



ONEDIRECT



BUILT FOR SCALE

Interactions processed

500MN+

Triggers per month

30MN+

People

200

Founded

2013

Enterprise Customers

100+

Offices

04

Head Quarted

Bangalore, India

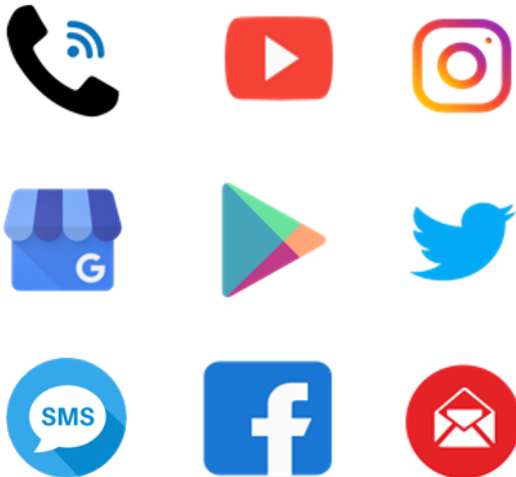
Backed by

Sequoia Capital

Product Portfolio - OneDirect

Single bundle of all CX solutions your business needs

Service Cloud



Advance Workflows

Indic Crawler

Analytics

SLAs

Automation

Priority and assignment

Messaging Cloud



BOTs – FAQ & conversational

Live Chat

Analytics

Feedback Cloud



Voice Of Customer

Voice of Employees

Market Research

Customer 360



Customer Journey

Deep Integrations

User segmentation

Great experiences are built on OneDirect

IndiGo



paytm



ACSmith.



