



BE WHERE YOUR CLIENTS ARE



chatforce

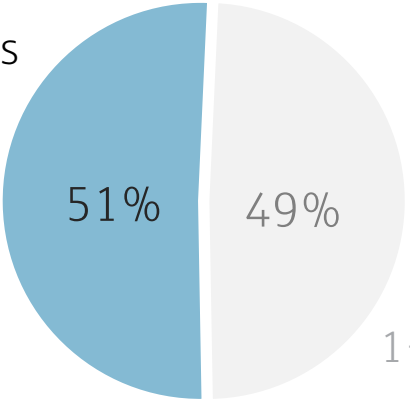


ERA OF APPS IS NOW OVER



Majority of people don't download new apps

0 app downloads



1+ app downloads

Source: comScore



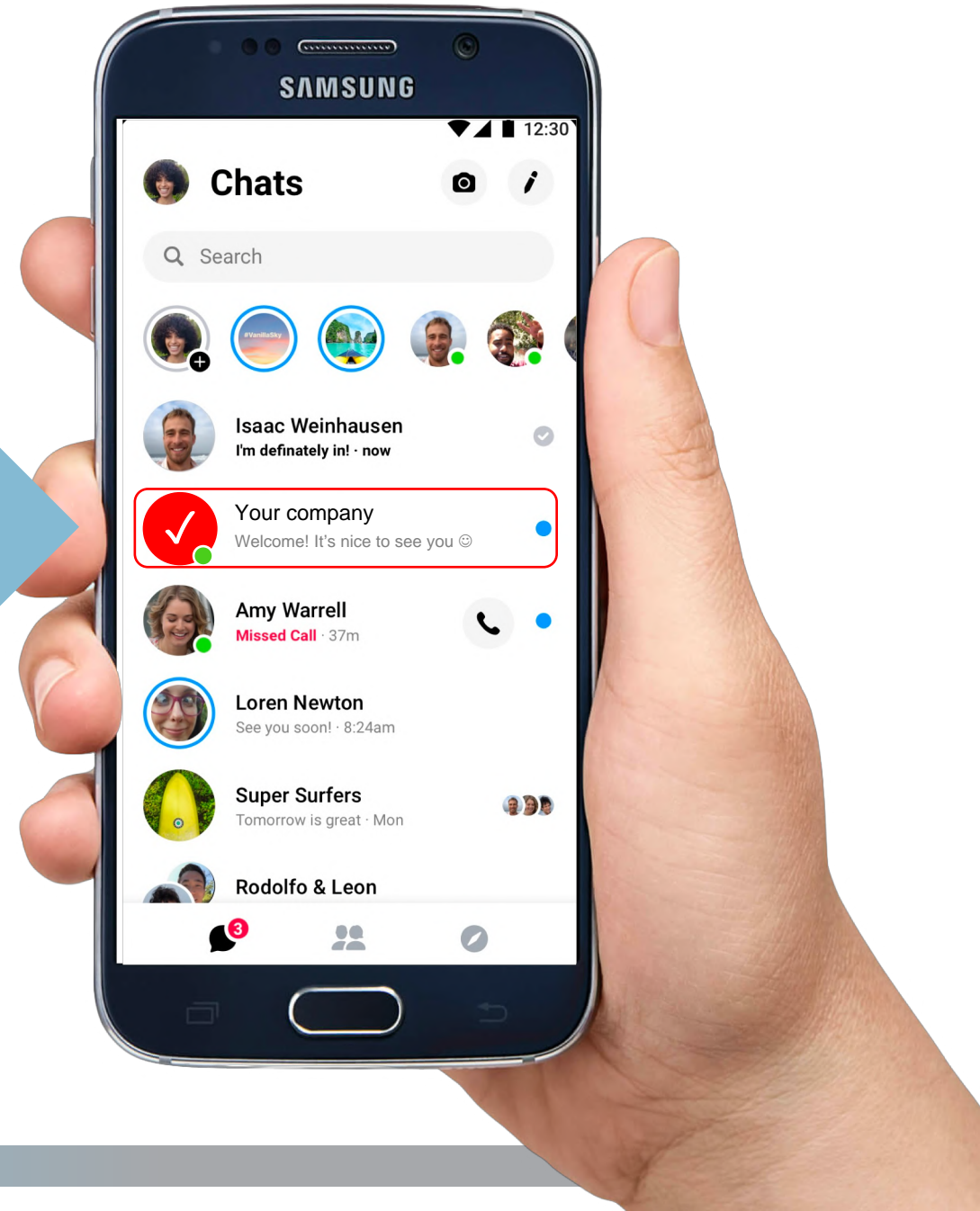


Be among friends & family
on **messaging apps**

Your brand can now be **HERE**



NEW WINNING STRATEGY
for the mobile



Mobile ecosystem: social & entertainment dominates the landscape

Most popular apps
by session time

1.		WhatsApp
2.		WeChat
3.		Facebook
4.		Messenger
5.		Pandora
6.		Youtube
7.		Instagram



We use integrated components to provide a **complete framework** for corporates to create successful journeys on **messaging apps**





