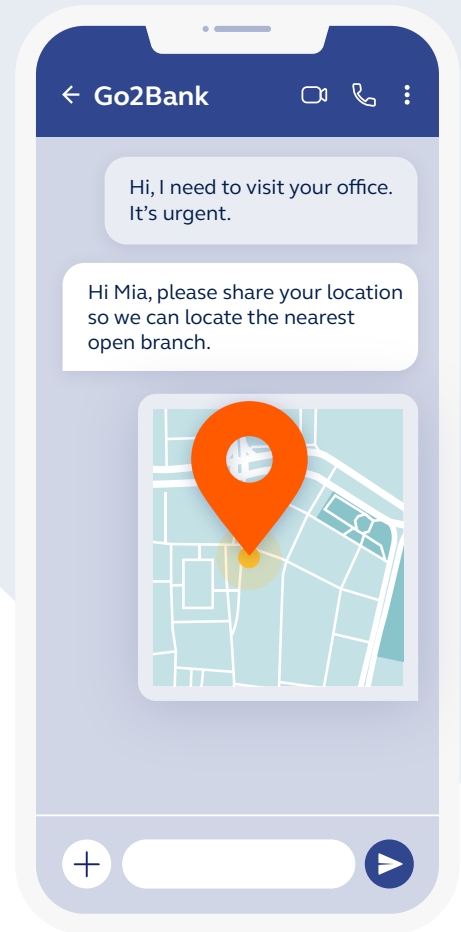# infobip

The Chatbot Building Platform for Improved Customer Support

A chatbot building platform for easy creation and deployment of rule-based or AI chatbots over a variety of channels - WhatsApp, Facebook Messenger, Viber, Live Chat, SMS, Google Business Messages and RCS. It can be natively integrated through APIs with other external systems. Always be there for your customers with Infobip's chatbot building platform, **Infobip's Answers** on **Azure**.

Cross-channel support. Single agent interface.

Lower costs

Support more customers with the same number of agents over chat apps as a cost-effective solution.

Improved customer experience

Increase customer satisfaction by instantly replying to customers and improving first contact resolution.

Always-on support

Be there for customers 24/7 on their preferred channels, and simultaneously handle more queries at once.

INSTANT CUSTOMER SUPPORT AT SCALE

- **Artificial Intelligence:** Create conversational experiences by using our Natural Language Processing (NLP) engine that recognizes customer intent
- **Seamless agent takeover:** Transition from chatbot to agent by integrating Answers with our cloud contact center solution, Conversations (available on Azure)
- **Drag and drop, code-free interface:** Custom build with the Answers drag and drop interface – no coding required.
- **Omnichannel deployment:** Connect with customers over the channels they prefer in real-time

HEAR WHAT OUR CUSTOMERS HAVE TO SAY

Improved customer journeys

"Throughout the implementation process, Infobip's team was very proactive and were available whenever we had any questions. Such care in customer service is something that stands out".

Paula Costa, Marketing and Partnership, UNICEF

Promoting new products

"When we aired the campaign, Infobip was there in real-time, following everything that was going on with the bot. We had to make a bot script change in the middle of the day, and Infobip did it superbly quickly, without impacting consumer interactions."

Mariana Gonçalo, Senior Marketing Manager, Unilever

Fulfilling volunteer opportunities

"Implementing the WhatsApp Business API through Infobip has improved our business tremendously. Our messages get delivered, opened, and read easily. Using WhatsApp to communicate with users has increased engagement and participation all around."

Abhishek Humbad, Founder and CEO, Goodera

What's in it for you

The Infobip and Azure integration advantage:

- Easy to setup and deploy
- Seamless integration with Infobip via Azure
- IP co-sell ready
- Partner Reported ACR
- Sales cycle*: 1-3 months
- Average deal size*: 11.000 EUR
- Potential ACA

Getting more out of Infobip on Azure

Explore our comprehensive solutions that will boost your CX, and work well with Moments to offer an end-to-end omnichannel experience:

Moments
omnichannel customer engagement hub

Conversations
cloud contact center solution

*Sales cycle and deal size numbers are indicative.

GET STARTED

www.infobip.com

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