[24]7.ai

[24]7.ai Chat Solutions

Conversing with customers via messaging and chat channels is not the same as talking on the phone. Our digitally savvy chat agents understand textual nuances, are fluent in new asynchronous messaging lexicons, and get ongoing coaching to align to your brand's DNA. Over 60% of customer service requests start online - now you can deliver superior experiences on the preferred channel while boosting productivity. Traditional chat solutions have many challenges that do not meet modern customer demands since it is created based on a limited scope with low back-end effort. It needs explicit training for every scenario - it can respond with basic answers but can't manage complex and contextual dialogues. The shift in customer behavior led to the demand of chat solutions that integrate with multiple legacy/back-end systems, can self-learn and improve over time, and anticipate user needs.

With our industry expertise, understanding, and hands-on experience in driving customer service operations for 22+ years, we have identified, tried, and tested the best practices in our chat solutions offerings across various industry verticals.

We were the first movers in the chat business, and now, with 20K Live Chat Agents, [24]7.ai can provide 40M Live Agent Chats per Year. India is our Center of Excellence for chat and messaging, where we continue to be the top provider for chat and messaging across Fortune 100 companies.

OUT PERFORMANCE: Achievement over Goal in India

For all Sales Chat Programs: NPS - 115% - Conversion % - 119%

For all Service Chat Programs: CSAT/ NPS - 105%

For all Tech Support Chat Programs: CSAT/NPS - 148%

For all Messaging Programs: #1 in Champion Challenger

Partners	Partner Ranking	Enterprise Digital Volume Share	Services
One of the Largest US Consumer Tech Retailer	#1 on 5 out of 6 LOBs across delivery from IND	70%	Care & Sales along with Messaging
One of the Top 8 US Consumer Retailer	#1 across delivery from IND	80%	Care, Premium Care & Sales
One of the Leading integrated retailer in the US	#1 across delivery from IND	70%	Care, Sales, Home Service & Back office
One of the Largest Telco in the US	#1 across delivery from IND	80%	Care, Sales & Tech Support
One of the Large US department store retail Chain	#1 across delivery from IND	50%	Care, eCommerce, Service & Fraud
One of the Multinational lifestyle retail corporation in the US	105% CSAT ach%	100%	Care & Sales

Our chat offerings can provide the most unique experiences and deliver the best results to enhance your contact center operations and boost brand loyalty. We drive Digital CX innovation for chat solutions to enhance customer journeys across channels

1. Enhancing your Contact Center Operations with an Organized Knowledge Base:

To save time, reduce cost and increase agent productivity, at [24]7.ai, we deploy technology that uses advanced algorithms to organize frequently asked questions, policies, product information, and more into an interactive experience. Leveraging the self-manage tool and cross-channel compatibility, you can build your FAQ or knowledge base once and deploy it across all supported channels.

Results Delivered:

- Up to 90% response rate
- Up to 85% answer accuracy
- 1 M average cost savings from Call and Email deflection
- 10 M questions answered each month
- Up to 30% CSAT improvement

2. Unified Agent Workspace for Smart Routing and Next-Best Response:

[24]7 Agent Services provide a unified and personalized workspace that gives agents (WFO + WFH) everything they need to drive customer conversations naturally while being aided by AI-powered resources that provide customer context, journey insights, and real-time recommendations. We help chat operations prioritize queuing and smart routing, thus seamlessly directing customers to context-based agents who can solve their issues with the next-best response. Real-time monitoring ensures supervisors rigorously control traffic, conversations, agent queues, queue status, and agent performance topped better coaching activities. We help agent operations reduce average handle time, escalations, and transfers while increasing first-call resolution.

Results Delivered:

- 89% FCR
- +30% sales conversions
- +20% CSAT Increase
- +20% Agent Productivity

3. Modernize voice calls by sharing rich content to customers on call:

[24]7.ai's chat solutions empower agents to deliver visually-rich content to customers during a call, which enables agents to push interactive digital content directly to the caller's smartphone or other devices, thus simplifying complex tasks without interrupting the call. Customers can execute various activities like comparing plans or products, reviewing terms and conditions, or even entering payment information securely. We add a unique visual element to standard voice calls, boosting conversion rate, reducing customer effort, and decreasing average handle time (AHT).

