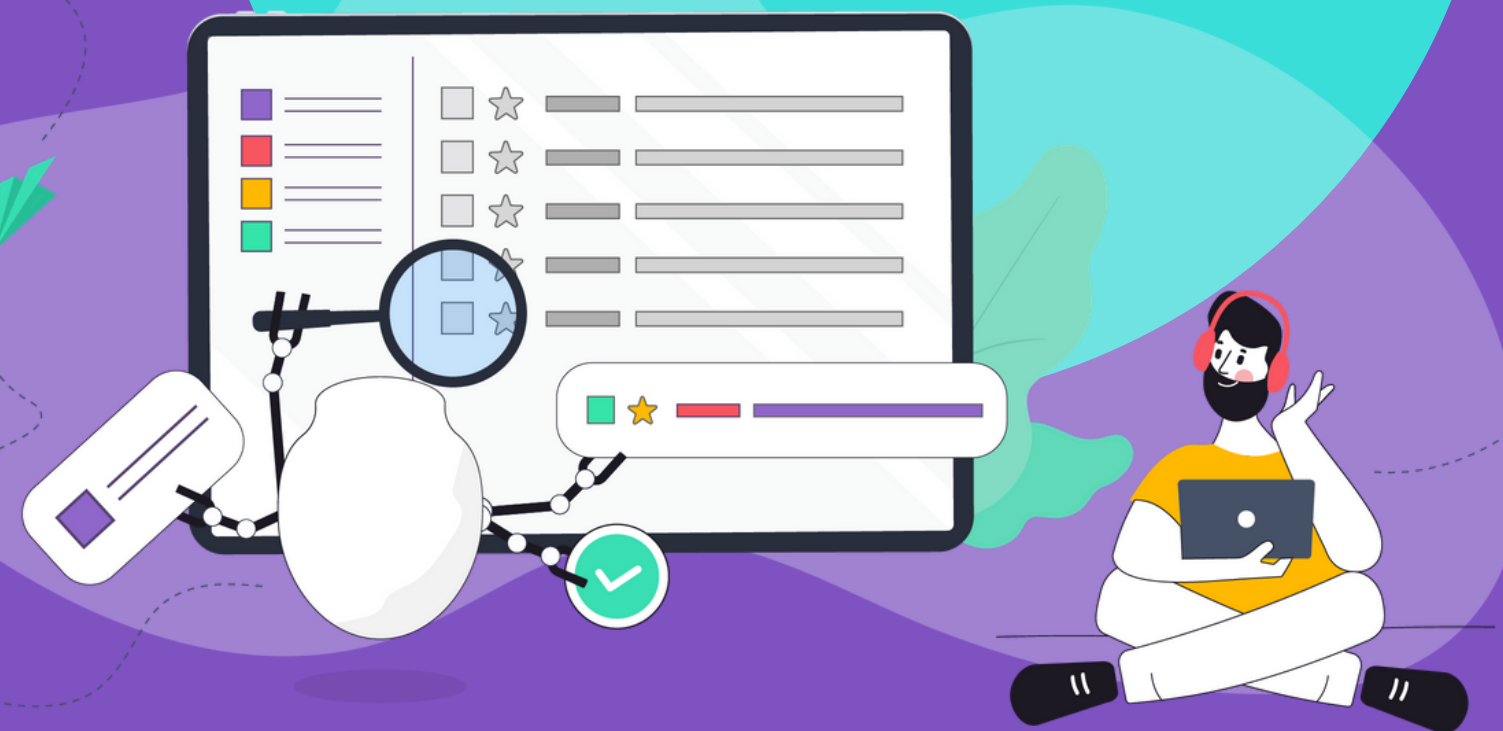


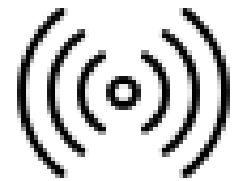
commbox

Reinvent customer communication

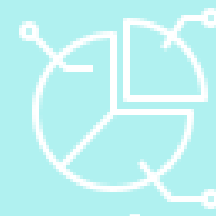
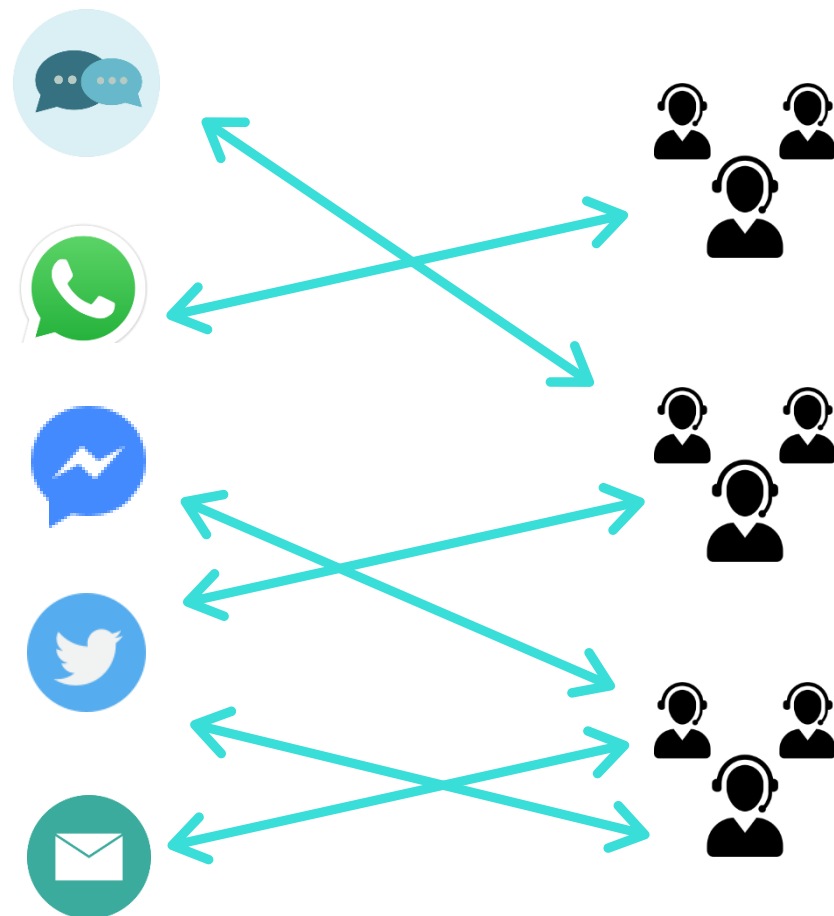
Enabling companies to **intuitively**
communicate with their customers
from **all touchpoints**



Challenges



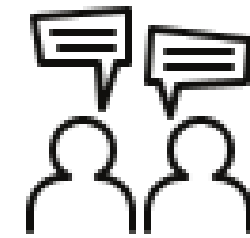
Multiple Channels



Analysis

Manual Analysis per channel lacks:

- Full **customer view**
- **Sentiment** analysis
- Topic/line of business
- Issue's **criticality**



Engagement

Manual engagement lacks:

- Unified response
- Agent **routing**
- Automated response
- Smooth **customer journey**

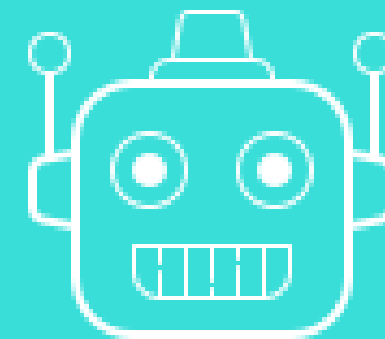
Platform Highlights



Out of the Box
product + Open and
flexible platform



Price & easy
implementation for
scale up



Bot as an integral
part of the platform
and as part of a
human team

Market Insights & Business Challenges Solved

Mass communication with customers from multiple touchpoints

CommBox provides one unified holistic platform solution to handle all customers communication

Handling repetitive questions and inquiries from customers

Advanced Bots and AI tools that can be applied to all channels to solve repetitive questions