IIFB

HITACHI

VOLTAS



ONEDIRECT

Product Portfolio



 **SERVICE CLOUD**

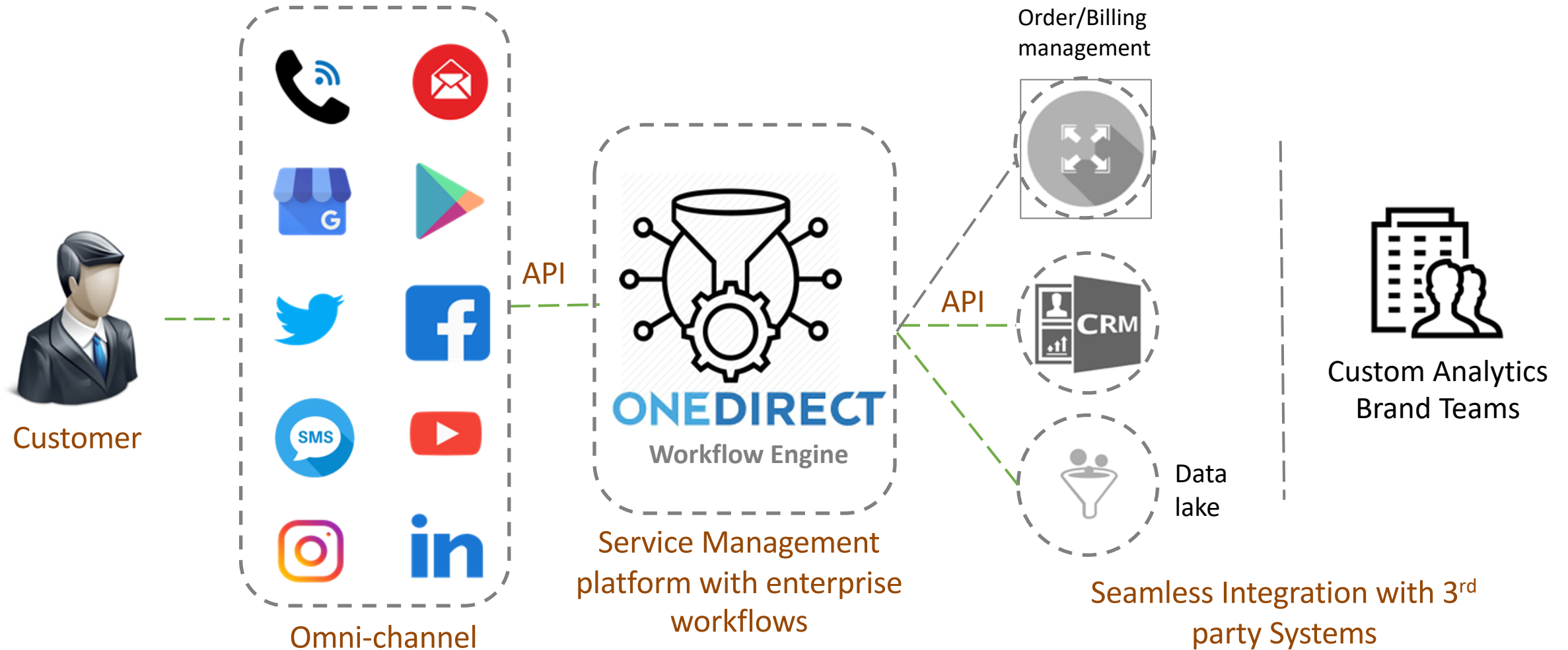
 **MESSAGE CLOUD**

 **FEEDBACK CLOUD**

 **PUBLISHING CLOUD**

 **PROFESSIONAL SERVICES**

Service Cloud Workflow



One system to rule them all

- Email management
- FB, Twitter, Instagram
- Web forms/Surveys
- Chat
- Play Store/App Store
- Calls
- Consumer complaint forums
- Google Reviews
- Amazon/Flipkart reviews

Tickets

Search ticket number, name, email

Views

- DEFAULT & SHARED
- All Tickets (450)
- Facebook (12)
- Twitter (120)
- Playstore (180)
- Instagram (180)
- Open Tickets (80)
- Closed Tickets (670)
- Draft (8)
- High Priority (34)
- Urgent (15)
- Discarded Tickets (80)
- MY VIEWS
- Assigned to me (450)
- My Pending (80)
- My Draft (80)
- + Add new view

