# Radically personal customer service

**Transform your support experience with Gladly's AI-powered Customer Service Platform**

## Customer at the center

Put customers back at the center of customer service. Unlike legacy ticket-based products, every support conversation with Gladly, whether led by an agent or AI, starts with a clear understanding of who the customer is and why they're reaching out. This deep familiarity creates highly personalized experiences, connecting customers with the right information, actions, or agents in real time.

## AI drives better engagement

Gladly helps you deliver the right combination of AI and human support to make every customer service experience you provide your best. Gladly's AI-powered engine, Sidekick, handles common inquiries like order tracking and returns and knows exactly when to bring in expert agents for more complex needs. This boosts productivity and frees your team to focus on what matters most: building meaningful customer relationships through personalized conversations that drive revenue.

## All in a single lifelong conversation

Gladly looks, feels, and works as one continuous conversation stream with every channel built-in, including voice. All customer interactions — whether agent-led or AI-driven — live in one place, so your team knows the full story for every customer, every time. This unified approach eliminates platform switching, prevents duplicate work, and reduces operational costs — saving both agent time and company resources while enabling faster, more efficient service.

## Power meets simplicity

Gladly integrates easily with your existing systems — from Shopify to custom solutions and everything in between. Implementation is hassle-free, with our team handling the heavy lifting while your team stays focused on customers. The platform grows alongside your business, supporting everything from startup operations to enterprise-scale demands without sacrificing that personal touch.

> **"Gladly represents a fundamental shift in the way companies think about serving their customers."**
>
> John Burke, VP of Customer Experience & Technology, Wine Enthusiast

# Unified customer service platform

✓ Seamlessly connects data, third-party tools, and channels for a cohesive customer service ecosystem.

✓ Simplifies workflows, reduces costs, and scales with business needs to support growth and adaptability.

# Omnichannel communication

✓ Unifies all customer interactions (voice, email, chat, social, SMS) into a single conversation view.

✓ Improves agent efficiency, ensures seamless customer experiences, and reduces resolution times.

# AI-powered self-service solutions

✓ Offers 24/7 AI-driven support for routine customer requests, with easy escalation to agents for complex queries.

✓ Frees up agents to focus on high-value tasks, reduces response times, and ensures consistent customer satisfaction.

# AI-powered agent assistance

✓ Provides AI tools like response suggestions, summaries, and automated actions to streamline workflows.

✓ Accelerates response times, reduces errors, and enhances agent confidence while boosting customer satisfaction.

# Actionable analytics

✓ Tracks key metrics, provides custom reporting, and identifies trends for continuous improvement.

✓ Enhances decision-making, optimizes performance, and delivers actionable insights to improve service quality.

# Seamless integrations

✓ Supports over 140+ pre-built integrations and APIs for easy adoption into existing systems.

✓ Reduces IT complexity, minimizes friction during setup, and enables future-ready scalability with minimal effort.

Gladly®