Passing incoming inquiries to the right live agent and the right time

Advanced and smart routing algorithm sending customers' inquiry to the right agent at the right time

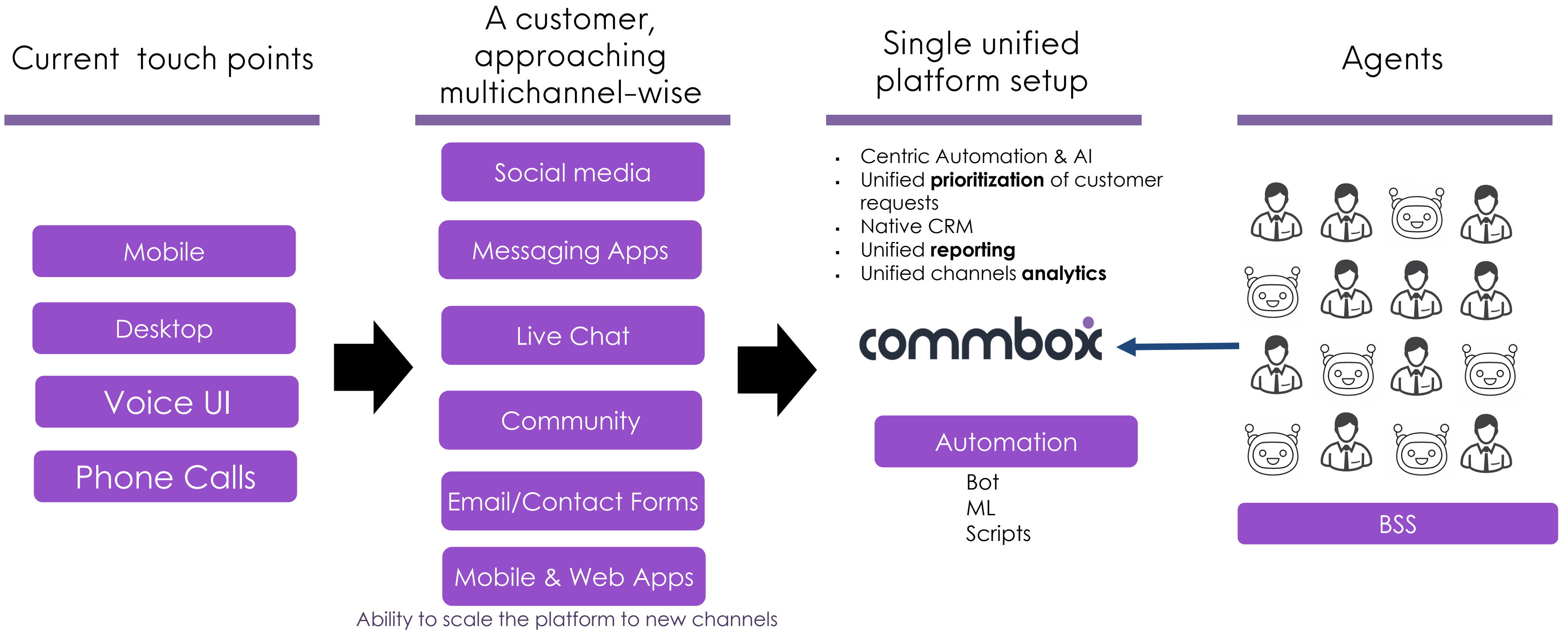
Escalate queries or assigning tickets to different departments

Cross channeling and manually assigned tickets

Track and fine-tune incoming inquiries on-the-go and have live dashboards to control all teams at once

Real live dashboard and insights to give an exact evaluate of the situation and act upon it

