



Unify Chatbots improve Customer Engagement

Gen Y and Gen Z prefer Chat over Voice and email while engaging with Businesses



Consumers prefer Chat over other channels...

...Yet Businesses are not ready to engage via Chat

Consumers Expect Businesses to be available 24/7

.... Businesses are concerned about the cost of this

Unify Chatbots provide a Chat based platform without the need of Live Agents

Automated responses via the Unify bot provide meaningful conversations to consumers while being efficient on costs.



Why use Unify ChatBots

- Business is available 24/7
- Increase Customer Engagement
- Lower Customer Service Costs
- Improve Customer Satisfaction

Be Available 24/7

- **ChatBots are available anytime, anywhere**
- Mobile Optimized

Improve Customer Satisfaction

Automate Customer Service

- **Reduce need for Agents by automating customer service**
- Over 20-25% of customer inquiries resolved directly by bot
- Reducing of 50% time in agent handling time for remaining inquiries

Reduce Cost to Serve Customers

Improved Scalability

- **Highly Scalable with ability to handle peak loads**
- Disaster Recovery using the Microsoft Cloud Infrastructure

Zero Downtime

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Unify ChatBots improve customer engagement, drive customer satisfaction and lower costs



Chat is a Competitive Advantage

- Business is available 24/7
- Consumers more likely to select a business that offers chat
- Improve Customer Engagement and Satisfaction



Direct Resolution of Issues

- 20-25% of issues resolved directly by bot
- Reduces need for staffing
- Lowers Customer Service Cost



Reduce Customer Service Agent time

- Bot provides Front-ending of queries that need to go to an Agent
- Typically 40 – 50% reduction in Agent time to handle an inquiry
- Reduce Customer Service Cost

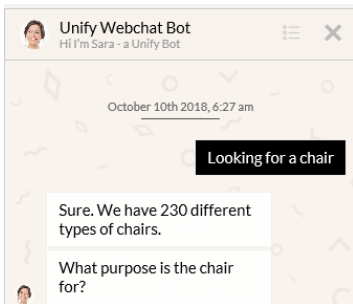
Unify Chatbots Offer

Our promise to you

20% or more reduction in customer service cost

An offer to get you started

- Tailored Demo to show you the relevance to your business
- No Charge to business
- Improve Customer Interactions in less than 90 days



Tangible Benefits / Desired Outcomes

- Engage with your Customers in a way they want to interact with you
- Drive higher efficiency and repeatability in your contact center
- Reduce cost of customer service

Next Steps

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