

Quickly scale your Customer Success operations with the Conversica AI Customer Success Assistant

What

- An AI Customer Success Assistant who engages existing customers via personalized, two-way conversations to reduce costs, while increasing retention and upsell opportunities

How

- The Conversica AI Customer Success Assistant initiates contact, intelligently interprets replies, and crafts tailored responses to engage your customers at scale
- Closes the loop by providing metrics on customer follow-up and response rates, so you can ensure every customer is receiving personal attention

Why

- Increases the number of customers cared for by your existing customer success team
- Allows customer success managers to focus on high-value customers
- Cares for each customer as an individual, developing a personal relationship with each one
- Delivers unique insights into the effectiveness of your customer success team
- Serves your tech-touch customers via automated yet authentic communications



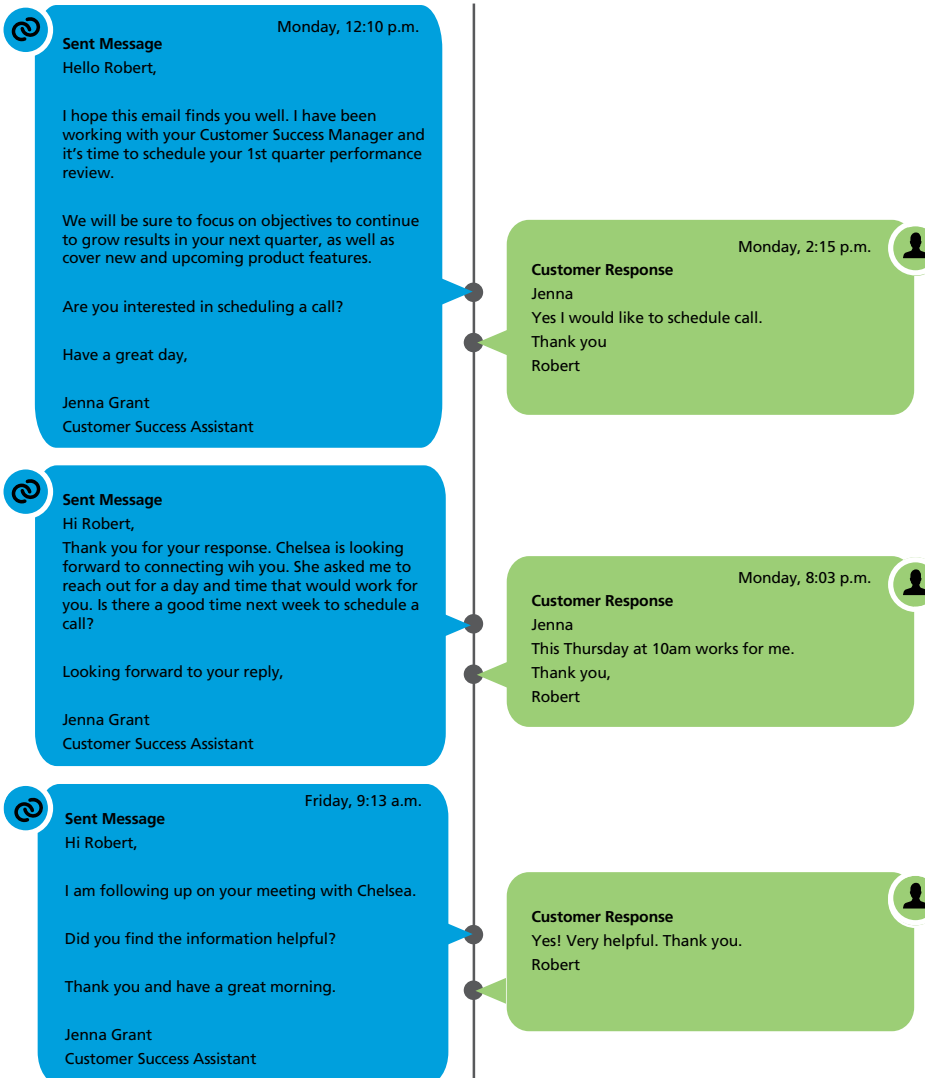
Keep your customers connected and engaged with our Conversica® AI Customer Success Assistant.

Customers who are not fully onboarded or maximizing their use of your product are on their way toward churn. You can ensure your customers are successful in using your product by implementing AI into your Customer Success and Account Management operations.

The Conversica AI Customer Success Assistant will help you scale your Customer Success or Account Management team, and will ensure that more of your customers are productive and happy with their experience using your product. Our AI-powered Customer Success Assistant integrates easily with your existing tech stack including Salesforce, Microsoft Dynamics, Oracle, HubSpot and more.

How? A virtual assistant, powered by artificial intelligence, engages customers with natural, two-way email conversations. Using relevant messages that elicit genuine responses, Conversica interprets replies and uncovers important details, such as progress in the onboarding journey, customer health, interest to attend activities such as a Quarterly Business Review (QBR), propensity to renew, and overall customer satisfaction.

Best of all, Conversica helps you immediately scale your team and engage your customers, using the same technology you already have integrated. We connect you with your customers so they stay loyal and ready for upgrades.



AI-driven email and SMS text conversations allow you to care for more customers at once.

How to use Conversica for Customer Success

Conversica can engage thousands of customers simultaneously through automated, yet personalized conversations. Scale your existing team with an AI Customer Success Assistant and you will be able to:

- Encourage customers to fully utilize your products
- Remind customers to renew and identify those who need more attention
- Invite customers to key customer events, such as QBRs
- Gauge customer satisfaction and measure NPS
- Conduct customer health checks
- Drive customer advocacy

Subscription and Implementation

Conversica is a cloud-based, software-as-a-service application, so no onsite installations or upgrades are required. Conversica will work as a stand-alone system and can be integrated with your Salesforce, Microsoft Dynamics, Oracle or HubSpot system. The AI Customer Success Assistant can be deployed within about two weeks, depending on your requirements. In addition, Conversica can be accessed by any mobile device. Conversica is a subscription service with a variety of tiers to meet your needs.

For more information

See for yourself how Conversica is revolutionizing sales conversion management. To learn more call +1 (888) 778 1004, email sales@conversica.com or visit www.conversica.com to set up a product demonstration.

About Conversica

Conversica is the leader in conversational AI for business and the only provider of AI-driven lead engagement software for marketing and sales organizations.

The Conversica® AI Customer Success Assistant helps companies engage customers in automated, personalized two-way

conversations, driving engagement and renewals and freeing up Customer Success Managers to spend more time on creative and authentic customer conversations and less time on administrative tasks.