All Tickets 12 tickets

Delete Export Add Tag Assign to More

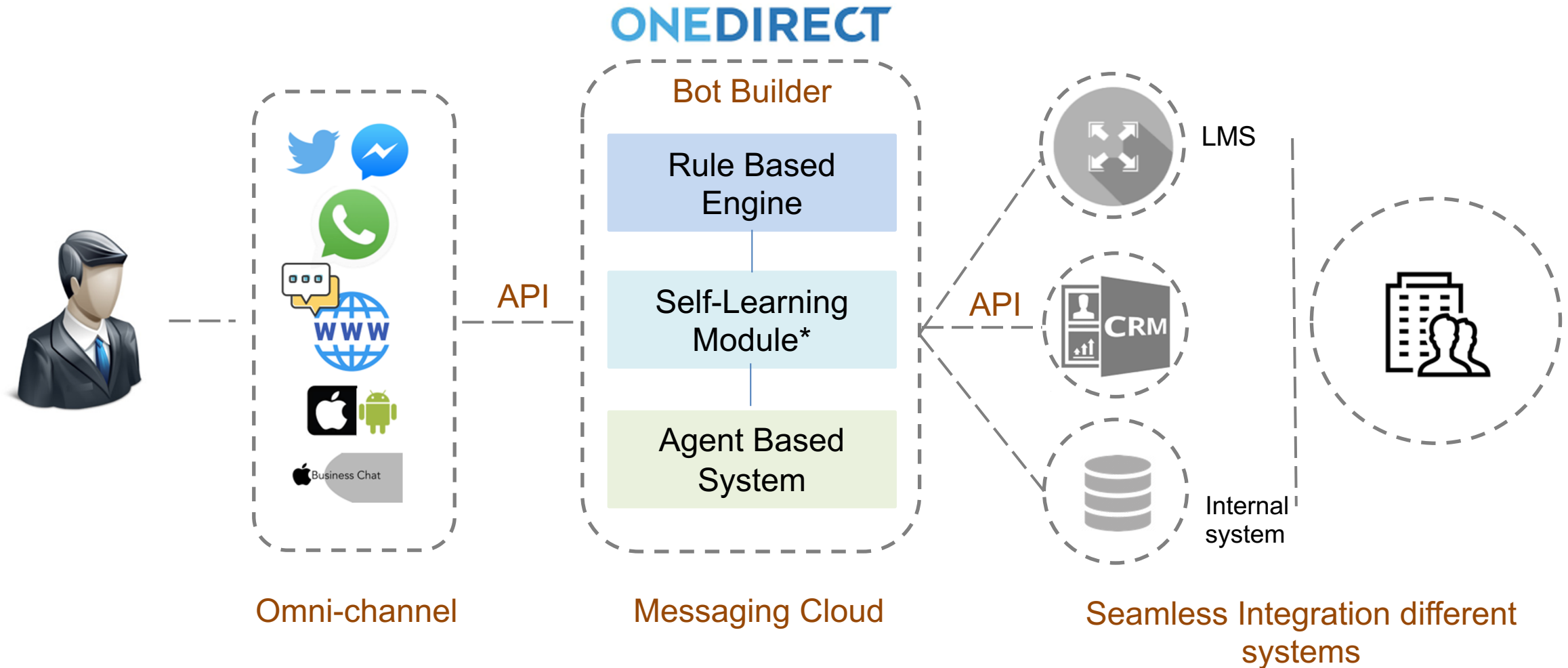
Ticket#	Name	Subject	Status	Priority	Manage
5600668	Abhishek Jain	Post Hate this product,do not recommneded	Open	High	One Dir
5600667	Avinash Vank...	Tweet Dont like it	Open	Low	One Dir
5600666	Vampsi Manoh...	Tweet Worst service ever, plz reply	Closed	Low	Swiggy :
5600665	Abhishek Jain	Mail Hate this product,do not recommneded	Open	Urgent	One Dir
5600665	Abhishek Jain	Review Dont like it	Open	Urgent	One Dir
5600665	Abhishek Jain	Review Worst...	Open	Urgent	One Dir
5600668	Abhishek Jain	Post Hate this product,do not recommneded	Open	High	One Dir
5600667	Avinash Vank...	Tweet Dont like it	Open	Low	One Dir
5600665	Abhishek Jain	Review Worst...	Open	Urgent	One Dir

50 Per Page

1 2 3 4 5

Last Updated : 2 mins ago

Messaging Cloud – A three step approach to chat



*via Google Dialogue Flow

Chatbot – Platform (Build and configure own BOTs)

OD Create Flow

Flow Setup Choose Trigger **3 Flow Design**

BOT ACTIONS

- Send Message
- Ask Question
- API Call
- Send File
- Send Audio
- Send Video
- Send Image
- Trigger Flow

Flow Design

```
graph TD; UserMessage((User Message)) --> SendImage[Send Image]; SendImage --> AskQuestion1[Ask Question]; AskQuestion1 --> TriggerFlow1[Trigger Flow]; AskQuestion1 --> TriggerFlow2[Trigger Flow]; AskQuestion1 --> AskQuestion2[Ask Question]; AskQuestion1 --> TransferChat[Transfer Chat]; AskQuestion2 --> SendMessage[Send Message]; TransferChat --> SendMessage;
```

Test Flow

In case of smart node, it may take a while before flow can be tested.

Type something...

