

The Biggest Fintech Brands Trust Haptik

"Excited to launch our partnership with JioMart in India. This is our first-ever end-to-end shopping experience on WhatsApp.

People can now buy groceries from JioMart right in a chat."

Mark Zuckerberg
Founder & CEO, Meta

JioMart

"Haptik has been pivotal in helping us explore the various engagement with an AI-powered chatbot, and giving us a competitive advantage in our mission to drive exceptional customer experiences at scale."

Shrini Viswanath
Co-founder, Upstox

upstox

"KAYA, Kotak Life's AI-enabled virtual assistant, built along with Haptik, has helped improve customer servicing capabilities. Kotak Life is now resolving a large part of customer queries real-time 24/7."

Kirti Patil
Sr. EVP, IT & CTO, Kotak Life

kotak life



Build Lasting Customer Relationships Using Generative AI

Welcome to Fab Finance. Open your Demat Account today and unlock benefits on Rs. 5,000. No account opening charges.

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Chat Summary

Customer Sentiment : **Frustrated**

Summary:

The user is uploading the incorrect format of the documents for verification

Tags: **KYC** **Document Verification**



Why Partner with Haptik



10+ Years of AI Expertise

Haptik has been a pioneer in the field of AI for well over a decade, helping global brands unlock unprecedented success with our innovative solutions.



Gen AI-First Product

Our Gen AI-first product & expert-driven implementation help our global partners stay ahead of the curve and deliver unparalleled customer experiences.



Powerful Analytics

Gain triple advantage - analyze customer behavior, understand purchase patterns & double down on up-sell opportunities with our analytics platform.



Reach Out to Us at enterprise@haptik.ai

www.haptik.ai



How Haptik Drives Brand Growth

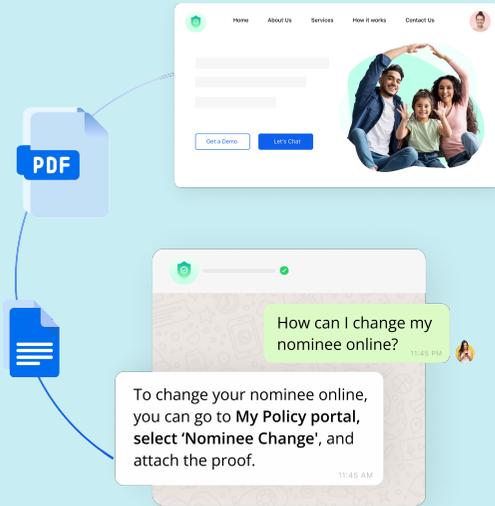
3X
Increase in lead gen

60%
Repeat orders on WhatsApp

30%
Reduction in support tickets

AI POWERED WEB Q&A

Instantly Deploy a Gen AI Assistant

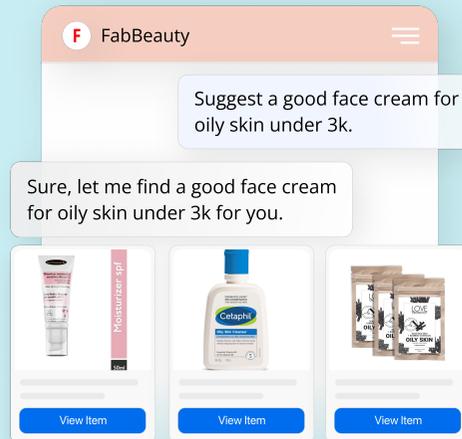


- ✔ Answer wide-ranging customer queries using Generative AI & fetch relevant information from your website.
- ✔ Generate dynamic responses by interfacing with CRM & web APIs.
- ✔ Resolve customers' pre and post-sales queries, and trigger loyalty.

AGENT ASSISTANT

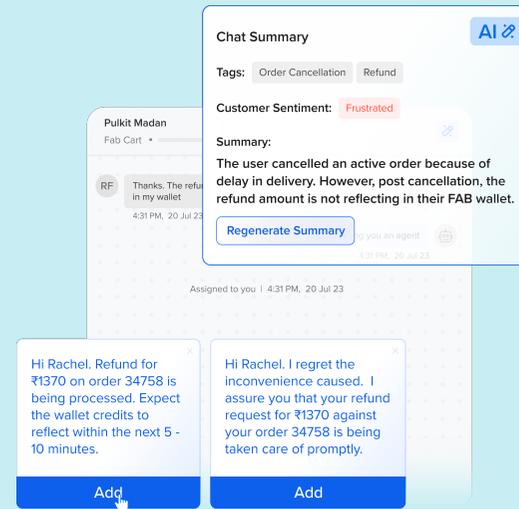
Offer Contextual Responses to Complex Queries

- ✔ Improve support quality by asking clarifying questions, responding to FAQs, and offering personalized solutions.
- ✔ Offer conversational buying guidance through seamless product discovery and product recommendations.
- ✔ Escalate complex queries that require human intervention & offer satisfactory resolution.



AGENT CO-PILOT

Amplify Agent Efficiency



- ✔ Equip agents with AI-powered chat suggestions and summaries to resolve queries based on customer sentiment.
- ✔ Identify customer intent with Generative AI and tailor responses for a seamless customer experience.
- ✔ Use contextual agent inbox to manage incoming messages from across channels and jump in for timely resolution.

INTELLIGENT ANALYTICS

Track Metrics That Truly Matter

- ✔ Get custom-built analytics dashboards that offer 360-degree view to make data-driven decisions.
- ✔ Improve bot and agent performance by tracking relevant metrics to bridge gaps in customer support.
- ✔ Use analytics to drive superior customer outcomes & improve retention.