Messenger LINKING



Messenger INTEGRATIONS



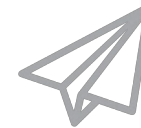
Microsoft



freshsales



OUTBOUND CAMPAIGNS platform



INBOUND AUTOMATION for simple tasks



MESSENGER LINKING



Actively grow your Messenger subscriber base via:



SMS



WEB
WIDGETS



FB ADS

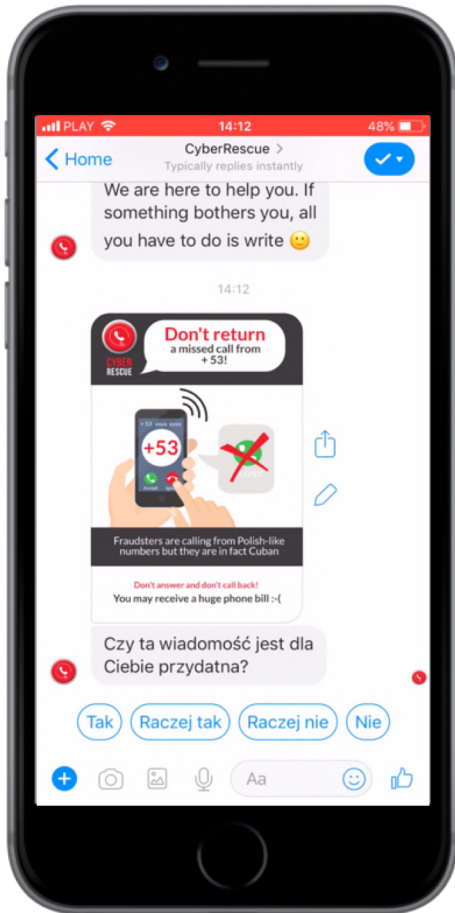


EMAIL



IVR

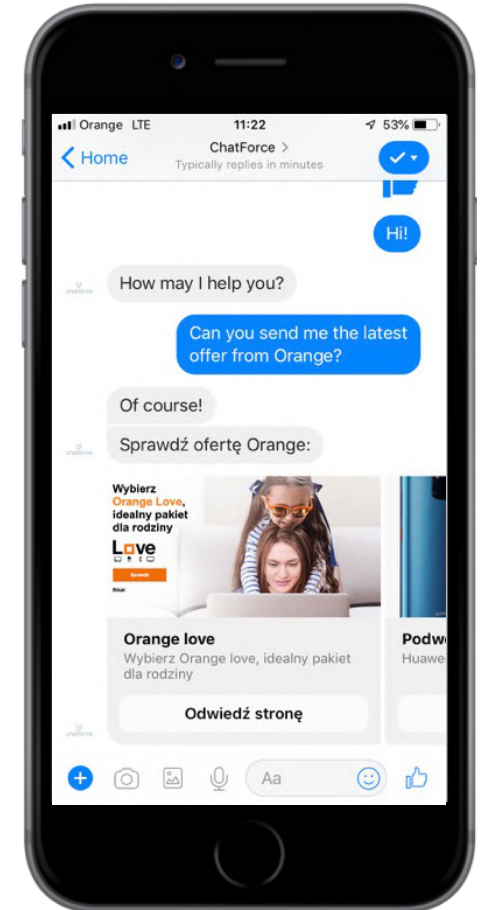
Get in touch with your clients with personalized campaigns to boost engagement & cross-sell



