Customer Touchpoints

Digital-First Customer Engagement Platform
AI-powered Self-Service Overlay on Contact Center

First Bank

Dan Adler · 2 active conversation

Credit Card Application pending

Account Enquiry pending

| Conversations | Settings | Logout |

Hello Dan,

What would you like to do today? ▼

Or select from our popular options

Portfolio | Update KYC | Payment

Connect | English | हिन्दी | Español

Customer starts on any channel..

..starts with ai-powered auto suggestions..

..or uses natural language to initiate self-service..

..is guided through actions and workflows..

..transitions to agent, if needed – with context.
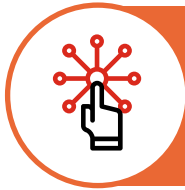
AVAYA

Digital-First Experience: Use Case

Chatbots for web and mobile

Deflect from IVR to chat, email or chatbot

Live chat from: Web site mobile app, WhatsApp, Facebook, Instagram, Twitter, SMS

Collect and deliver better context to agent

Digital outbound notification via text or messaging

Koopid SaaS at a Glance

1

AI made easy. No code!
Conversational UI
self-service experiences

Incredibly simple:
Business designs and
maintains its CX workflows.
No code required

2

One platform, any channel
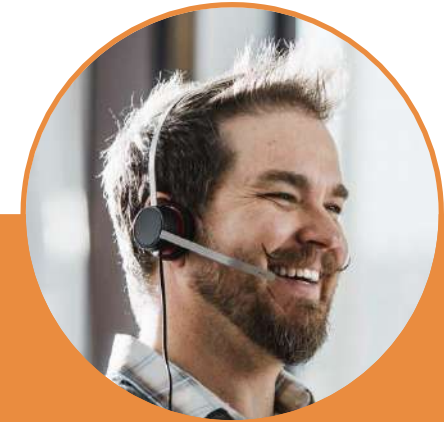Secure, enterprise
grade service

Incredibly agile:
Deploy at scale in weeks.
Update on the fly,
no downtime ever

3

Orchestration
Contextual transitions
from automation to live agent

Incredibly smart:
Closed loop AI learns
with every interaction.
Continuously automate

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.

ORCHESTRATED CONVERSATIONS

02

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

KOOPID DIGITAL AGENT

01

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.

RAPID DEPLOYMENT

03

Designed to quickly start automating conversations across all digital channels.
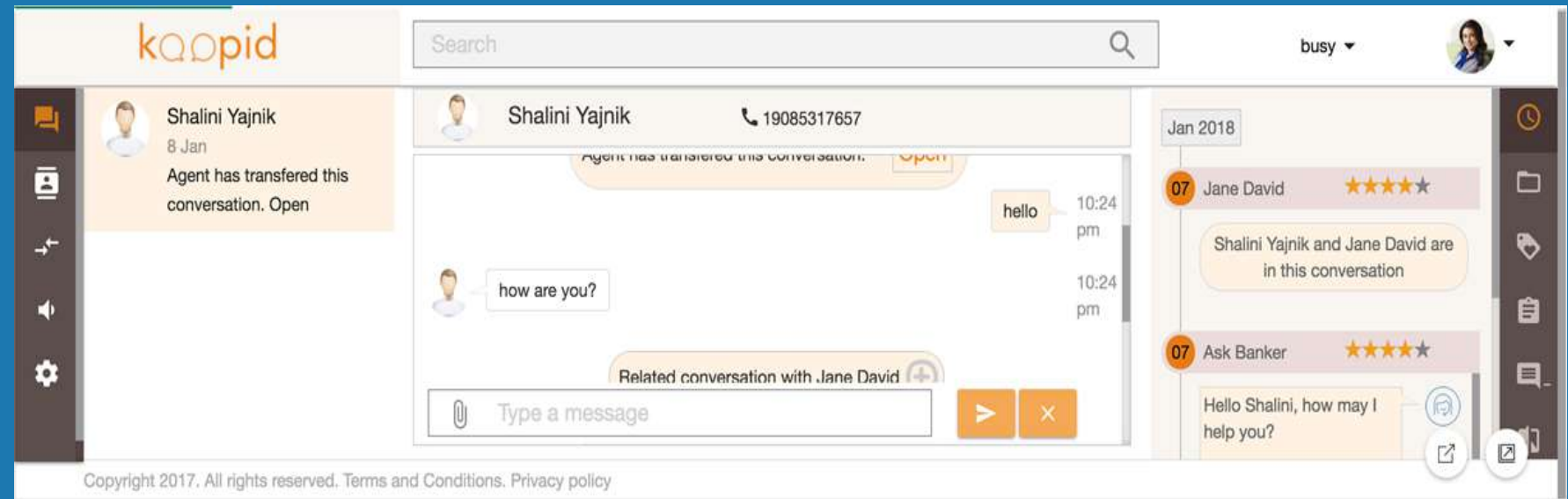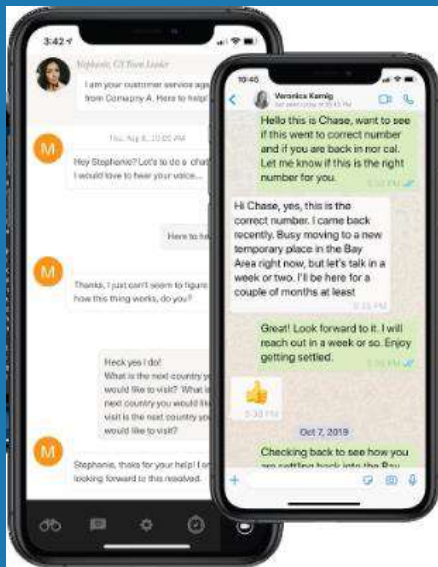
Koopid connects to Avaya contact center platforms to allow conversations to be handed off to the contact center with the entire conversational context, so agents can easily pick up the existing conversation and perfectly serve the customer. The platform uses a variety of visual, natural language, and contextual clues to determine the customer's need when they engage the Koopid chatbot.

