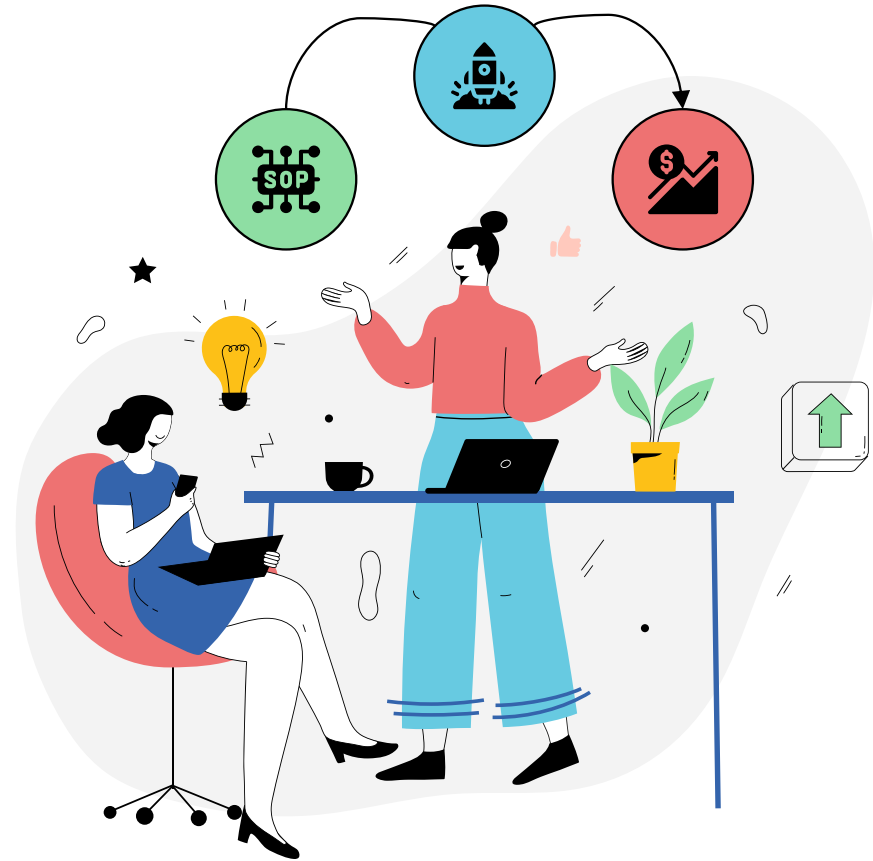


Redefining **Retail** Experience

iNextRetail: ChatGPT-powered bot that can **speak, chat, listen, learn** and **adapt**



About us



- We are AI-focused company specialized in building **Conversational-AI** Products
- ChatGPT based Chatbots that work on enterprise data
- We build **Chatbots, Voice bots** that run on 30+ Channels and 135+ Languages
- An Industrial Approach: **iNextRetail, iNextHealthCare, iNextBank, iNextFnB**

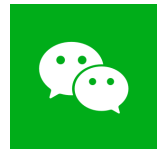


Microsoft for Startups
Founders Hub

Strategic Partners



OpenAI



The Rapid Evolution of Technology

Artificial Intelligence is redefining the future



Users learn Computer



Computer Learns User

The impact on business

Artificial Intelligence is Disrupting Every Aspect of Business



Your AI Messaging partner

SALES



Brick and Mortar



E-Commerce



Conversational Commerce

CUSTOMER SUPPORT



In-Person



Call Centre



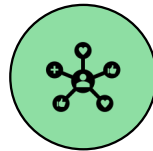
Self-Service

Retail Industry – Challenges

Staying relevant and winning customers



Your AI Messaging partner



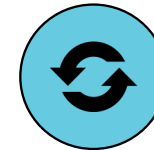
Digital Experience - Any channel, Any time, Any Day

Customers prefer brands that are available on the channel they prefer, provide instant responses



