COMPLETE
COMMUNICATION

We Build Software to Help People Speak to Each Other

Despite living in a connected world, conversations between organisations and customers are becoming more and more difficult to maintain. The number of contact channels is growing, and systems are becoming increasingly disparate.

We make it simple again, with one solution ensuring everyone speaks to the right person, with the right information, at the right time.

Get started today from just £15.

WHAT MAKES US DIFFERENT?

Our cloud-based solution gives you the full picture, across every channel.

Telephony

Webchat

Facebook

Twitter

Email

SMS

WhatsApp for Business

Trustpilot

Messenger

When you choose a Gnatta product, you're unlocking access to unique features which power some of the best customer communication systems around.

PROFILE AGGREGATION

Make ticketing a thing of the past. With Profile Aggregation, "every contact becomes part of the customer's whole conversation - whatever channel they're using. With the full message history and data to hand, your advisors are better equipt than ever.

FULLY CUSTOMISABLE

Our enhanced Gnatta engine uses the latest AI technology to power your system. From fully-automated contact routing to enhanced sentiment analysis, the tools and data you need for the best possible customer experience are at your fingertips.

TOTAL INTERGRATION

We know your data is your number one tool for uplifting your communication. All our tools have thousands of integration options available to work alongside your other systems. We even offer in-app solutions via Widgets, giving you everything you need in a single browser window.

ACTIONABLE INSIGHTS

Real-time data means real-time operational decisions. With our inbuilt analytics tools, you're always on top of your operation, and our customisable platform means you're always ready to make the right decision and implement it immediately.

COMPARISON

Choosing the right communication software is a big decision for your business. This is a system which will influence your most important relationship: the one between your brand and your customers.

First, we'd suggest asking yourself three key questions:

1. Do I want to manage every channel from a single view?
2. Do I want this system to be customisable for my requirements?
3. Do I want to use automation and AI to improve my customers experience?

If you answered yes to any of these questions, there are lots of solutions available. If you answered yes to all of them, we'd suggest trying Gnatta:

FEATURES	ZENDESK	GNATTA
Omnichannel	✔	✔
Analytics	✔	✔
Intergrations	✔	✔
Support	✔	✔
On-site Go-live Support		✔
Profile Aggregation		✔
Widgets		✔
Real-Time Priortisation		✔
Real-Time Routing		✔
Completely Customisable		✔
Bespoke Workflow Engine		✔
PRICING	**£79**pm	**£59**pm

*A full list of features for our plans can be found on our website.

WHAT OUR CLIENTS SAY...

We adopted the platform for a highly-automated and personalised customer experience. We've been using it for years because it really does provide what is really needed to solve issues on a daily basis.
- Kat Sykes, Head of Operations -FM Outsource

At AO we pride ourselves on our customer experience, and are committed to making it as easy and effortless for our customers to contact us on any method they choose. Gnatta has allowed us to increase both the number of channels and the effectiveness of our service in ways our previous system could not.
- Neil Hunter, Operational Systems Manager - AO.com

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