

Every great achievements
comes from great
conversations



#EnablingConversations



Qiscus is a conversational platform that helps businesses embrace the power of conversations to deliver excellent CX.



TRANSPORTATION

Conversations move people from one point to the other.

Use Case: In-App chat to facilitate communication between drivers and passengers, and passengers and bluebird customer representatives, which is extended to a 24x7 chatbot.

#EnablingConversations



Top 2 Telcos in Indonesia
are using Qiscus.

TELECOMMUNICATION

Conversations remove the corporate- customers gap.

Use Case: Conversation between end users and chatbot in their Android, iOS and Web platform, with handing over feature to actual live agent support.

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Sampoerna Retail Community, one of the largest community in Indonesia.

CONSUMER GOODS

Conversations bring wholesalers closer to retailers.

Use Case: Chat-based community of wholesalers and retailers and live support agents from AYO SRC to facilitate collaboration between the different players in the retail sector.

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Largest motorcycle
distributor in Indonesia.

AUTOMOTIVE

Conversations scale lead generation and qualification.

Use Case: Multi-channels (incl. WhatsApp) customer service chatbot, with bot-to-human handing over functionality. The chatbot hands over complex enquiries to the sales agents of Honda Dealers Motor.

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Largest health teleconsultation
provider in Indonesia.

HEALTHCARE

Conversations bring healthcare to the palms of millions.

Use Case: Conversation between doctor and patient built-in
their Apps (Android and iOS), with extendability to their own
Electronic Medical Record system.

#EnablingConversations



A unicorn, one of the largest
eCommerce player in Indonesia.

ECOMMERCE

Conversations bring shopping to consumers' finger tips.

Use Case: Upgraded Bukalapak's buyer-seller chat experience by enhancing its backend chat architecture to enable better scalability and extendability (to build more features in the future).

#EnablingConversations



**KEPOLISIAN NEGARA
REPUBLIK INDONESIA**

Indonesia's Police Force.

#EnablingConversations

PUBLIC SERVICE / GOVERNMENT

Conversations help the police extend their ears to the ground.

Use Case: Conversations between the police on the ground and the command centre (powered by Qiscus Chat SDK in Qlue's mobile app). Also used for Asian Games 2018.



A subsidiary of state-owned enterprise leading the Indonesia electricity.

UTILITIES

Conversations removes manual & inefficient work management.

Use Case: ICON+ uses qiscus' chat to facilitate and centralise work creation, work tracking, reporting and approval processes.

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PT Qiscus Tekno Indonesia, Qiscus Pte Ltd

established in **2013.**

Qiscus is the only expert of **Real-time
Communication** from Indonesia.



Delta Purna Widyangga
Chief Executive Officer



Muhammad Md Rahim
Chief Operating Officer



Evan Purnama
Chief Technology Officer



50+
employees



#EnablingConversations

We have brought the
power of conversations to:

13 industries

16 use-cases

and touched the lives of
~20,000,000 users



+100 more



We have also brought the
power of conversations to **16** countries

-> Key market trends - New Culture & Expectations



‘Culture of Immediacy’, in which, consumers’ definition of timely interactions means ‘instant’.



80%

of respondents say that the experience a business provides is as crucial as its goods or services²



89%

of respondents expect a brand to respond to them within 24 hours¹



52%

of respondents have switched brands / service provider because of poor customer service³

-> Key market trends - New Culture & Expectations



The old ways do not work anymore.



Spending USD500-1000/mth on **one-way sms broadcast**.



Consumers want **two-way** interactions.



Expecting customers to go on **inefficient ways** to get help: call, submit forms or emails.



Consumers expect businesses to be **instantly accessible** from their **preferred channels**.



Downloading a mobile app just to get the needed help.



Chat is now the **Universal UI**. Consumers have 'app fatigue'.



Putting **customers on-hold** due to inability of contact centres to scale conversations



Enable 'social contact centres' so that agents can handle **concurrent conversations**.

-> Challenges the market faces



Operations/Marketing

POOR SATISFACTION IN CUSTOMER SUPPORT

Long-waiting times and cumbersome ways for customers to get help. Also an operational nightmare.

Use Case: **BlueBird Group**

Operations/Marketing

LOSS OF SALES OPPORTUNITIES

Non real-time interactions/help on commerce platforms contributes to cart abandonment.

Use Case: **Love Bonito**

Sales/Marketing

NON-OPTIMAL LEADS CONVERSION

Unscalable and non-timely handling of incoming leads causes businesses to miss pipelines.