Consumers demand more than just convenience

Convenience-based experiences are just table stake for today's customer

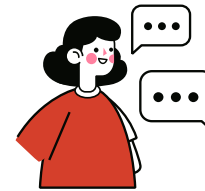


Traditional Approaches are outdated

Customers expect personalization, value their feedback

iNextRetail - AI assistant powered by ChatGPT

Always on, always listening, and always ready to serve your customers



Customer Engagement

Provide a delightful, unforgettable experience to customers that makes them keep coming to you



Customer Outreach

Build long-lasting relationship with your clients by keeping them updated with the latest news



Customer Support

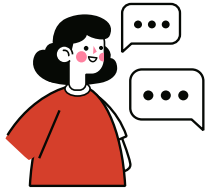
From loyalty programs to collecting feedback, let know you care for your customers

iNextRetail – Customer Engagement

Engage your customers today for a loyal following tomorrow



Your AI Messaging partner



Customer Engagement

Provide a delightful, unforgettable experience to customers that makes them keep coming to you

- Create **meaningful** interactions and **personalized** experiences
- Foster **trust**, brand advocacy
- Increase Customer **Satisfaction**
- Grow **revenue** and **Profitability**
- **Recommend** Products



Conversational Commerce



Product Recommendation



Lead Generation and Conversion



Product Information



Loyalty Management

Conversational Commerce

where customer service meets convenience, and buying is just a chat away!



Your AI Messaging partner

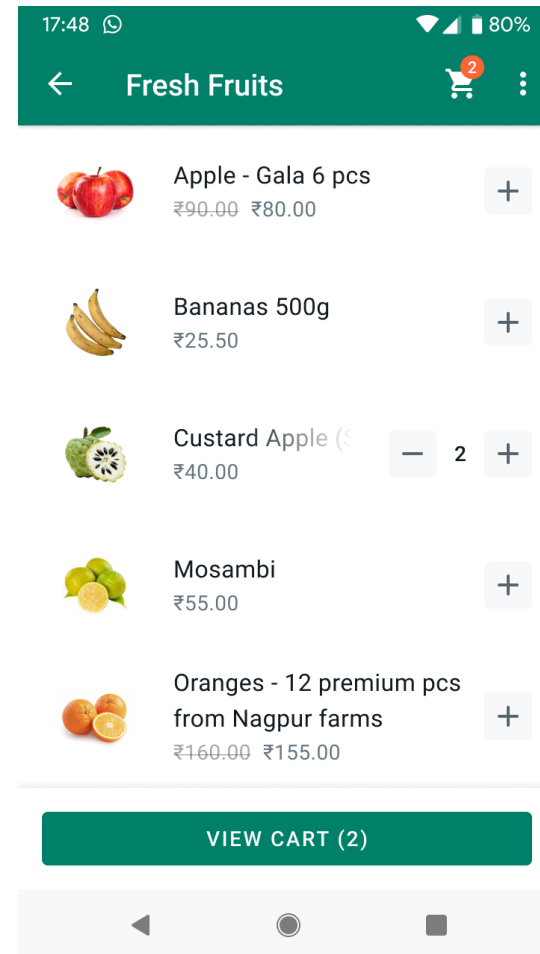


WhatsApp Commerce

Boost your sales with WhatsApp Catalogue to reach out to millions of customers and sell your products and services directly on the WhatsApp Platform

- Shopping from the convenience of WhatsApp.
- From carts, to payments and feedback, all within WhatsApp
- **Integrate** with leading commerce platforms like WooCommerce, Shopify, etc,
- Automate **payments** with WhatsApp Pay*