●
Create personalized interactive campaigns

●
Select the most appropriate scenario & format for a given campaign

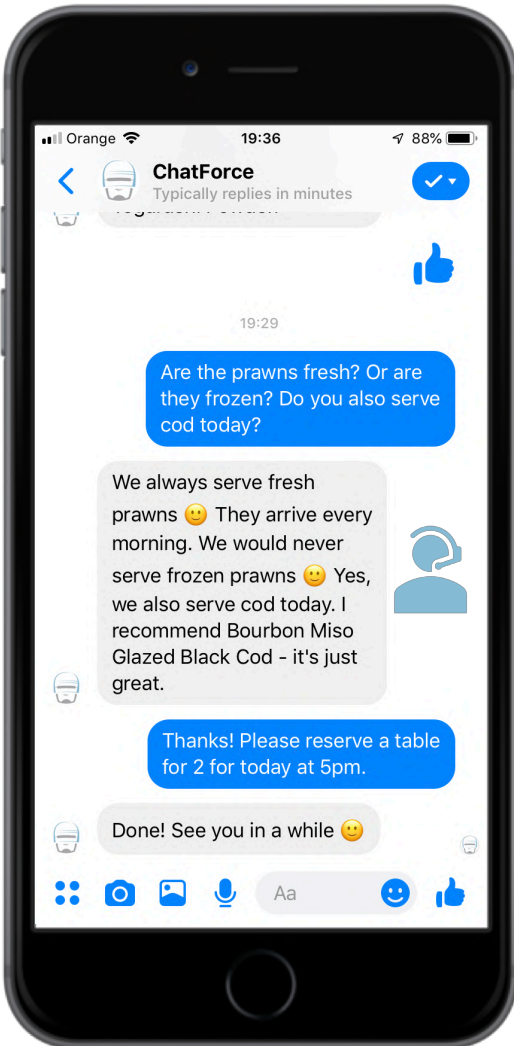
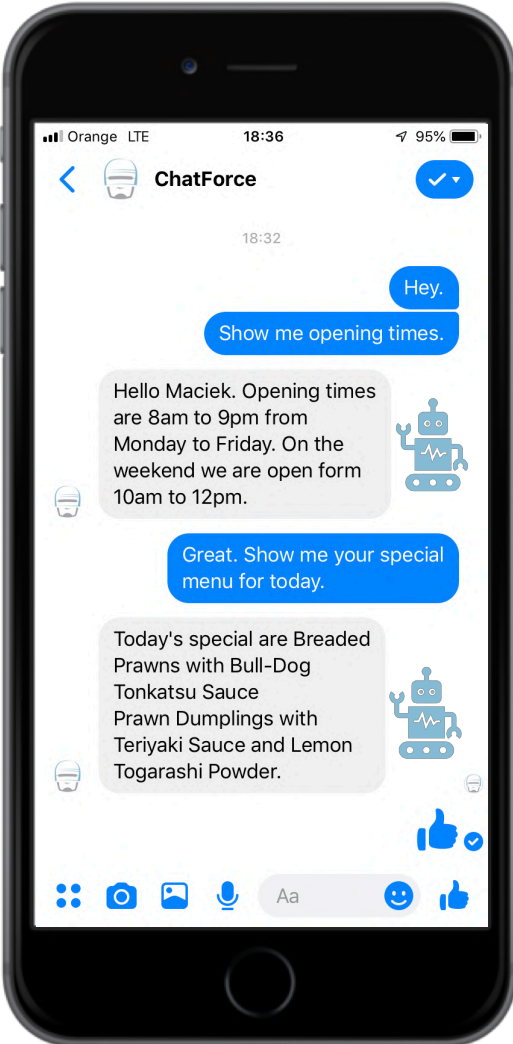
●
Collect immediate feedback to assess interest and plan next steps



Build customer service bots to handle easy client inquiries

Automate simple customer service ...

Save time & money and leave no client unserved



... and engage consultants for complicated issues

Tap your CRM knowledge to fuel Messenger campaigns



Power your CRM with insights from Messenger chat

We integrate other touch points to seamlessly switch across channels according to regulatory or business needs



ChatForce architecture: end-to-end solution based on many components

Chat agent software



Messaging apps



Other touch points



Analytical CRM



Various chatbots when it works



CyberRescue – first reference case



- Cybersecurity helpline
- ChatForce client since August 2018
- Scope: Messenger onboarding via SMS, outbound (alerts), CC integration

KEY KPIS ACHIEVED WITH CHATFORCE

30% Messenger onboarded clients (~13k subscribers)

60+ Realized outbound campaigns (alerts)

90% Satisfaction rate among alert recipients



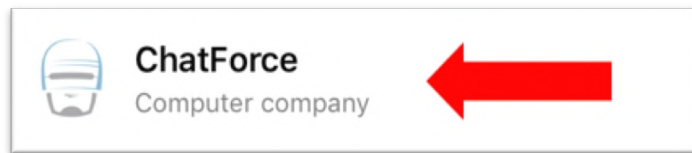
CC & CRM Integration





Lets stay in touch to see
WhatsApp in Messenger!

Contact us via Messenger:



or

onboard.chatforce.io

If you are not Messenger ready:
contact@chatforce.io



Thank
you!