CONNECTED

01

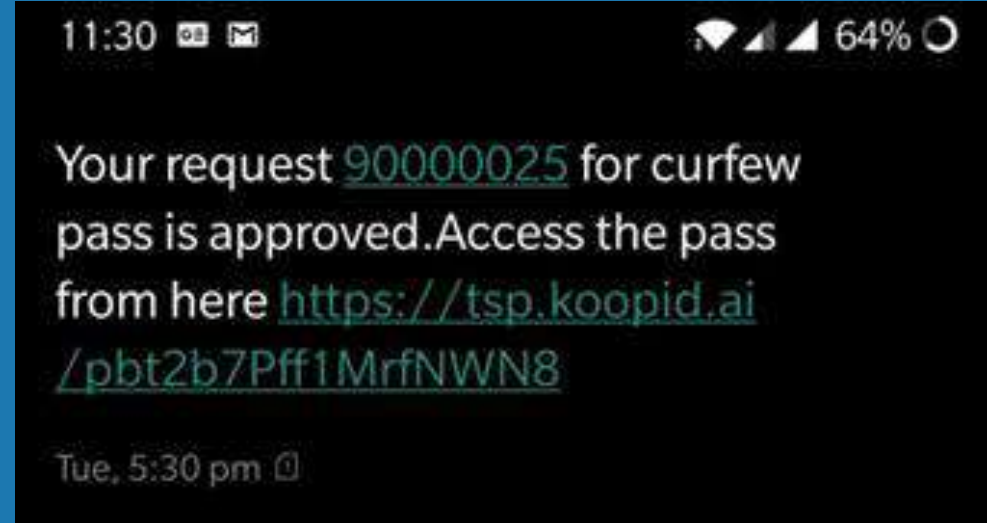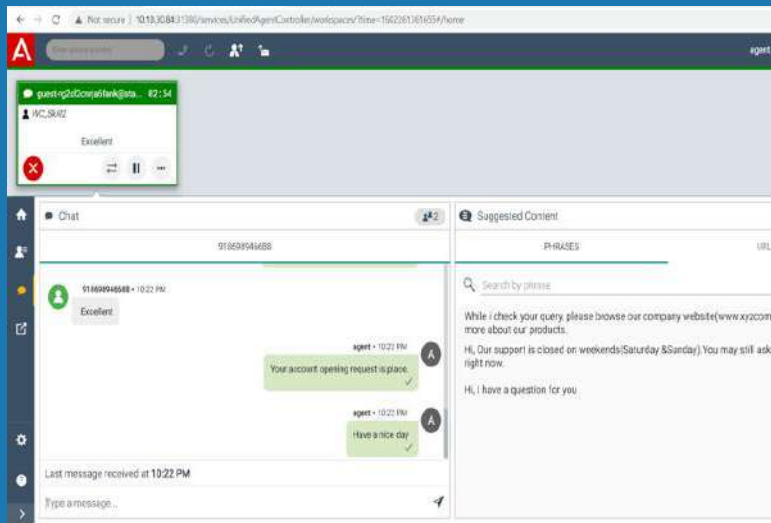Seamless connection between automation and your existing contact center platform.