* Available in India and Singapore only



iNextRetail – Customer Outreach

Make connections that lasts a lifetime



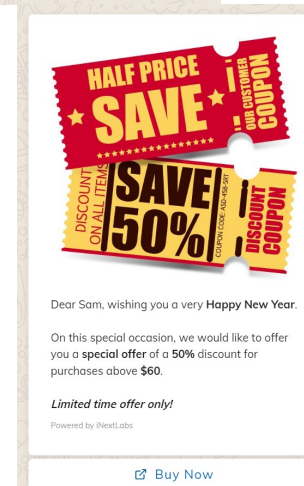
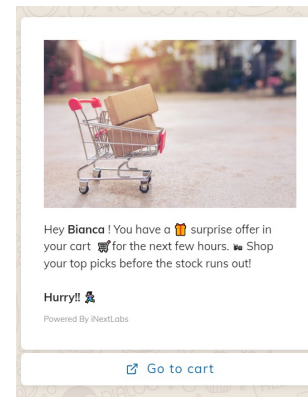
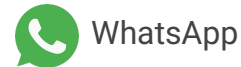
Your AI Messaging partner



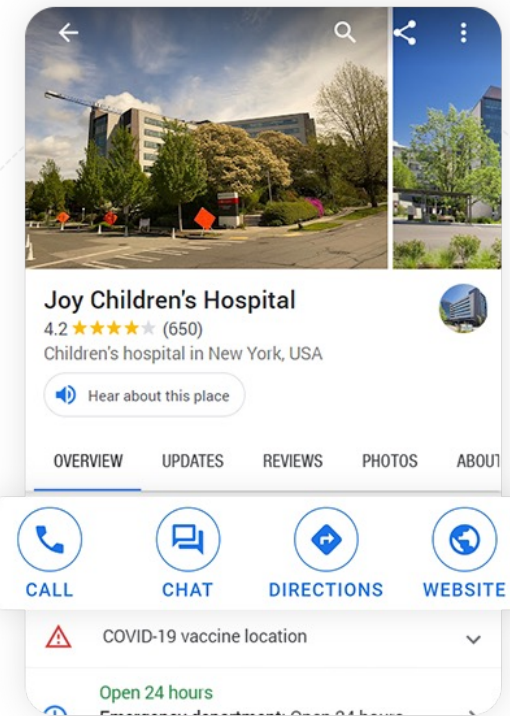
Customer Outreach

Build long-lasting relationship with your clients by keeping them updated with the latest news

- **WhatsApp:**
 - Promotions and offers
 - Alerts – Delivery, Order confirmation
 - Reminders – Restock, Abandoned Carts
 - Events Broadcast, RSVP, Festive Greetings
- **Google**
 - Google Search, Google Maps, Website
 - Integrate with Google Merchant Centre
 - Help Locations, Working Hours, etc.,
- **Instagram, Facebook, Website and more channels**



Google Business Messages



iNextRetail – Customer Support

Show you care - because a happy customer is a loyal customer.



Your AI Messaging partner



Customer Support

From loyalty programs to collecting feedback, let know you care for your customers

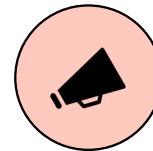
- **Feedback:**
 - Run Surveys, Get Feedback
 - Track Orders
 - File complaint
- **Help Desk:**
 - Create Support Ticket
 - Process Refunds
 - Forms
- **Answer Customer Queries:**
 - General Enquiries
 - Frequently Asked Questions
 - Locations

WhatsApp – Send **Proactive Campaigns**

Reach customers where they are...

