

3Dolphins SRM

Integrated Digital Customer Engagement

We are InMotion



PT InMotion Inovasi Teknologi

A photograph of a person's lower body and hands. They are wearing blue jeans and dark-colored sneakers with white laces. Their hands are holding a black smartphone, which they are looking at. The background is a blurred outdoor scene with greenery and a path.

**We Want to Help Organization on
Improving the experience of customers**



 **Omni-Channel**
simplify engagement

 **Self-Service**
automate processes

 **Analytic**
power experience

It doesn't matter what kind of business you're in, improving the experience for your customers is the key to increasing retention, satisfaction, and sales



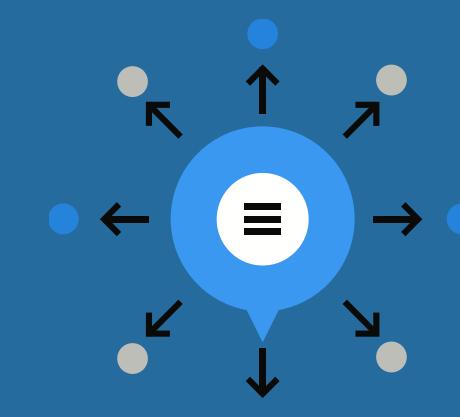
Omni-Channel simplify engagement

A central dolphin icon is surrounded by various communication channel icons, including Facebook, Messenger, Wordpress, Telegram, Line Messenger, Web Chat, Instagram, YouTube, Twitter, Email, and SMS.

The main interface is a digital customer engagement platform with the following sections:

- Contact Management:** Shows a list of contacts categorized as Unassigned (54), Assigned (0), Own (0), Pending (0), Closed (609), and Agent (0). It includes filters for Incoming Only, Sort by follower, and Find ticket by date.
- Channel Management:** Displays ticket counts for different channels: Facebook (56), LineMessenger (19), and Traffic Channel (0).
- My Team Member:** Shows team members: Bayu Sulyo (inactive), Max Sofyan (inactive), and Mira Barry (inactive).
- Backlog Ticket:** A circular chart showing the backlog ticket distribution across channels: facebooksociaCare (blue), facebooksocialcare (orange), and facebooksocialcare (green).
- Traffic Channel:** A circular chart showing traffic channel distribution across channels: facebooksocialcare (blue), facebooksocialcare (orange), and facebooksocialcare (green).

