



# Engati

Reimagine the customer journey

POWERED BY AUTOMATION



# Who We Are

How Engati empowers  
your business



Engati is a Customer eXperience platform powered by Conversational Automation and AI to reimagine the customer journey across **Acquisition, Engagement and Retention.**

Engati integrates automation with the human touch to help you craft personalized customer experiences.



# Leading brands that trust Engati worldwide



## Government



وزارة المواصلات والاتصالات  
MINISTRY OF TRANSPORT AND COMMUNICATIONS



## BFSI



## Ecommerce



## Education



## Travel & Tourism



01

# Customer eXperience Challenges

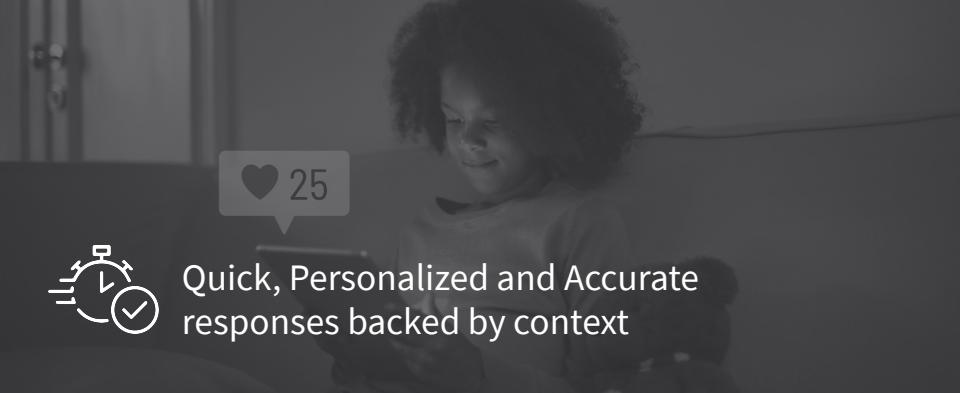
what Engati can solve for you

# Customer eXperience Challenges

what Engati can solve for you



24x7 engagement that scales across borders



Quick, Personalized and Accurate responses backed by context



Omnichannel engagement through your customers' preferred channels



Drive Impact & Retain (CSAT, ROI, NPS)



Scale experience securely & consistently

# Widespread Adoption

Benefit from our experience across industries



eCommerce



Financial Services



Travel



Education



Govt.



