

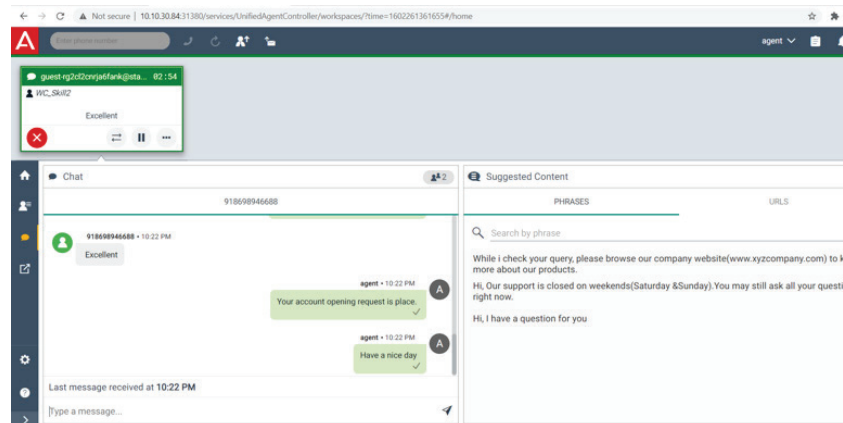
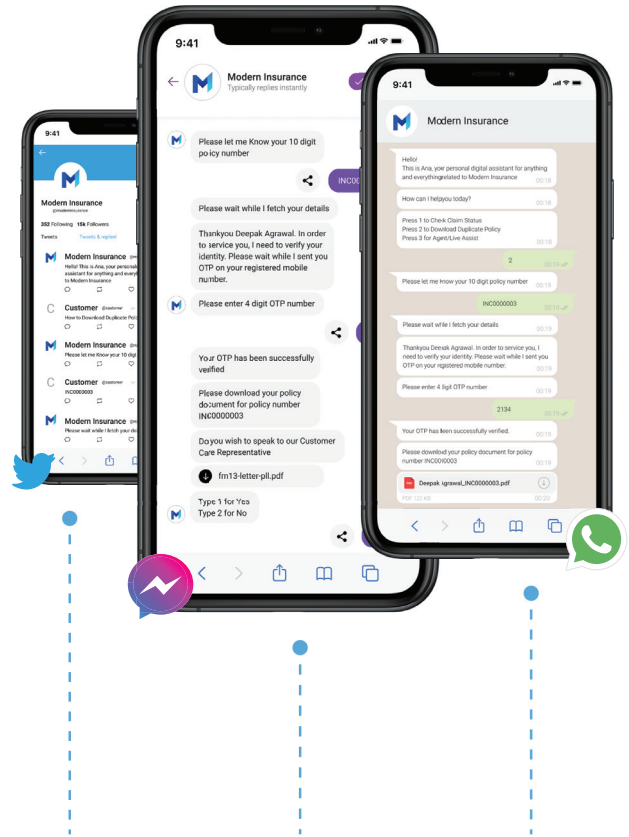


ACCELERATE YOUR DIGITAL STRATEGY WITH KOOPID AI-POWERED AUTOMATION

Koopid enables brands to deliver the ideal experience to consumers across all digital channels. The Koopid AI-powered, digital engagement platform allows brands to deliver a modern, connected customer experience in their channel of choice.

With Koopid, companies design and deliver automated conversations via bots that engage in natural conversations that mimic your best contact centre agents, in their channel of choice, be that on the web, via your mobile app, SMS, or social messaging platforms like WhatsApp, Facebook, Twitter, and Instagram. The platform's AI capabilities orchestrate the conversation to optimize the service outcome.

Koopid connects to any contact centre platforms to allow conversations to be handed off to the contact centre with the entire conversational context, so agents can easily pick up the existing conversation and perfectly serve the customer. The platform uses a variety of visual, natural language, and contextual clues to determine the customer's need when they engage the Koopid chatbot. Complete automation of customer needs can be designed and implemented in hours with Koopid.





 **CONNECTED**

Seamless connection between automation and Avaya contact center platforms.

 **CUSTOMER SERVICE VIA SOCIAL MEDIA**

Serve your customers via WhatsApp, Facebook Messenger, Instagram, Twitter, Apple Business Chat (coming soon).

 **ORCHESTRATED CONVERSATIONS**

AI controls the path of the conversation and human assistance is offered to deliver outcomes optimized for each organization's goals.

 **CONVERSATION LIFECYCLE MANAGEMENT**

Tools to simplify and speed the administration of natural language and conversational flow.

 **RAPID DEPLOYMENT**

Designed to quickly start automating conversations across all digital channels.

 **BUSINESS CONTROL**

Customer experience and business analysts are able to build, deploy and continually refine automated conversational flows.

 **RAPID ROI**

Fast deployment of the cloud-based Koopid Platform with pricing that yields nearly immediate returns.

SOLUTIONS



VOICE DEFLECT

Take pressure off the contact center by moving voice calls to immediate service via digital channels.



WHATSAPP SERVICE

Provide service via the most important and popular social messaging channel with over 1.5 billion users across 180 countries



KOOPID DIGITAL AGENT

Serve customers when and where they need you across Facebook Messenger, WhatsApp, SMS, on your website, or through your mobile app. Your digital agent will be the most trusted part of your customer service team.



SMART MESSAGING

Ensure your customers can always respond to the notifications you provide via SMS and social messaging.