LIVE AGENT with AVAYA

02

Seamlessly connects to Live Agent on Avaya Workspaces for the queries of the customer, who needs empathy and human assistance.

VOICE DEFLECT

03

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

Koopid connects to Avaya contact center platforms to allow conversations to be handed off to the contact center 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.
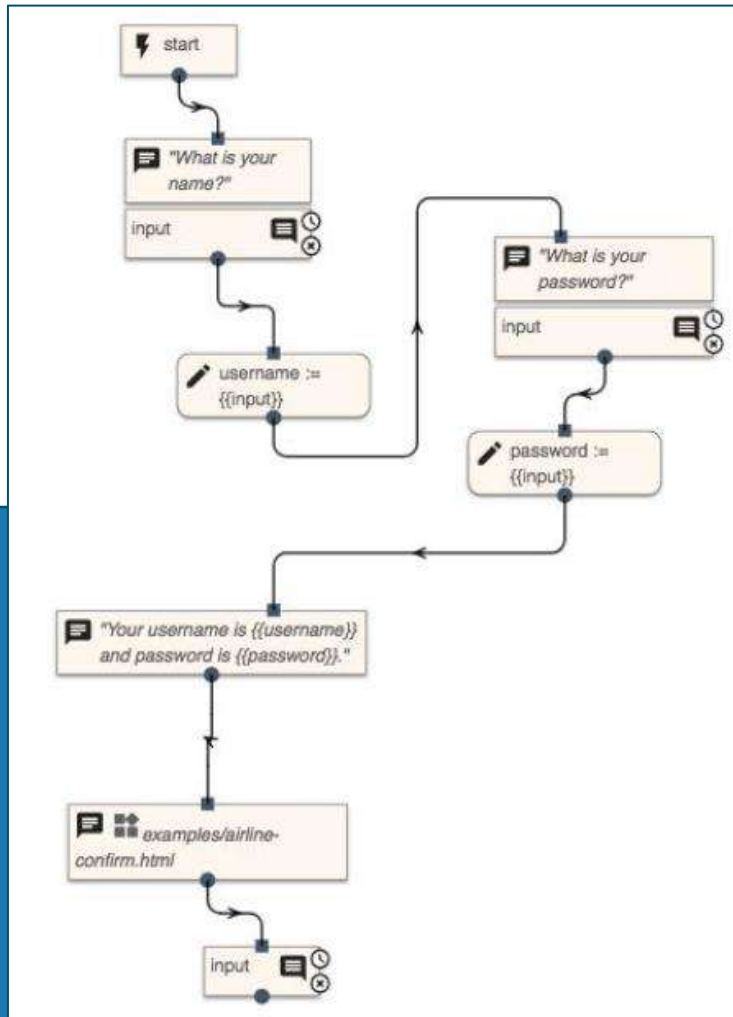
CUSTOMER SERVICE VIA SOCIAL MEDIA