Back

ONEDIRECT

Live chat with enterprise level workflows

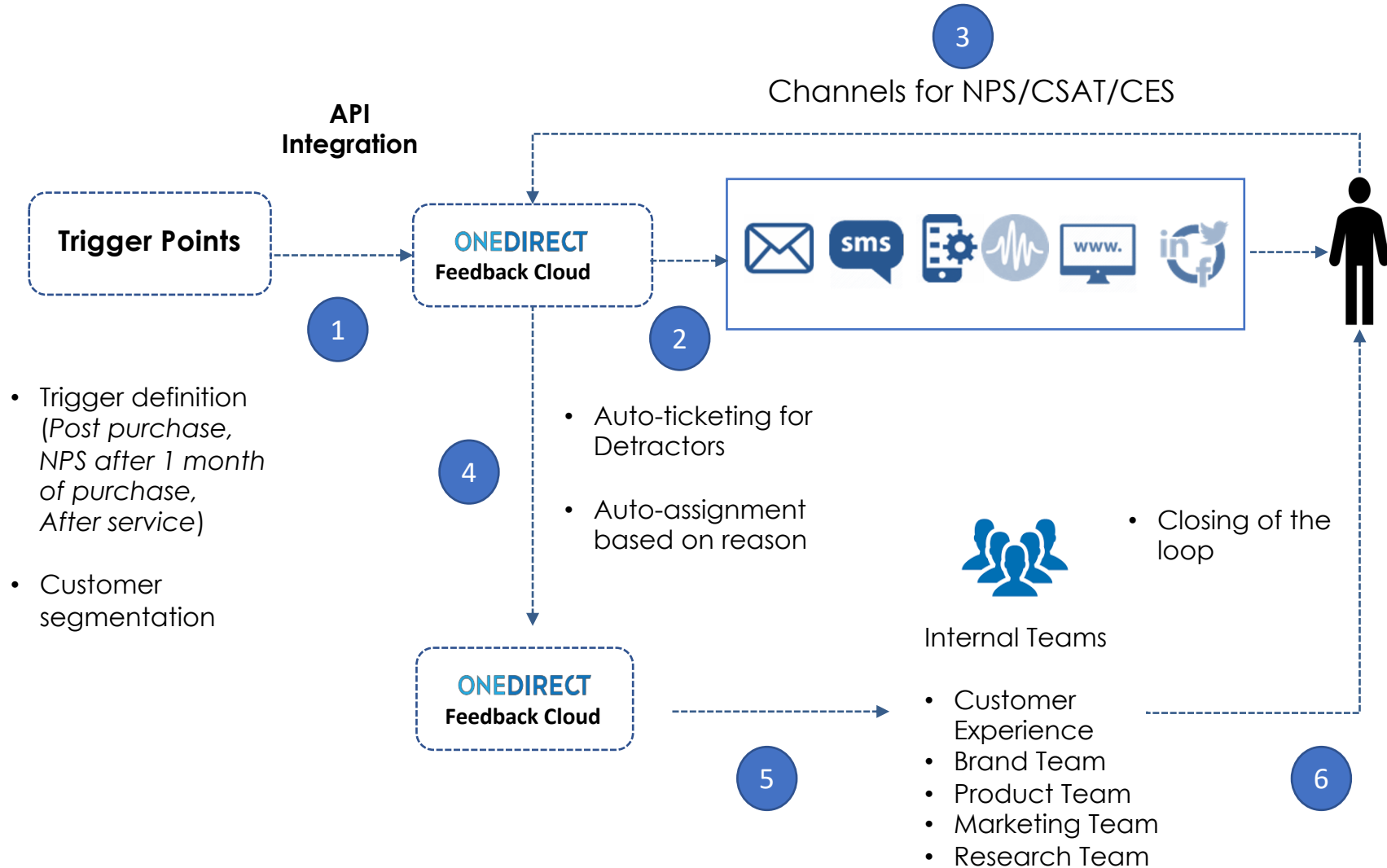
- Web and App
- Queuing
- Group chat
- Feedback from customers
- Integration with Service Cloud
- Integration with CRM/Order system
- Canned response shortcuts
- WhatsApp ready

The screenshot displays a live chat interface with three main sections:

- Chat Inbox:** A list of chat conversations on the left. The selected chat is with 'Julia' (@airtel_cares), with a message: 'Hi guys, how would change the team, I tried in setting but couldn't find'.
- Chat Conversation:** The main area shows a chat with 'Julia'. Messages include: 'Hi', 'How To Protect Your Computer Wery Useful', and a long message about computer tips. A section titled 'Assigned to you by rules' shows a message from 'Ether' with the same computer tips content.
- Salesforce Customer Details:** A sidebar on the right shows customer information for 'Julia', including Name, Age (12), Company (ABC Company), and Age (23). It also lists 'PAST ORDERS' with Order IDs and Shipping Statuses.

