

Product Features

- No-code tools for creating smart experiences; Combine natural-language, visual HTML and device features such as biometrics, camera and location to enable extraordinary customer experiences.
- Create once and deploy on web, mobile app, SMS, email, IVR or consumer messaging channels.
- Secure end-to-end messaging, social media connectors and integration with many voice platforms enable transition from self-service to live agents on chat or voice.

Use Cases

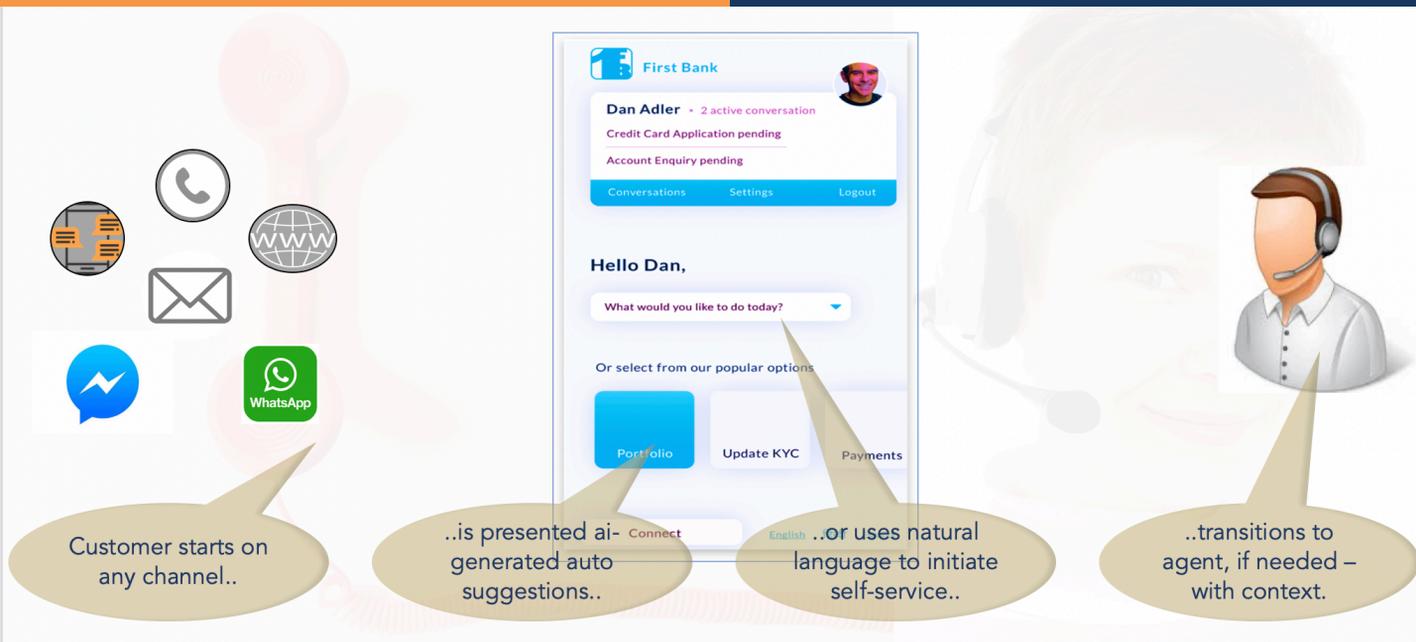
- Augment IVR with visual digital workflows and natural language for rich customer segmentation and context data collection. Reduce call volumes and durations.
- Interact and collaborate live with customers across channels: In-app messaging, web chat, social media, sms or voice. Engage your customers where they are are.
- Expedite processes using AI-generated mobile app-like experiences, augmented with natural language conversational AI. Reduce customer effort, resolve faster.
- Deliver an omni-channel experience and contextual click-to-connect. Effortlessly convert web or app browsers to buyers.

Koopid's Customer Experience Orchestration platform blends intelligent automation and expert human touch to deliver seamless visual journeys across digital and voice channels.

- Visually automate common use cases such as frequently asked questions, ticket status enquiries, troubleshooting steps and transactions.
- Rapidly develop and deploy visual mobile optimized, extraordinary customer experiences via your mobile app or using channels such as SMS or WhatsApp.
- Enable your agents to collaborate with your customers on your website or mobile app in real-time to speedily resolve issues or create sales opportunities

Well-designed self-service automation can dramatically reduce customer effort and agent handling time, leading to faster resolutions and happier customers. Koopid's unique conversational UI technology is particularly well suited to the modern consumer's preference for mobile-and-messaging-first customer experiences. With Koopid, you can iteratively deploy automation workflows and monitor their performance. Patent pending AI is built into the core of the Koopid engine to analyze customer context, conversation and workflow data, providing insights to your customer's experiences.

Koopid can integrate seamlessly into an existing contact center or operate independently as an end-to-end digital customer experience solution.



delighting our customer to delight theirs