01

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

BUSINESS CONTROL

02

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

...that Delivers Exceptional Orchestrated Customer Experiences

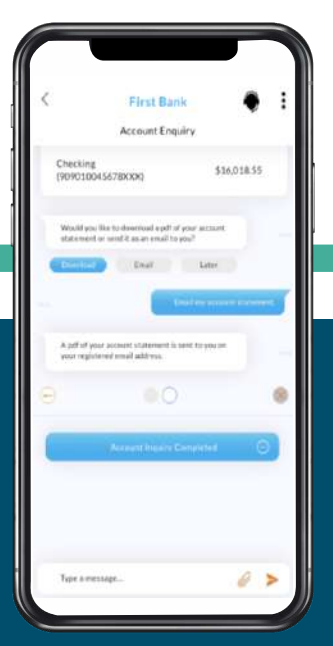**Start in an AI-powered Visual or conversational interface**
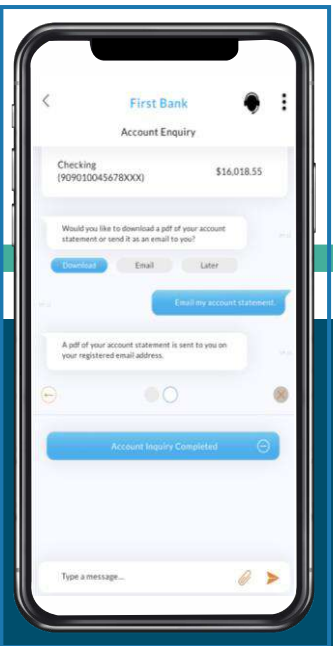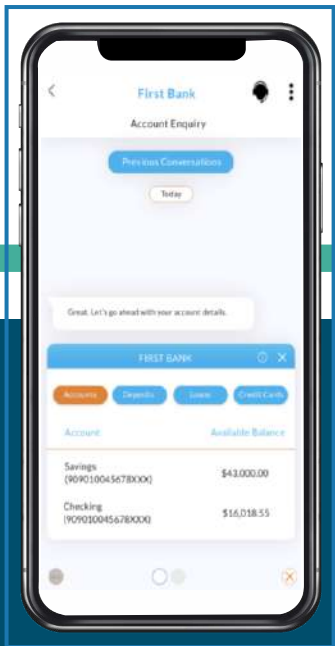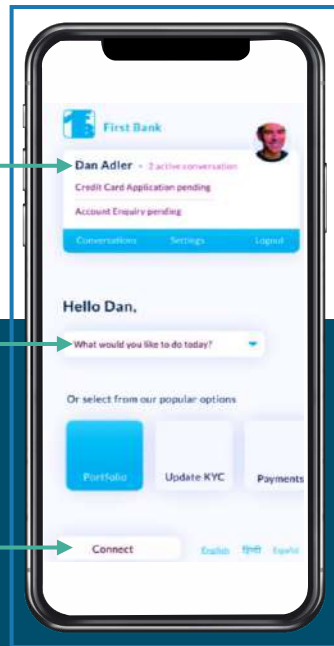
..and be guided through a natural self-service journey

..connecting to an agent, if needed – on the channel of choice

..resume a prior conversation..

..or ask for help in natural language..

..or choose an auto-suggested option..

Measure & Visualize Performance

Flexible, extensible framework enables custom dashboards for each tenant.

Built-in standard templates:

- Unique visitors, repeat visitors
- Interaction statistics: queue length, wait times, sessions per agent, active agents
- Self-service resolutions and bot performance
- Customer channels and devices