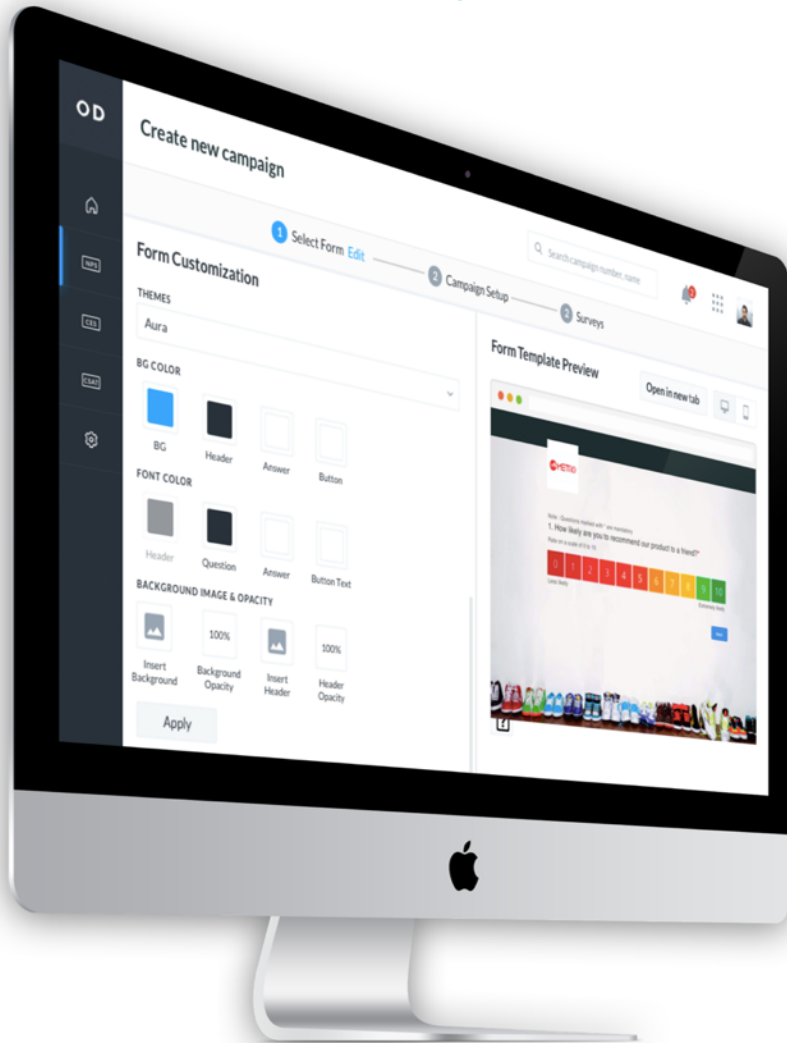
The interface includes a search bar at the top, a navigation sidebar on the left, and a 'Send' button at the bottom of the chat window.

Feedback Cloud - Workflow



- Process
- ❖ Trigger Points based API call to OneDirect for Survey
 - ❖ Channel to administer Survey to depend on type of customer (attributes)
 - ❖ OneDirect Feedback Cloud records responses and auto-tickets based on reasons of detractors.
 - ❖ Based on reason-tags OneDirect Feedback Cloud auto-assigns tickets to respective teams.
 - ❖ Closing of the loop

Dynamic Survey creation (NPS, CSAT & CES)



“Can you allow me to run campaign across different channels?”

