payments, order tracking and fulfillment to post sales support and returns - all from a customer's smartphone via a messenger app - for intelligent customer interactions and queries - always available 24x7 and none of the uninstall issues faced by a traditional mobile app. Its easy, its free to start and its the future of interactive and conversational eCommerce - its Engati!!! Come experience the future of online retail like no other bot platform can provide - with out of the box integrations for your popular eCommerce store software so you don't have to change a thing.

Top Features

1. Notify users with offers & promotions
2. Search the catalog the way users want / (Customers can browse products and inquire about the same in any natural language conversation)
3. Analyse user discussions for improvising on user's engagement
4. Enables clients to find the right products by intense filters, sort & rich coordinated efforts like smart answers and after that Buy them straight from the chat

Benefits

- Perfect for mobile engagement.
- Save your customer service cost with affordable way to reach to a large audience.
- Customers don't need to go to any other platform for help. It is altogether coordinated in a single place.
- Improve the User Experience.
- Smart Communication
- 365*24*7 Availability
- Prevent Cart Abandonment
- Customers can share products & purchases to their friends through the social sharing features

Big Idea

Chatbots have the potential to revolutionize healthcare. An intelligent chatbot can reduce the process and improve the accuracy of symptoms collection and ailment identification, preventive care, post recovery care and feedback procedures substantially. The effects of automation in technology and redundancies and inefficiencies being eliminated in healthcare has been talked about for a while. Chatbots, by its very nature will drive the transformation that triggers this change.

A bot can now detect your ailment by asking you few simple questions, analyzing your past history and prescribing you medicines for your treatment and even help you getting an appointment for a doctor if required.

Engati has powered bots in the healthcare industry and also has given solutions that conveyed as an amazing help for healthcare solutions and providers. Come experience the future of healthcare with Engati.

Top Features

1. Daily Health Tips
2. Doctor Finding Service (with Connection to past record)
3. Medication Reminder and Tracking
4. Lifestyle and Nutritional guidance
5. Health Literacy and Education
6. Give details of the appointment, make changes, and complete personal updates
7. Let patients easily refill prescriptions, pay bills, and take action on alerts
8. Deliver lab, test procedure outcomes and recommended next steps
9. Health insurance assistance

Benefits

- Exponential increase in user engagement
- Positive user acquisition scores.
- Cloud based so no installs, tech infrastructure required
- Smart Communication
- Save your cost with affordable way to reach to a large audience.
- 365*24*7 Available for diagnosis and treatment
- Dynamic and conversational user experience

Big Idea

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

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

- 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.