Use Case: **Astra International**

Human Resource

INEFFICIENT ROBOTS COLLABORATION

Time-sensitive conversations need to happen in a timely manner to prevent unwanted losses.

Use Case: **JTrust Bank**

IT / Tech

LIMITED BUSINESS SCALABILITY

Brick-and-Mortar businesses are limited by physical boundaries and geographical expansion (GX) is costly.

Use Case: **BPJS/Halodoc**

IT / Tech

LOSS OF TEAM PRODUCTIVITY

Strong human-system coordination is needed to ensure timely maintenance and prevent losses.

Use Case: **ICON+ (PLN)**

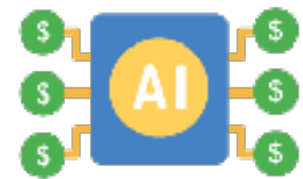
-> Qiscus' Unique Value Proposition



Able to handle **scale** - 10 million concurrencies



Proven **reliability** in developing countries



Flexible deployment to cater to enterprise needs



Highly-extendable to mainstream chat apps & legacy systems



Available option for **customisations**



100% focus on enterprise business

-> Trusted by following partners



And ~8 others.

-> WhatsApp Business API (Official Account)



-> **We work with the customers to deliver:**



300%

Increase Return of Investment

Increase Return of Investment by about 300% using multichannel chat.



50%

Increase Efficiency & Productivity

By automating processes, business efficiency and productivity can be increase by at least 50%.