Access



Channel Integration

Organize

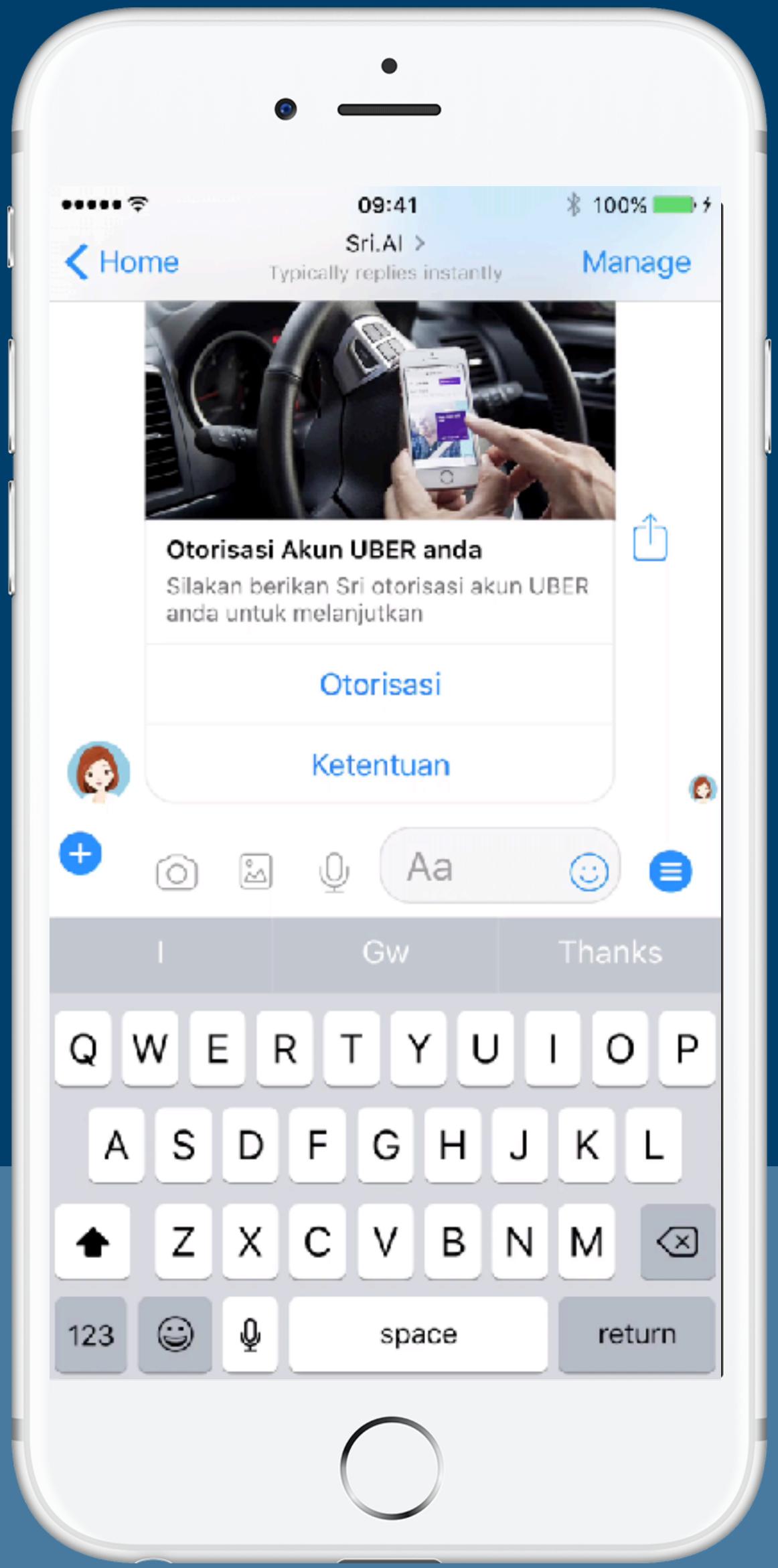


Smart Routing

Resolve



Customer Interaction



Self-Service
automate processes

Innovating Transportation with Chatbot



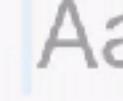
Business Case

Hmm, kakak mau cari berita tentang apa ya ?

Berita yang lagi hangat...

Batal

Sip kak...



I

Gw

Bisa

Q W E R T Y U I O P

A S D F G H J K L

Z X C V B N M

123 ☺ ☺ space return



Self-Service
automate processes

Innovating Hotel Reservation

Hybrid Customer Engagement Bot and Humans



Business Case



Omni-Channel
simplify engagement



Self-Service
automate processes

Digital Customer Engagement

192.168.0.11:9080/dolphin/social-ticket

hirdian - Sri.BOT moments ago

Mohon kakak tunggu sebentar ya...

hirdian - Sri.BOT moments ago

Baik kak. Bisa minta tolong untuk diisi data berikut untuk keperluan registrasi:

Nama Lengkap:
Nomor & Jenis Identitas:
Nomor Telepon:
Tanggal Check In:
Tanggal Check Out: Thanks hirdian

Please type your response here...