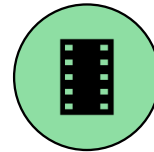


Your AI Messaging partner



Keep them informed

Appointment Reminders, Checkup Reminders



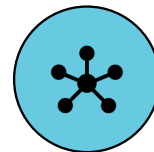
Show you care

Birthday Wishes, Festival Greetings



Hear what they say

Feedback, Survey, Complaints



Make it Personalized

Integrate with PMS, Clinic Management, Calendar

iNext Bots – Leverage the **power of AI**

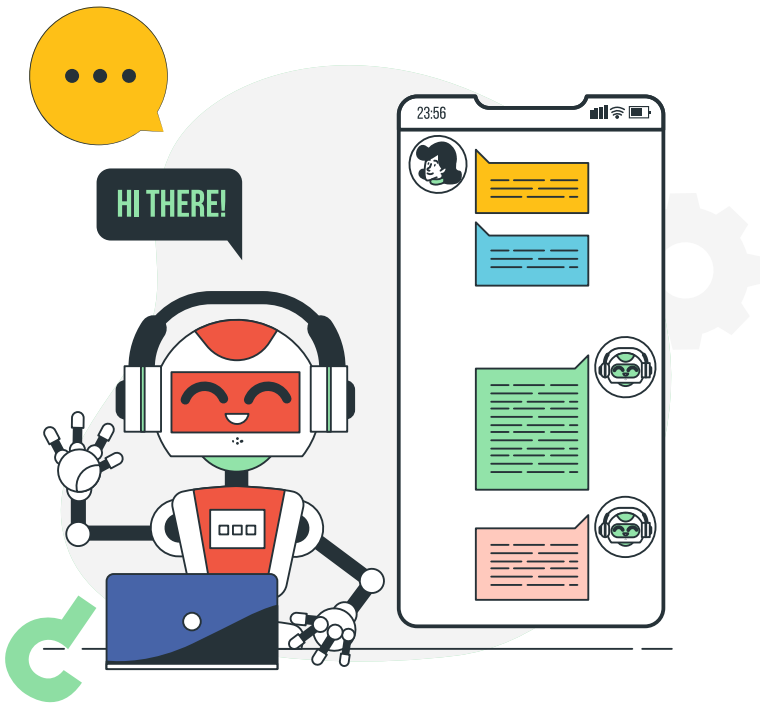
Manage a myriad of enquiries, assistance, appointments and more



Your AI Messaging partner

Don't just Notify.. **Botify**

Follow-up alerts with our smart, AI-powered Chatbots and Voice bots and streamline every aspect of your business