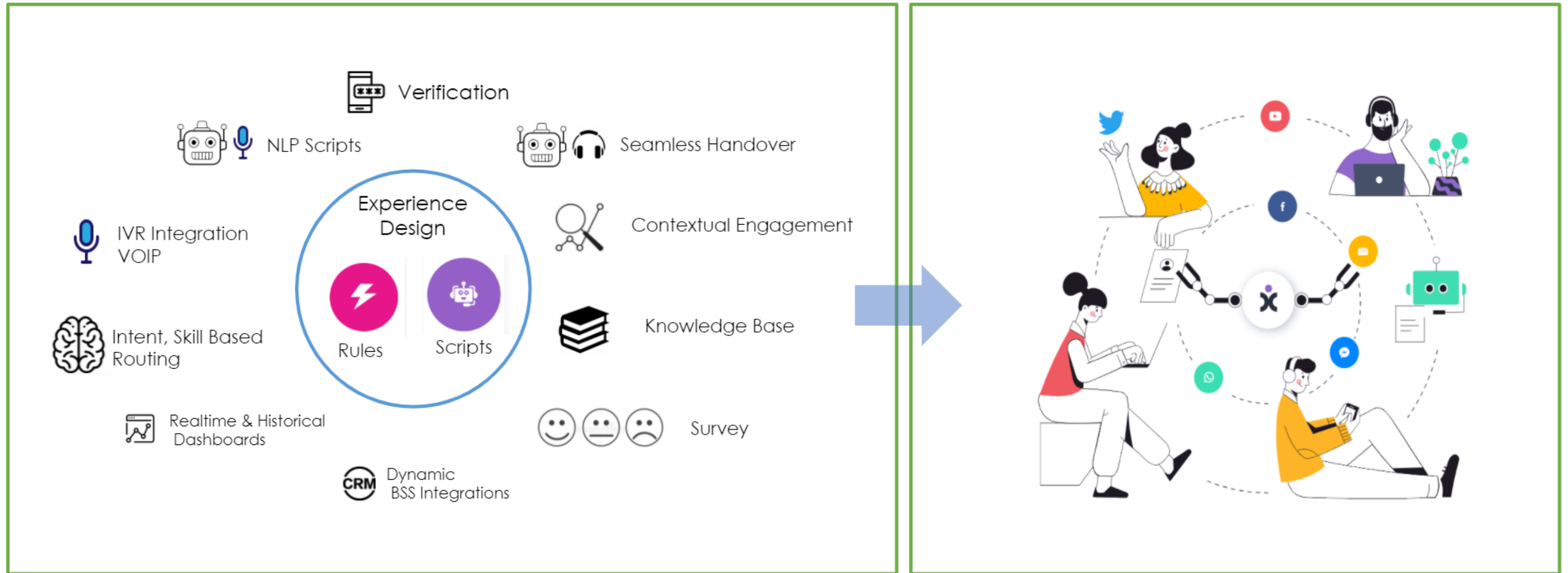
All your digital channels under the same umbrella



Rich Integrated Feature set

Omnichannel Experience Design

Apply to all Channels



commblox

ROI Telco



Telephone
Live Agent =
**60 calls / 8
hours shift**



Live Agent Using Commbox =
**100-120 calls + Up to 300
automated interactions / 8
hours shift**

\$5

vs.

\$1-3

Main Competitors



- Well designed CRM solution
- Vast add-ons in the App store
- CRM centric based, **not an Omnichannel platform (no cross channeling or Bot that can support all channels)**



- Well known customer service ticketing platform
- Has multiple integrations to other platforms
- **Mass communication channels via different channels and social media are not their strong suit**