Results Delivered:

- Up to 6% lift in CSAT
- Up to 50% self-service automation
- 6M in cost savings from routing with predicted intent

4. Asynchronous Messaging Solutions:

Contact centers can send SMS to the customers whether they are at the pre-sale, sale, or post-sale support phase. It helps the customer and agent to track previous conversations. Agents can proactively recommend services to the customer depending on the history, and customers can continue the conversation and seek support at any phase. Our Asynchronous Messaging solution is a 24*7 operational with zero dependencies on agent availability, guaranteed response, continuous long-lived conversation, and decreased call volume along with lower cost per resolved contact.

Results Delivered:

- Increase in FCR
- Lower Head count
- Improved CSAT - Fast Resolution rate

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Global Awards & Recognitions:

2022 – CCW Winner
BPO of the Year

2021 – CCW Winner
Disruptive Technology of the Year

2021 - Frost & Sullivan Award Best Practices Customer Leadership in the Customer Experience (CX) Industry

2021 & 2022
ET Business Excellence Quality Assurance Leader | IT / ITES sector

Great Place to Work Certification for 4 Consecutive Years

Best Workplaces for Women by GPTW for 4 Consecutive Years

[24]7.ai helps you determine the best combination of platforms, systems, and AI capabilities for your sales, marketing, or customer service goals. To help you stay ahead of the curve, we help you create strategies and configure your chat solutions platform to support new functionalities and new business processes that will make things easier for your customers and agents.

In 2020, a large consumer tech retailer witnessed immense growth in Sales, Service, Care Chats, and Business Messaging with the help of [24]7.ai Chat Solutions. The chart below shows our retail client's 300%+ growth in chat volume driven by a strong shift in demand from retail stores to the web.
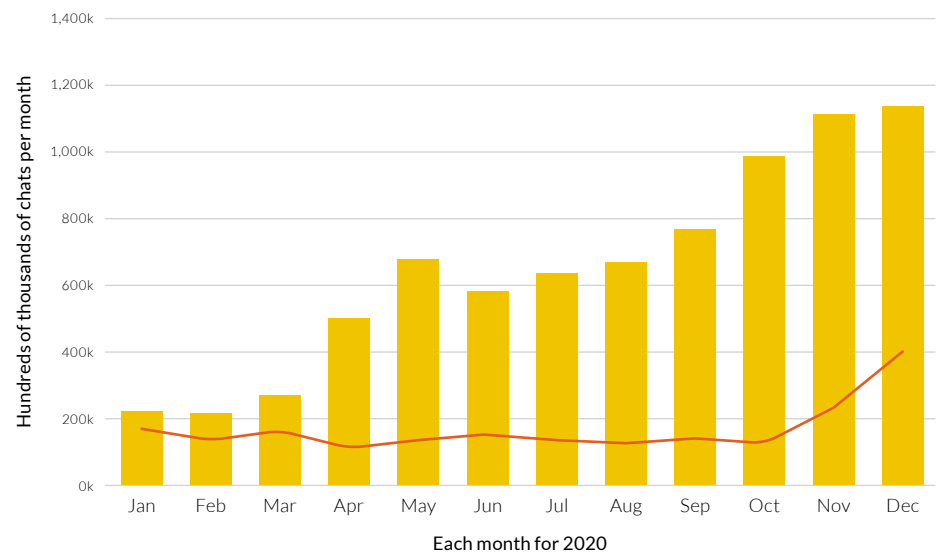
Contact us

About [24]7.ai

[24]7 Agent Services, ranked #1 BPO by Global Fortune 500 clients for 22+ years with an unrivaled 90% success rate for the Best Vendor Ranking, offers diverse, thoroughly vetted, highly-skilled agents for every channel - who align with the brand's DNA. Lowering cost-per-interaction while boosting customer satisfaction, we outperform the client's best site by 10% with the best of technology, training, and analytics. We enhance customer experience through agent experience by equipping agents with AI to deepen engagement, accelerate accurate resolutions, and reduce average-handle-time. We empower our agents to become brand ambassadors that promote brand loyalty and excellence, thus building trust, upholding brand reputation, and revolutionizing strategies.

For more information visit: www.247.ai