Employees



Customers



Partners



Visitors



Patient



Sales Order



Appointments



Payments



Shopping Cart



User
Enquiries



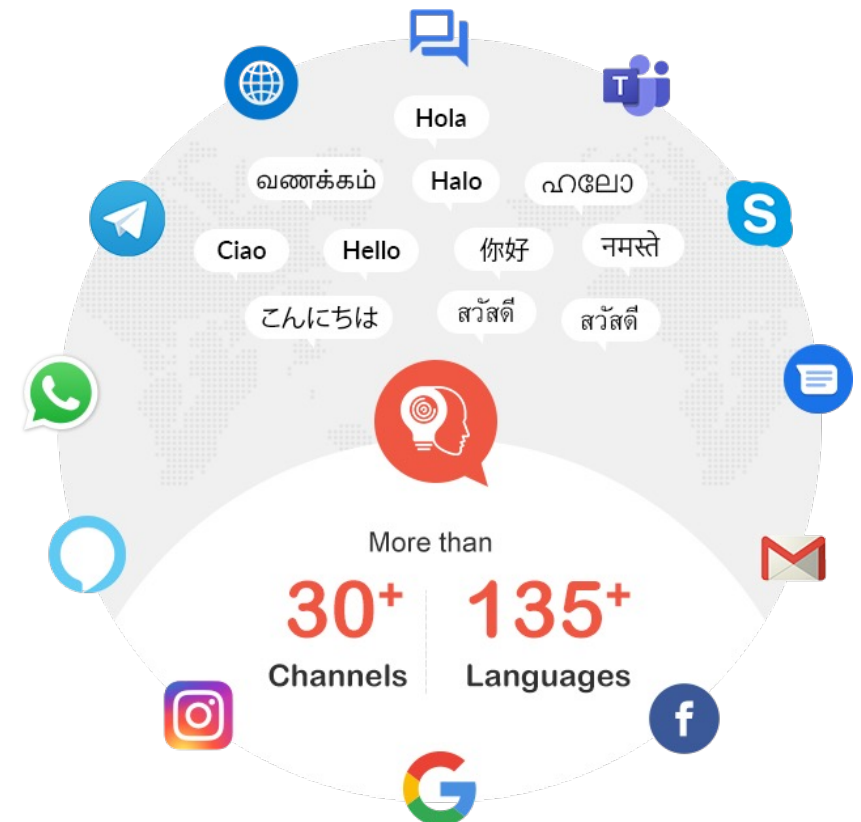
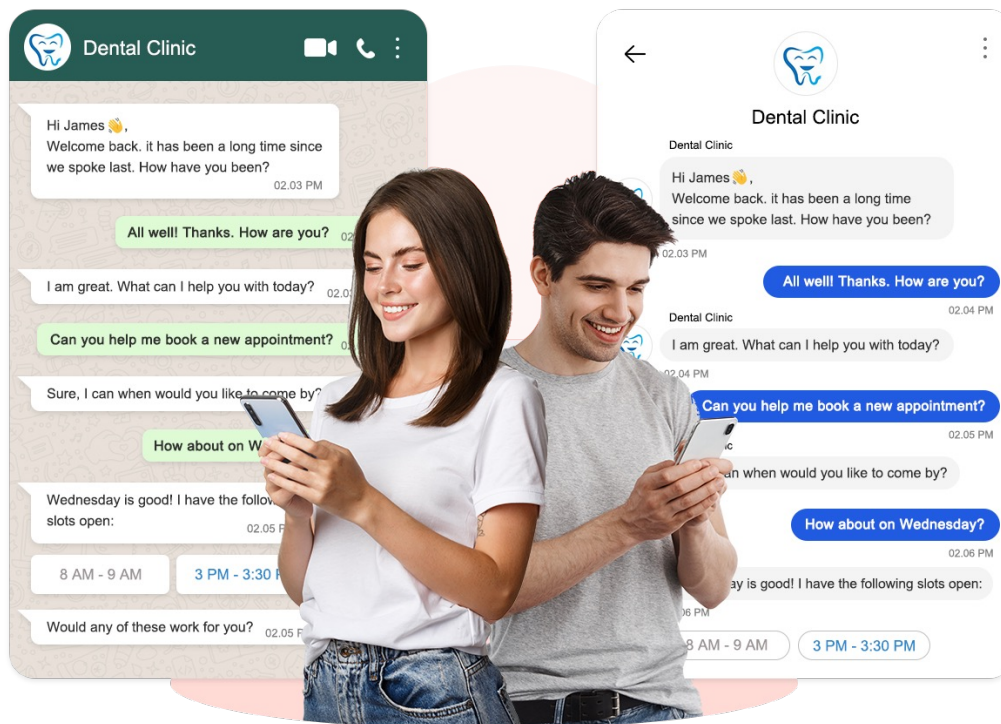
Feedback &
Surveys

One Bot to **conquer** them all

Runs on many channel, speaks many language



Your AI Messaging partner



Breaking down **Language** Barriers

Speak the language of your customer



Your AI Messaging partner



Automatic Detection

Identify the language your customers prefer to communicate



Translate using AI

Switch to the language your customer speak to make communication seamless



Make every assets relevant

Handle vast amounts of content with intelligent-AI services



Bring native-speaking voice bots

With custom neural-voice, make bots speak like a native speaker

A 360° view of your customers

With Contacts, get customers interactions and touchpoints across channels



Your AI Messaging partner



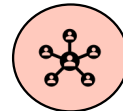
Get Insights

Know your customers better than ever before with actionable customer insights



Generate Leads

Maximize conversion: Turn every touchpoints of your prospects to leads



Be omni-channel

Deliver a seamless customer experience across all channels with an omnichannel approach



Target Marketing

Maximize the impact of your marketing efforts by targeting the right audience with precision