None offers
a **Holistic**
Omnichannel
Solution

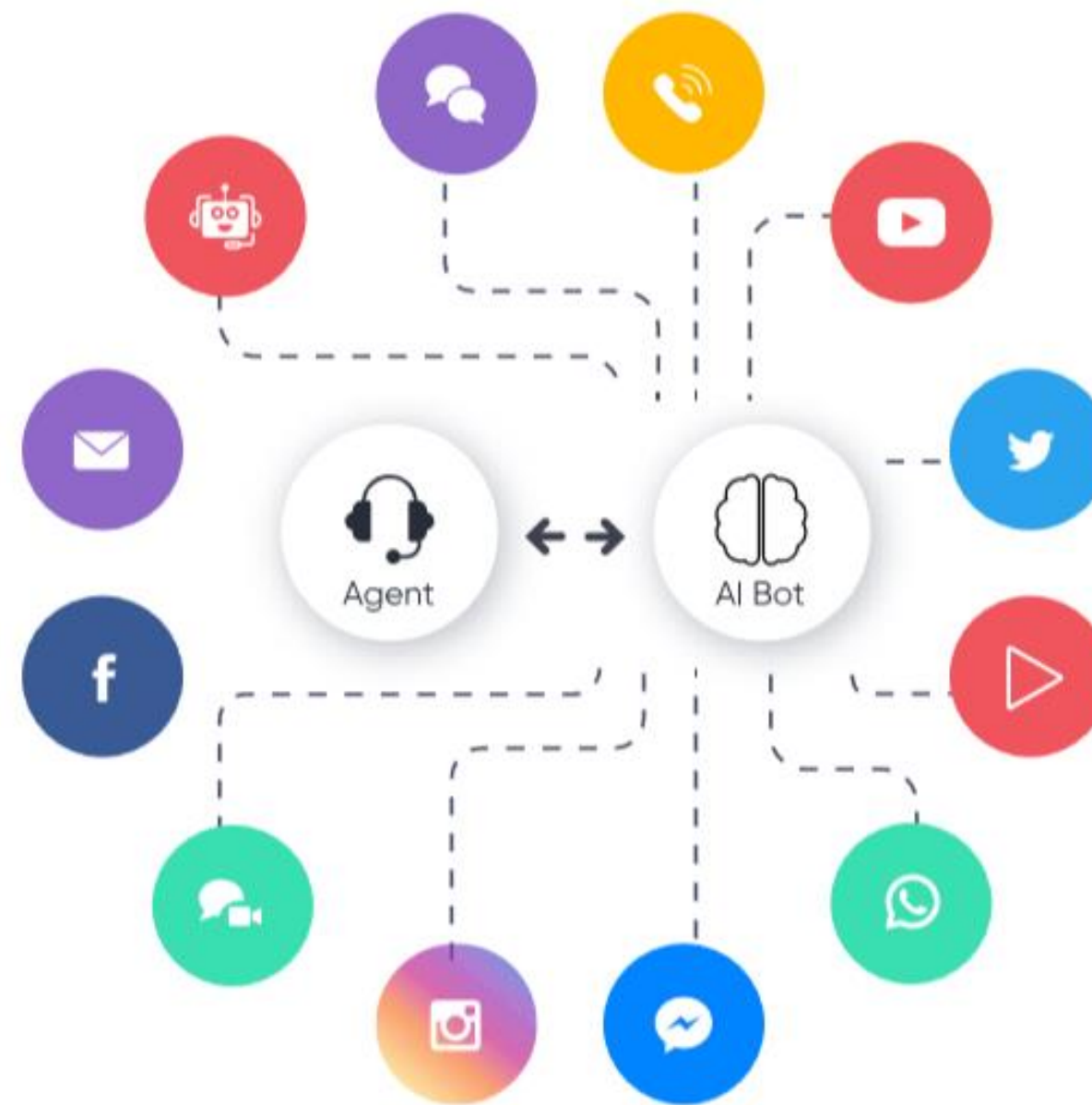


- A good platform for messaging with customers
- Supports Bots and social media communication
- **Mainly focusing on a chat based solution only (was born to provide chat solution, not a real Omnichannel solution)**



- Great platform for knowledgebase sharing
- Have several other features like 'WalkMe' style and email marketing
- **Only support a limited navigational bot, and doesn't support mass scaling scripts or advanced AI tools**

The Holistic CommBox Solution



01

Complete & **holistic omnichannel platform** by design-driven AI

02

Multichannel communication managed in one inbox

03

About 50% of repetitive inquiries solved by bots

04

Seamless transfer to an agent by **Routing Algorithm**



About us

Est. in 2013, our mission is to help enterprises cultivate their **best ever customer communication**, using AI-powered solutions.