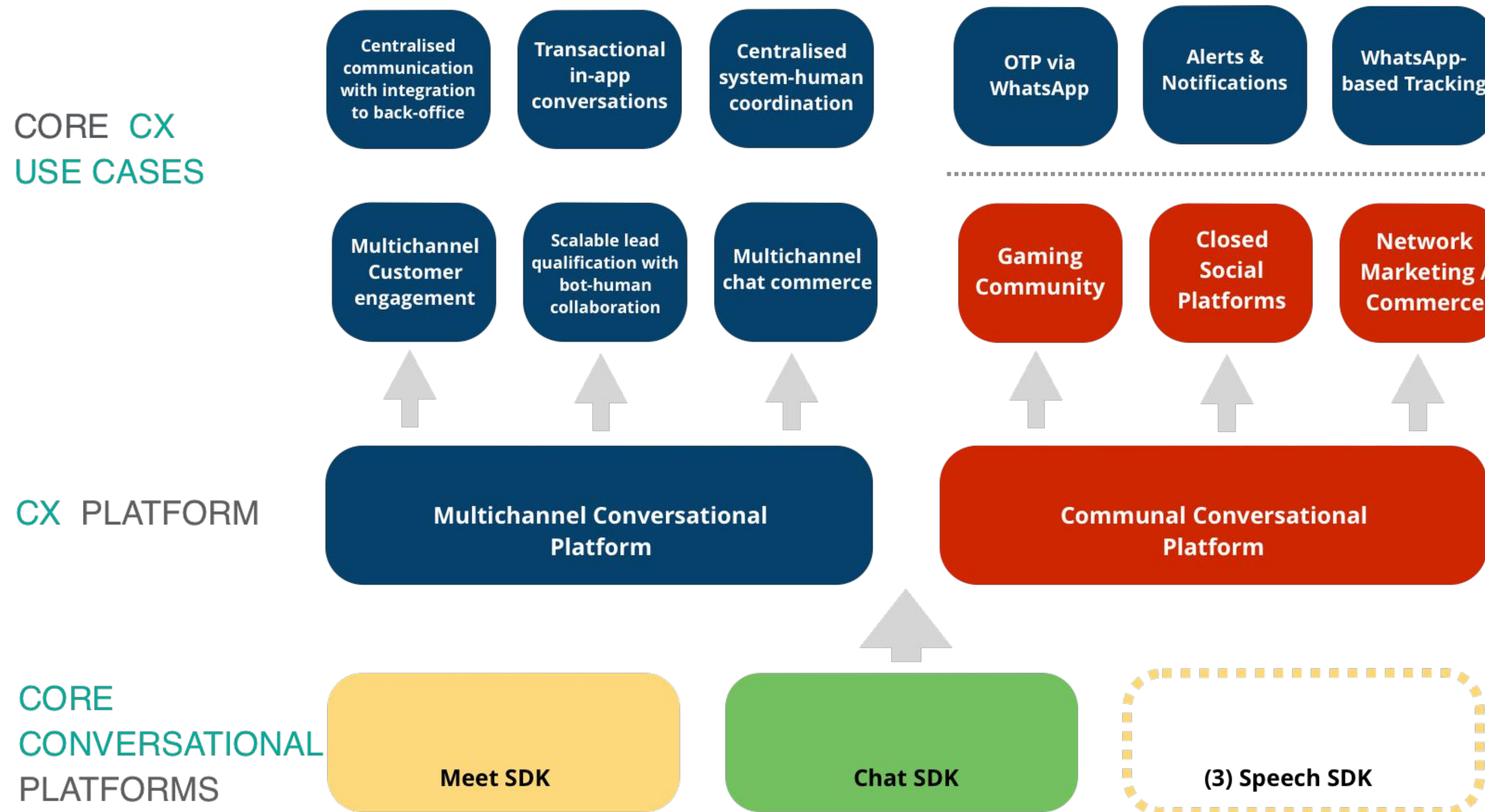


52%

Reduce Development Time

Our platform reduces the time & cost needed to implement real-time communication by 52%.

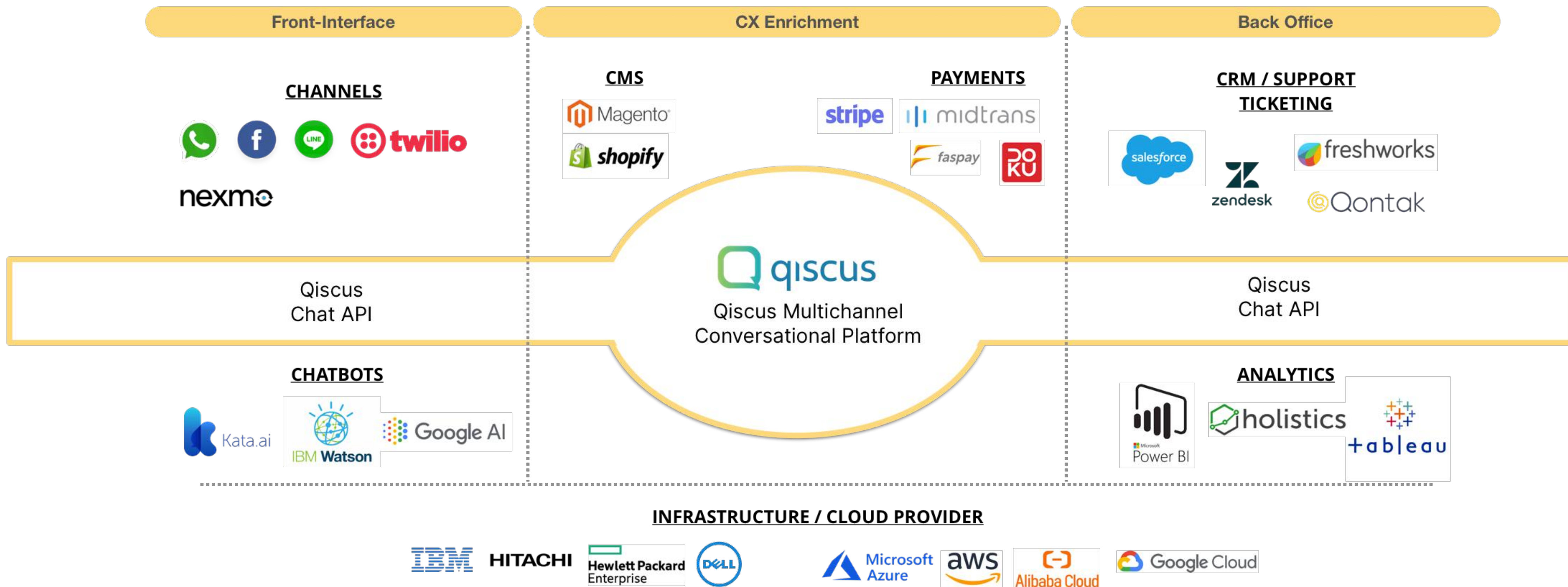
-> Overview of Qiscus Conversation Solution Suite



-> Qiscus CX Ecosystem



A map of complementary solutions/products that can be packaged/bundled together with Qiscus.



-> We enable smart conversations with our
Multifaceted Conversational Platform



Multichannel Chat

To scale up multichannel engagement for businesses and allow customers to chat from their preferred channel.



Chat API & SDK

To enable simple & instant conversations within any application web & mobile in order to increase engagement, facilitate the transfer of services to end consumers etc.



Meet API & SDK

To enable aural & visual conversations within any application web & mobile in order to increase engagement, facilitate the transfer of services to end consumers etc.

-> Multichannel Chat



Chat with your customers,
wherever they are

Multichannel Chat

#EnablingConversations

Engage your customers from your own apps and mainstream chat apps and centralise all chats into a single dashboard.