Reply

You might answer with the following suggestion:

Digital Customer Engagement

Enter Your Remark

Save

1

Home (1) 09:41 Sri.AI > Typically replies instantly Manage

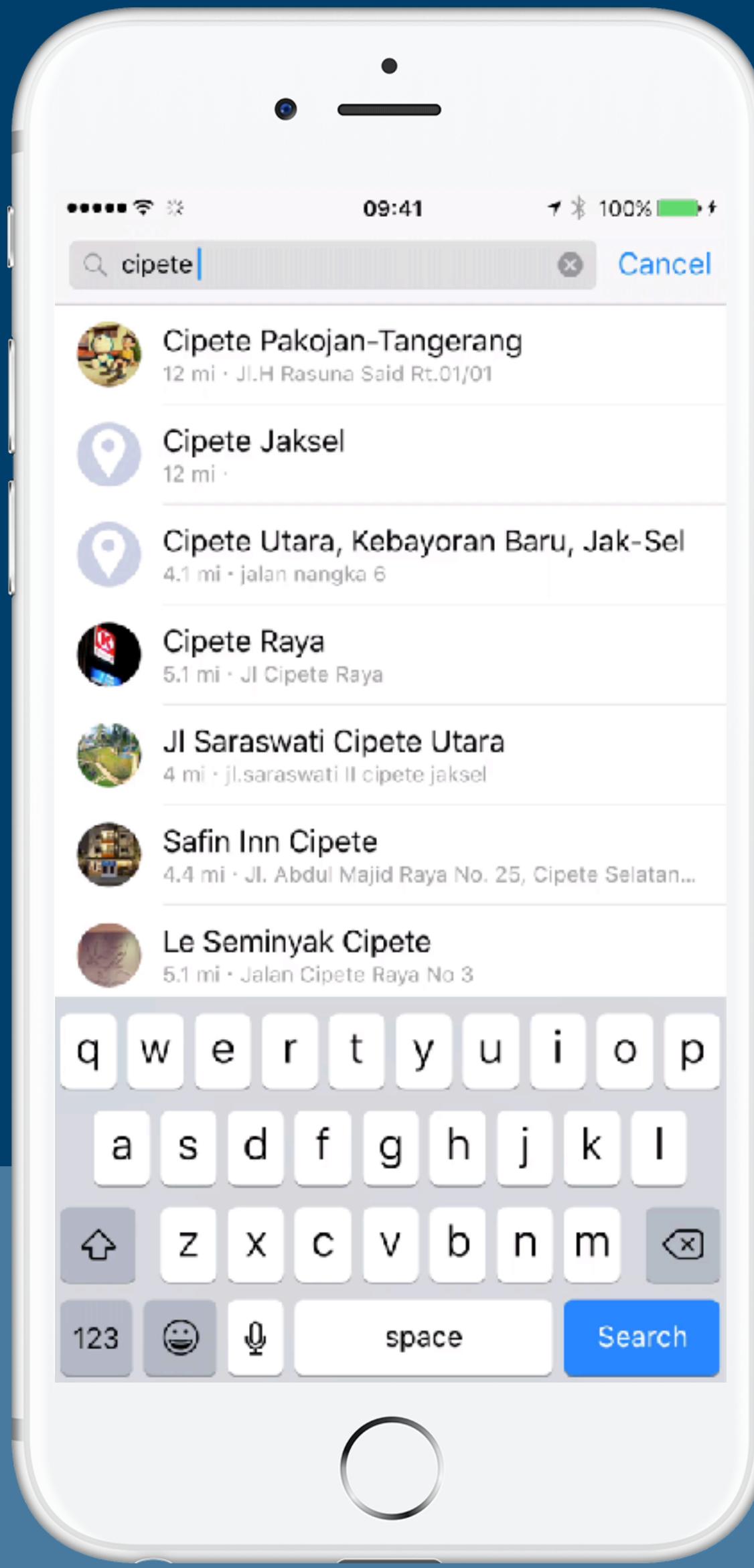