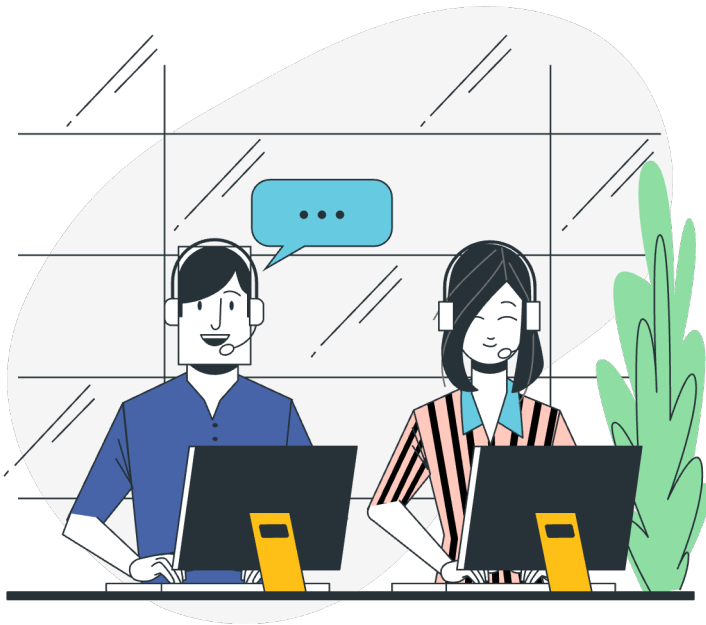
Unified Inbox with **Live Agent**

Combine the Power of AI with Human



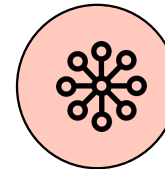
Your AI Messaging partner

Human input combined with automated technology drives the **highest performance**



Across Channels

Conversations across channels in a single unified box



Human Agents

Seamless handoff to human agents upon demand



Complete Chat History

Transcripts of the conversations between user, bot & agent



Analyze Sentiments

Capture reactions, and user sentiments from conversations

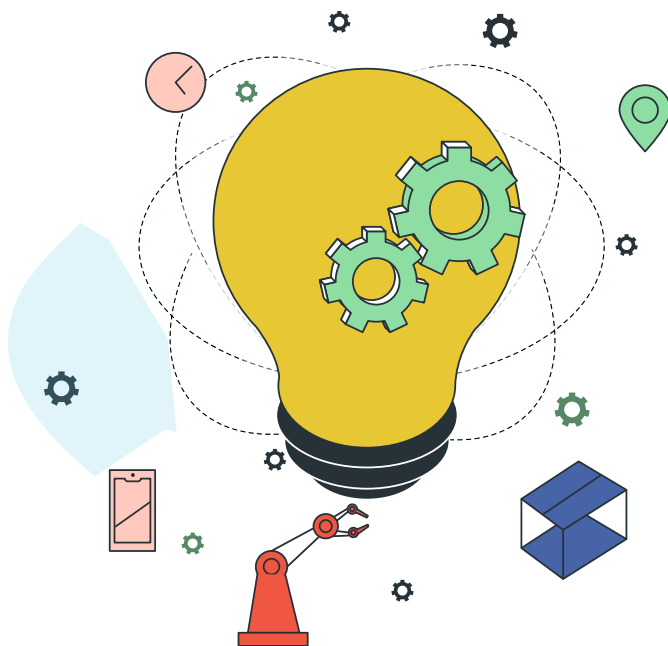


Bots that can do just more than talking

AI-powered bots that can get the job done!



Your AI Messaging partner



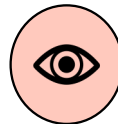
Document

- Intelligent document processing
- Identify and extract data from structured and unstructured data
- Automated Translation of contents



Speech

- Convert Text to Speech
- Speech to Text, Speak
- Neural Voice, Speaker Recognition
- Understand Sentiment



Vision

- Extract texts from images
- Recognize and read handwritten texts,
- identify objects, moderate image content,
- face recognition, speaker recognition from voice
- tag images, generate caption for images

Why iNextRetail?