With nearly **100 talented employees** (and counting) we believe that behind every great bot stands an amazing team!



CommBox is trusted by

300+

Enterprises & medium-sized companies worldwide, across various verticals

30M+

End-users who interact with companies using CommBox

Trusted by Companies Across the Board



Sales Approach



We sell to
**Enterprises &
Medium-level**
companies



Cloud
deployment
consumed as
SaaS

*On-premise can be
evaluated on case by
case



Typical deal size
can start small
with a few
hundred K and
expand into multi
millions



Clarks Shoes reduced its SLA
from 5 days to 1 hour
using the **CommBox Social
Media & Bot-AI** tools features



Success Story

99%

Improvement in **Social
Media SLA** response
time

25%

Of customer requests
resolved by bot

36%

Increase in **customer
satisfaction**



Success Story

Pelephone **actively encourages its customers to communicate via WhatsApp** by publishing it in various media outlets, inducing a rise in customer engagement

96%

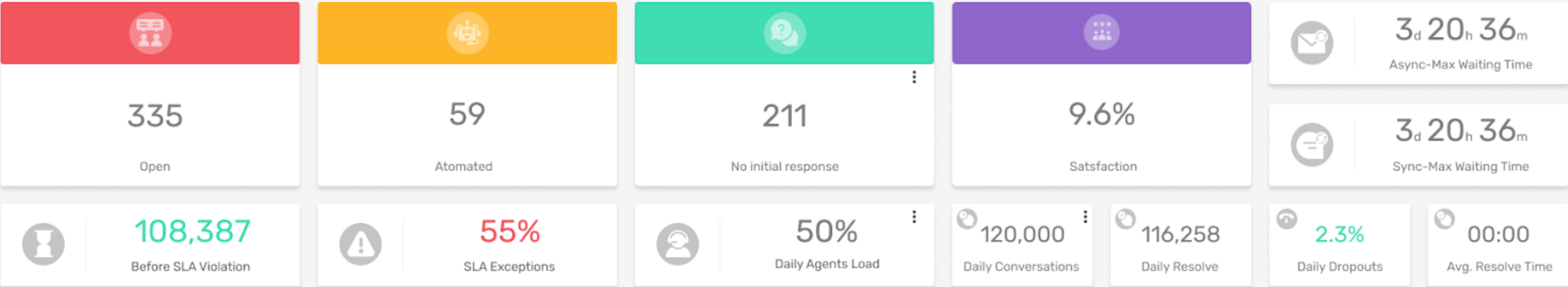
Improvement in **Social Media SLA** response time

20%

Of customer requests **resolved by bot**

73%

Increase in **customer satisfaction**



Channels					
	Open	Unreplied	SLA extantions	Unassigned	In Process
 WhatsApp	2	5	11	6	8
 Mail	2	5	11	6	8
 FaceBook Pages	2	5	11	6	8
 SMS	2	5	11	6	8
 Chat	2	5	11	6	8
 Video Chat	2	5	11	6	8
 Costumer Service App	2	5	11	6	8
 Telegram	2	5	11	6	8
 Voice Chat	2	5	11	6	8
 Messenger	2	5	11	6	8
 Twitter	2	5	11	6	8

Agent Stats								
	Status	Resolved Num	Async Conversation		Chat Conversation		Assigned	Avg Resolved per H
			Assigned	SLA Expectation	Assigned	SLA Expectation		
Agent name	Active	5	11	6	8	8	8	8
Agent name	Inactive	5	11	6	8	8	8	8
Agent name	Online	5	11	6	8	8	8	8
Agent name	Away	5	11	6	8	8	8	8
Agent name	Away	5	11	6	8	8	8	8
Agent name	Active	5	11	6	8	8	8	8
Agent name	Active	5	11	6	8	8	8	8
Agent name	Inactive	5	11	6	8	8	8	8
Agent name	Active	5	11	6	8	8	8	8
Agent name	Away	5	11	6	8	8	8	8
Agent name	Away	5	11	6	8	8	8	8

Vast Reporting System
for Fine Tunning

commbox

Questions?