Thanks hirdian

1. Rian Novianto
2. 123456789
3. 0818100081
4. 12/9/2017
5. 15/9/2017

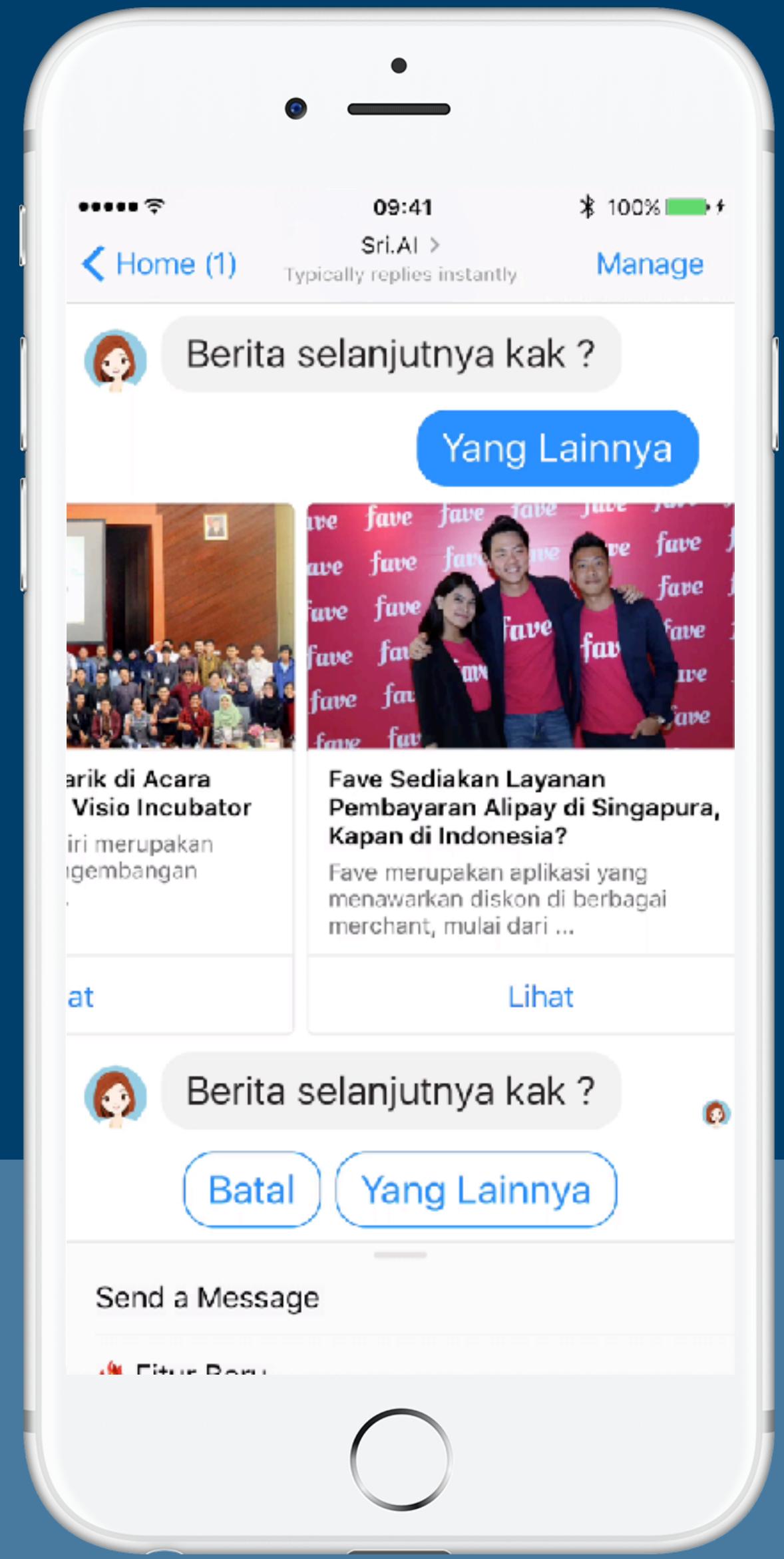
Proses booking hotel sudah selesai dilakukan ya kak Thanks hirdian

