

Chatwoot

Exceptional customer support over Instant Messengers, powered by AI.

Problem

1. Businesses typically have a high resolution time for customer queries over traditional channels.
2. Customers are moving to new channels, wants instant gratification.
3. Businesses have no way of engaging with customers after a query is resolved.
4. Repetitive work like replying to FAQ's affects productivity and morale of agents.

Market Size

\$93 Billion

Saas software market

\$9.38 Billion

(By 2021)

Customer self-service market

Source: Foresster

Solution

Chatwoot

A multi-channel customer support tool for Instant Messengers, powered by AI.



All in one

Connect all your business IM channels in one place.



Productivity

AI powered assistant to provide instant replies.



Easy to get going

Integrate a channel in under 60 seconds.



Engage

Keep in touch with customers. Forever.

Competitive Advantage

Agent + AI Approach:

Bots alone won't be able to give correct/contextual answers.
Agents alone won't scale.

Conversational Commerce:

Push latest products and services to customers pro-actively.

Text analysis:

Easily target the customers who are most likely to buy based on their previous conversations.

Market Validation

"The Hip New Way to Complain to a Business: Facebook Messenger."

- Wired, 2016

"WhatsApp Is Finally Inviting Businesses Onto Its Massive Network This Year."

- Forbes, 2016.

"Why Facebook Messenger Is a Big Deal for Customer Service."

- HBR, 2016

"Messaging apps are now bigger than social networks."

- Business Insider, 2016

Product

chatwoot^β

Conversations

Reports

Settings

Inboxes

Café Pascucci - NY

Café Pascucci - TX

Café Agape - SFO

Search for people or conversations

Conversations

Mine (3) Unassigned (4) All (10)

John Griffin

Café Pascucci - NY

@Brian - Please add Mr.Griffin to our list of g..

1:50 PM

Austin Burke

Café Agape - SFO

Fantastic. Looking forward to the visit.

12: 57 PM

Jim Blake

Café Agape - SFO

Glad to hear that, Jim. 😊

11:36 PM

Jerome Wood

Café Pascucci - NY

Yes, we do have buffet breakfast.

10:12 AM

Yvonne Flores

Café Agape - SFO

Conversation has been resolved by Stephen

10: 07 AM

Michelle Gregory

Café Pascucci - NY

The pleasure is all ours, Michelle.

Yesterday

Tiffany Gilbert

Café Agape - SFO

We are open from 10 AM to 11 PM on all days

Yesterday

Vincent John

Café Pascucci - NY

Thank you for contacting Cafe Pascucci! Ha...

Yesterday

Eric Benjamin

Café Agape - SFO

Conversation has been resolved by Brian.

Yesterday

Jin Yang

Café Agape - SFO

Do you serve hotdogs?

Yesterday

John Griffin

Stephen

Resolve

Hi, I would like to book a table for tonight.

1:26 PM

Sure, Mr. Griffin I can help you with that. How large a group are you expecting ?

1:27 PM

Assigned to Stephen by Brian

1:28 PM

4 people.

1:28 PM

That sounds like a great idea! 😊

1:30 PM

Around 8 pm.

1:30 PM

Thanks!

1:32 PM

welcome- You are welcome.

/we

3 / 640

Send

Pricing

SaaS Model with per agent pricing

\$29/agent/month

Team

Manoj M J - Co-founder (Ex Freshdesk, backend engineering + DevOps)

Subin T P - Co-founder (Ex Freshdesk, backend engineering)

Nithin David - Co-founder (Ex Freshdesk, UI/UX Developer)

Pranav Raj S - Co-founder (Launched an IoT startup, UI/UX Developer)