Telecom



News/Media &  
Influencers



Logistics



Human Resources



Healthcare

# 02 | Why Customers Succeed with Engati

# Why Customers Succeed

with Engati

1

Trainable Intelligence

2

Omnichannel Engagement

3

Multilingual Support

4

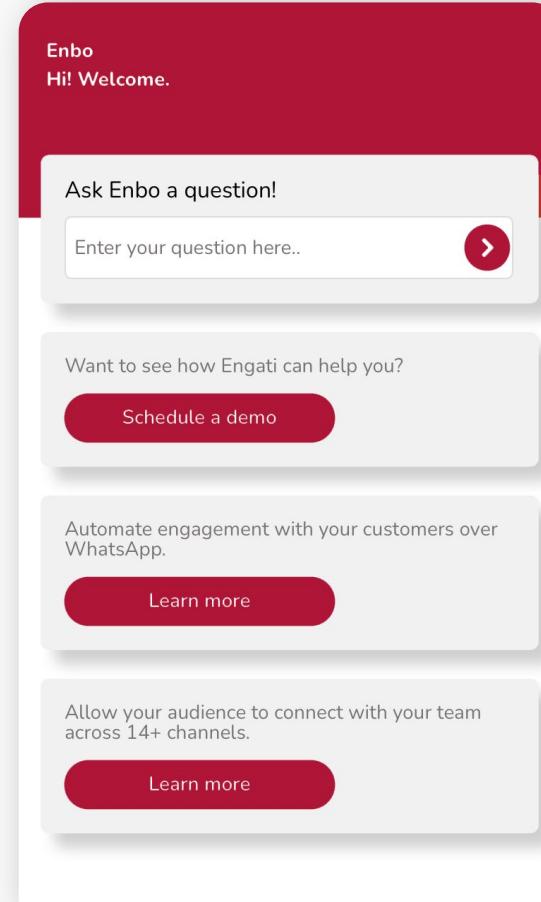
Custom User Journeys

5

Real time Insights

6

Extensible Integrations



# 03 | Reimagine the Customer Journey with Engati

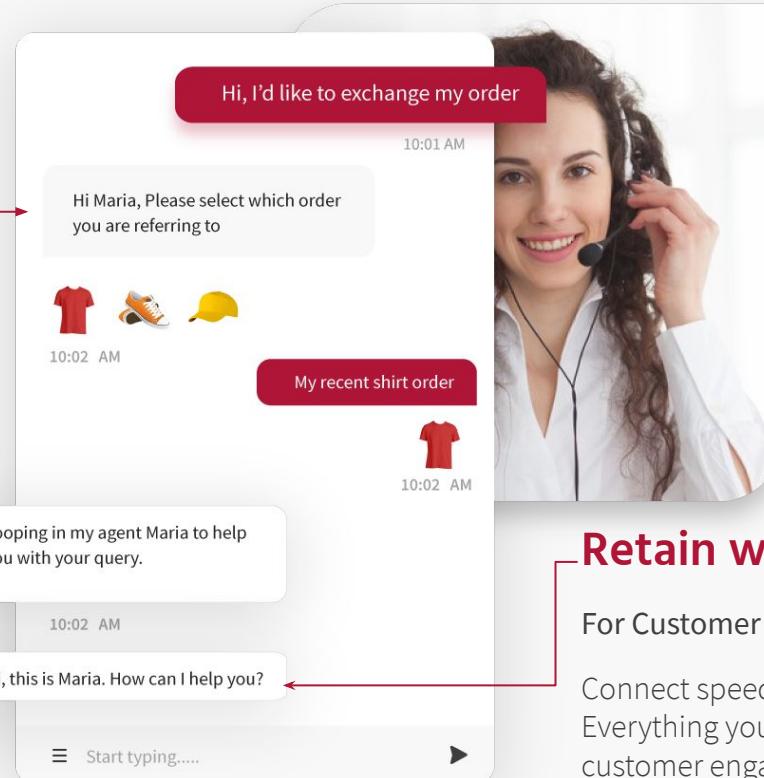
# Redefine Conversations

with Engati

## Engage with Automation

Conversational Intelligence Platform

AI-powered chatbots powered by a state-of-the-art NLP Engine, that allows you to engage customers at scale.



## Retain with Agent

For Customer eXperience teams

Connect speed with the personal touch. Everything you need for real-time customer engagement.

# Design your customer journey

With our easy, low-code, intuitive interface



## Bot Details

Start by filling in details about your solution



## Pick a template

Choose from over 150 templates or design from scratch



## Channel setup

Choose the channels of your choice



## Live chat setup

Setup your team and your agents



## Conversational intelligence

Setup Responses & FAQs



## Review & Publish

Review and you are ready!

# Helping the Cabinet of the United Kingdom

Support its students

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Support its students



## Challenges

The UK Cabinet found it difficult to encourage students to actively take interest in STEM programs.

14  
go-to-market time (days)

77%

activities were completed by the students

43.5%

increase in user engagement

## Solution

Since the daily internet usage among students is high, Engati proposed running a campaign through a website chatbot to better communicate with students at scale.

Shamima(Manager)

Hi, this is Shamima, your team lead.

We've had a very good response to our 'Just like me' STEM campaign so far. Now, I need you to create a new Twitter post to raise awareness of the Ministry's upcoming Young Scientist competition.

Are you ready?

26 May, 12:09

Competition? Let's get started!

Let's get started!

I want to see you focus on the stories of previous winners, to raise awareness of their projects. However, even more importantly, we need to attract young talent from

Write a reply...

# How QIC sells Insurance policies

in less than a minute with Engati

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## Challenge

Qatar Insurance Company was looking to address large volumes of incoming queries about policy renewal requests from customers who expected rapid resolution.

# 62%

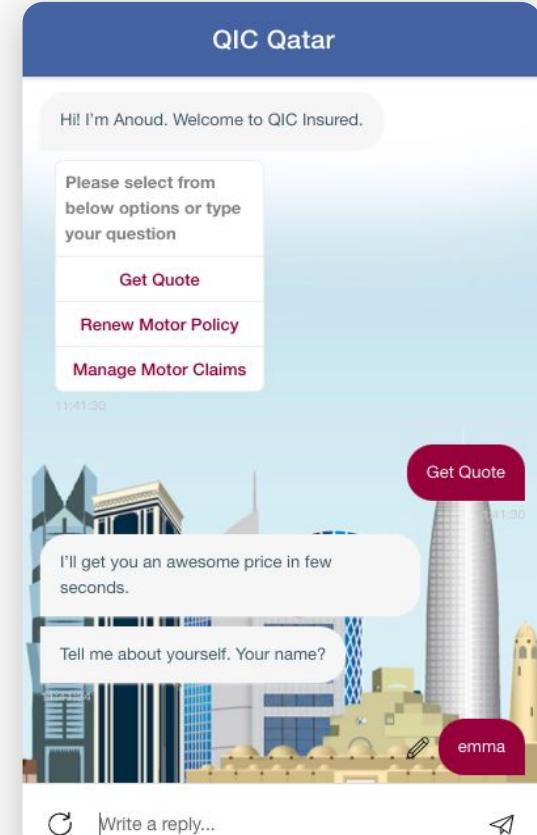
queries answered by the bot

# 3X

users handled by the bot

# 10.5X

conversations handled by the bot



# Hear it from the experts

## //CODiE// 2021 SIIA CODiE WINNER

*CODiE* Awards Winner  
Best Artificial Intelligence  
Driven Technology Solution



*'The most effective and  
reliable AI software'*



*'The best chatbot platform  
for Facebook Messenger'*



*'Top chatbot platform  
in the world'*



*'among the TOP chatbot building  
platforms worldwide'*



*'The BEST chatbot building  
platform from India'*



*'The best WhatsApp  
chatbot solution'*

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