Aa

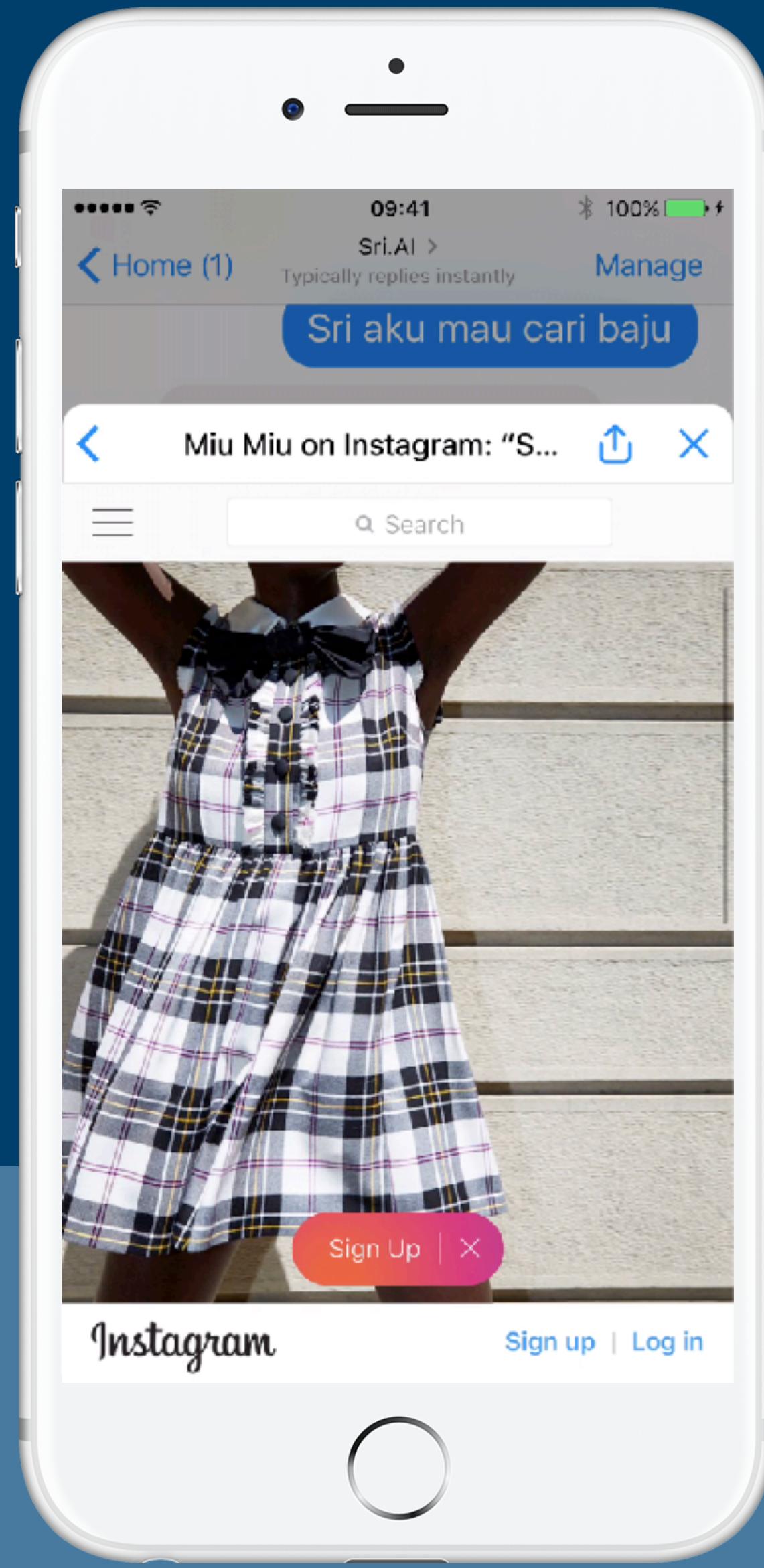
Q W E R T Y U I O P
A S D F G H J K L
Z X C V B N M
123 space return