Customer Experience Orchestration can be Deployed in Days

Connect or deflect

Orchestrate

Integrate

.. and pays for itself in months

Typical Results:
Dramatic and Rapid ROI

Deploy in 2 weeks or less

Immediately automate 35% of all customer service interactions
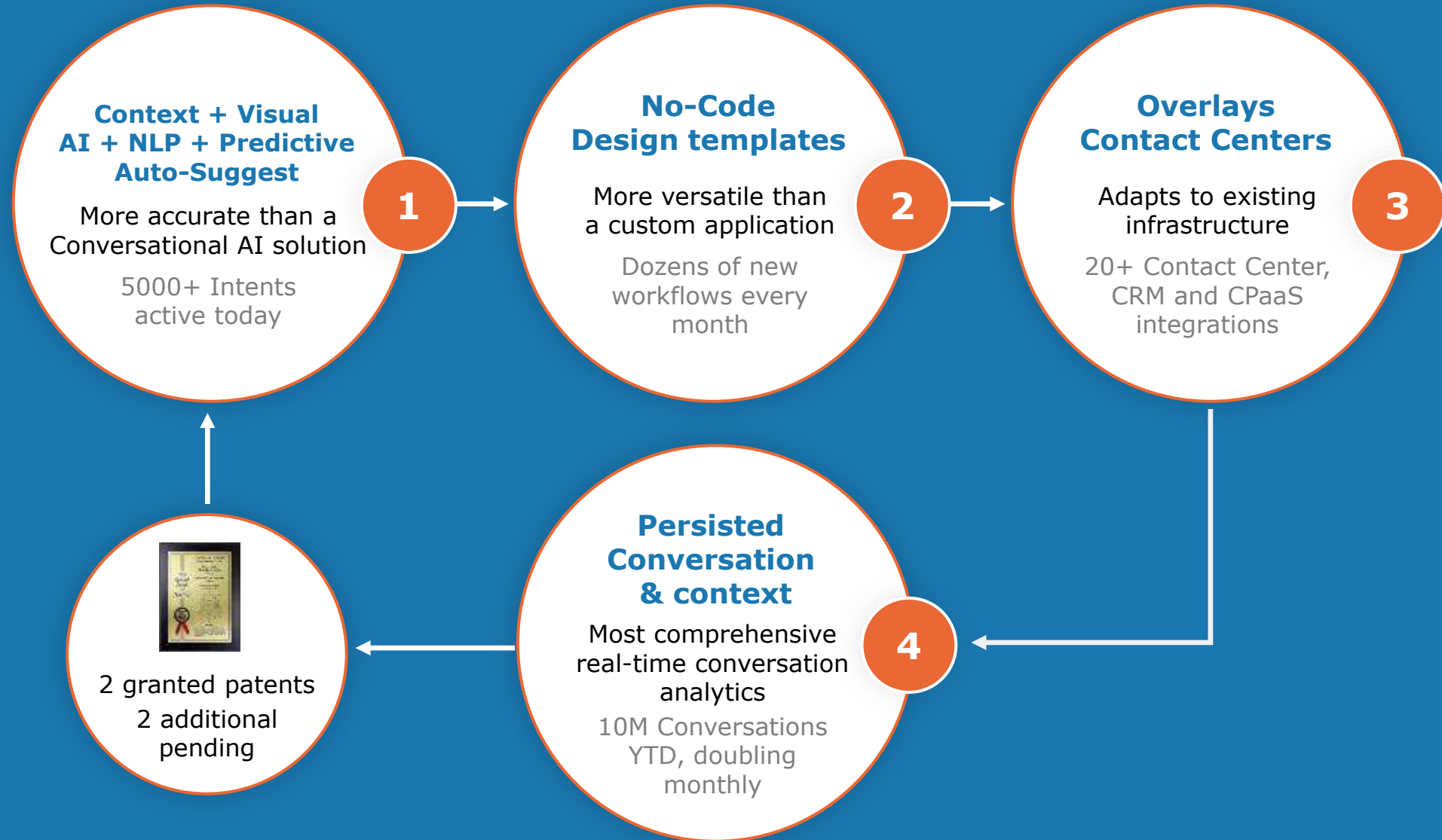
Payback in <90 days

Significant future automation potential monthly savings continue to scale

Dramatically improve service levels on existing channels

Drive substantial increase in CSAT and NPS scores via digital engagement

AVAYA

Why We're Different

**Context + Visual
AI + NLP + Predictive
Auto-Suggest**

More accurate than a
Conversational AI solution

5000+ Intents
active today

1

**No-Code
Design templates**

More versatile than
a custom application

Dozens of new
workflows every
month

2

**Overlays
Contact Centers**

Adapts to existing
infrastructure

20+ Contact Center,
CRM and CPaaS
integrations

3

**Persisted
Conversation
& context**

Most comprehensive
real-time conversation
analytics

10M Conversations
YTD, doubling
monthly

4

2 granted patents
2 additional
pending

Avaya + Koopid Accelerates Contact Center Transformation

Automate Customer-Facing Workflow

Add Customer-Facing Digital Channels

Mobile Enable Customer Interactions

Flawless Digital Customer Engagement
Designed by you
and delivered at scale

AVAYA
Experiences That Matter

kOpid
www.koopid.ai