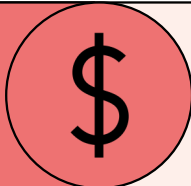
01



Generate More Business

Our Conversational Bots will help you reach your customers pro-actively and generate more business

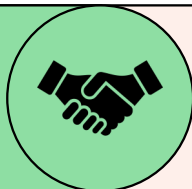
02



Reduced Cost

Reduce the cost of manpower and support.
Have Conversations at scale with multiple users

03



Customer Satisfaction

Drive Customer Loyalty, Stay Connected with long-term clients

04



Brand Promotion

Promote your brand on Google, Instagram, FB & other social channels

Summary of features

A complete end-to-end solution



Your AI Messaging partner



Speaks naturally

Built on the state-of-the-art Natural Language Processing (NLP) engines



Industry Specific

Purpose built bots with pre-built intelligence and domain knowledge



Pre-built workflows

Enhance your bot quickly and easily with readily available, pre-built workflows



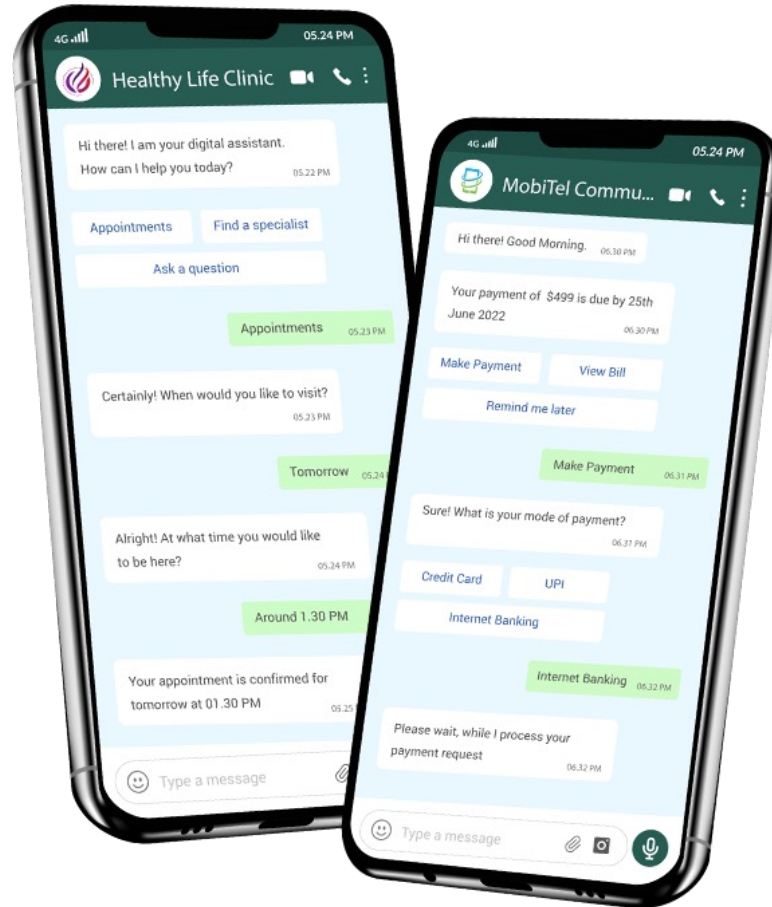
Generate Leads

Generate and Capture more business leads from your bot conversations



Analytics

Get insights into what your customers want with analytics and dashboards



Integration

Integrate with your backend CRM, ERP and other systems for personalization



Self-train Bots

Self-train your bots with custom phrases, Questions & Answers, and responses



Speak any language

Converse with your user in their language of choice. More than 135 language supported



Sentiment Analysis

Get a pulse of your customer emotions with sentiments in each message



Smarter AI

Our bots can do a broader AI capabilities with vision, voice, document and language services

Thank you!

Let's start **redefining customer experience!**