*Innovating Restaurant
with Chatbot*



*Innovating Media
with Chatbot*

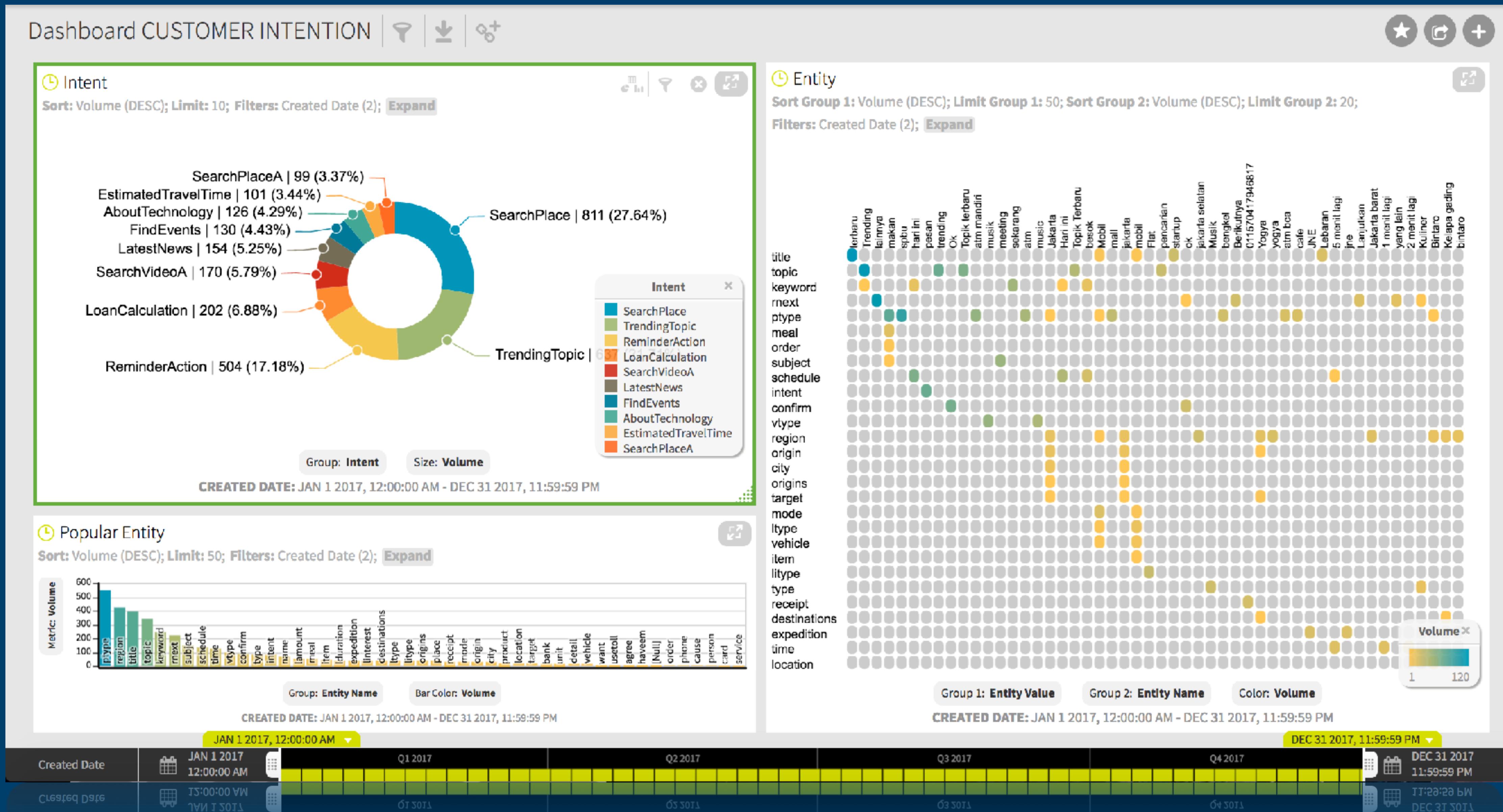


*Innovating Fashion
with Chatbot
and more....*



Analytic power experience

Personalize your customers experience



Channel Integration Layer

Messaging Engine

Channel Coordinator

Application Server

Machine Learning
Module

Customer Service
Module

Bot Management
Module

SDK Management

Unstructured and
Structured Data
Repository

THANK YOU