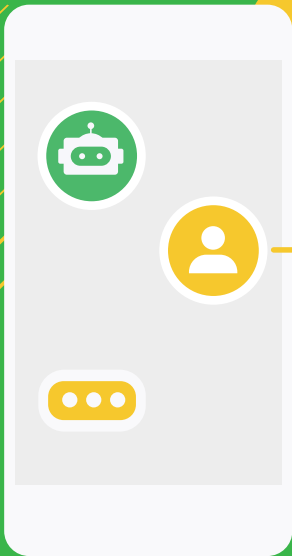




## Deliver superior customer service with Helpshift's AI-powered conversational platform

Helpshift makes it easy for you to deliver superior experiences across the entire customer journey.

Today's mobile-first and digital native customers expect seamless experiences, across devices and channels. Consumers have little patience for navigating between channels and internal legacy systems. Helpshift's conversational interfaces let you service their needs right where they already are.



- Improve Customer Satisfaction
- Optimize Service Operations
- Maximize ROI



# Highly-scalable customer service built for the enterprise



## Omnichannel Messaging

Win happy customers with in-channel, messaging-based service across mobile apps, web and desktop apps.



## AI-Powered Case Management

Automate your customer service funnel, reduce agent workload and transform your support organization with AI-powered Case Management.



## Out-of-the-Box Bots

Deploy powerful bots across the entire user journey to deliver frictionless self-service, automate routine agent interactions and streamline service operations.



## Business Intelligence

Provide unparalleled support and gain valuable insights into customer behavior with actionable analytics and business intelligence.



## Knowledge Management

Give customers control — and access to your knowledge base — with a branded, AI-powered self service support portal.



## Enterprise-Grade Platform

Manage millions of customer service requests daily with a highly-scalable, reliable and secure enterprise-grade platform.

*“Once we actually launched and went live in the app store, obviously the scope of customer issues increased radically. Helpshift’s platform allowed the support team to be able to efficiently tackle incoming tickets, largely thanks to the platform’s ability to escalate and segment tickets by user and category type.”*

**Kevin Henrikson**  
Partner Director of Engineering, Microsoft



### The Impact:

**\$1**

per customer  
on chat

**92%**

of Issues Deflected  
with Self-Service

**4.25**

CSAT Rating