ONEDIRECT ADVANTAGE

- Campaign led product, not restricted to the channel.
- True omni channel approach
- Focus on targeting the customer on a medium of his/her choice

Create interactive forms and design campaigns across channels

Create new campaign

1 Select Form Edit — 2 Campaign Setup — 3 Surveys

Form Customization

THEMES

Aura

BG COLOR

BG Header Answer Button

FONT COLOR

Header Question Answer Button Text

Save theme

FORM TITLE

Search campaign number, name

Show one question per screen

Enable Progress bar

Allow editing response after page submit

General

REDIRECT USER AFTER SURVEY

FORM TITLE

Search campaign number, name

On button click Auto redirect after Sec

FORM TITLE

Search campaign number, name

Form Template Preview

Open in new tab

1. How likely are you to recommend our product to a friend?

Rate on a scale of 0 to 10

0 1 2 3 4 5 6 7 8 9 10

	Delivery Status	Opened	Response Status	Reported Spam	City
itizon@brown.net	Throttled	Yes	Partially Completed	--	Marleeland
bahringer@lincoln.ca	Throttled	Yes	Partially Completed	--	East Bette
udah@cassin.org	Throttled	Yes	Completed	--	Lilianfort
m.mathew@upton.us	Throttled	Yes	Completed	--	Marquisport
anessa@hotmail.com	Throttled	Yes	Completed	--	Cotyshire
ophelia@runolfsson.tv	Throttled	Yes	Completed	--	Candidoberg
ffler@margot.lio	Throttled	Yes	Partially Completed	--	New Elza
ruickshank@hotmail.com	Throttled	Yes	Partially Completed	--	Boylemouth
ohan@abbie.net	Throttled	Yes	Partially Completed	--	Garrickview
ella@mcclore.com	Throttled	Yes	Partially Completed	--	East Magnus
cocha@nader.us	Throttled	Yes	Partially Completed	--	Gilbertohaven
ik@revatv	Throttled	Yes	Partially Completed	--	Gilbertohaven

Customer 360 (Beta)

Integrate data points from multiple touchpoints and systems

OneDirect can assist with the ETL layer and the application layer

Going live in July 2020. In Beta currently.

The screenshot displays the 'User Details' page for Abhishek Jain. The user is active and has a profile picture. Contact information includes a phone number (+91-9876543210), email (abhish@hotmail.com), and location (Bangalore). The user is associated with the CYX Agency and has tags for 'VIP', 'New User', and 'Lead'. The page is divided into three main sections: 'All Activities', 'Messaging Cloud', and 'Customer Details'. The 'All Activities' section shows a timeline of events from today to yesterday. The 'Messaging Cloud' section is currently selected, showing survey data for NPS surveys. The 'Customer Details' section on the right contains fields for Name, Email, Phone No, Company, Location, and Tags, with a 'Save' button below. The 'Usage Details' section shows the last and first seen times and platforms. A note at the bottom reads: 'Hi guys, how would change the team, I tried in setting but couldn't find'.

User Details

Abhishek Jain Active

+91-9876543210 | abhish@hotmail.com

Bangalore | CYX Agency

VIP | New User | Lead

[Start a Conversation](#) | [More](#)

All Activities

TODAY

- 5:00 pm Entered
- 2:00 pm Visted Page /projects
- 1:30 am Updated Password
- 1:00 am Inapp Purchase
- 9:00 am Visted Page /services
- 8:30 am Visted Page /products

YESTERDAY

- 5:00 pm Submitted CSAT Survey
- 2:00 pm Visted Page /projects
- 1:30 am Twitter Ticket Raised
- 1:00 am Uber GO Booked
- 9:00 am Visted Page /services
- 8:30 am Visted Page /products

Messaging Cloud | Feedback Cloud | Service Cloud

ID	Survey	Campaing Name	Survey Score
#1234	NPS	New Phone Lanuch	8
#1235	NPS	Feature Feedback	8
#1236	NPS	App Feedback	6

[View More](#)

Customer Details

Name: Abhishek Jain

Email: abhish@hotmail.com

Phone No: +91-9876543210

Company: CYX Agency

Location: Bangalore

Tags: Fresh Lead, VIP, New User

[Save](#)

Usage Details

Last Seen: Mar 23, 2018 7:41 PM

First Seen: Mar 21, 2018 7:41 PM

Platforms: Android, Apple, Desktop

Notes

Hi guys, how would change the team, I tried in setting but couldn't find



THANK YOU

A man in a dark suit and white shirt is smiling and looking towards the right. He is standing in a meeting room with large windows in the background. Other people are seated at desks around the room, but they are out of focus.