- **Channels** Integration
- Bot-Human **Collaboration**
- On Cloud/**On Premises**
- **Agent** Management
- **Analytics**
- Fully **Extendable**

-> Multichannel Chat



- **Multichannel:** WhatsApp, LINE, FB Messenger, Web Chat, In-App Chat, Telegram and other Custom Channels (Twitter DM, Email, etc.)
- **Agent Management:** Auto assignment, Custom Agent Allocation, Routing, Agent Administration, and Channel Assignment
- **Chatbot Support:** Chatbot Integration, Fallback Handling, and Role-Based Fallback
- **CS Productivity Settings:** Office Hours, Auto Responder, Chat Templates, Tagging, Resolve Action & Mobile Support
- **Analytics:** Message Analytics and Tagging, Agent Performance, and Logs
- **Mobile Agent:** Available on Android & iOS
- **CRM Integration:** Salesforce, Freshdesk, Zendesk, and many others
- **WhatsApp Outbound:** 24hr Follow Up, and Ad-hoc Broadcast

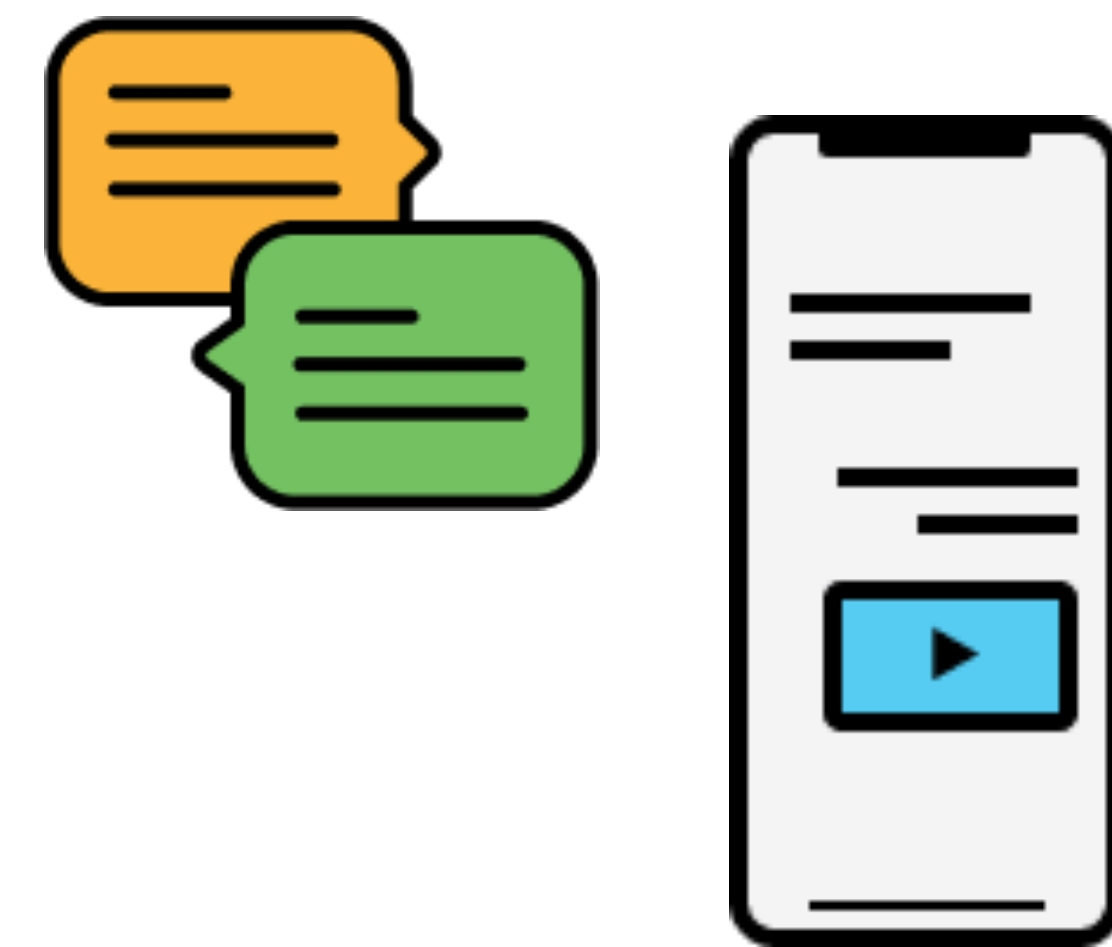
-> Chat API & SDK



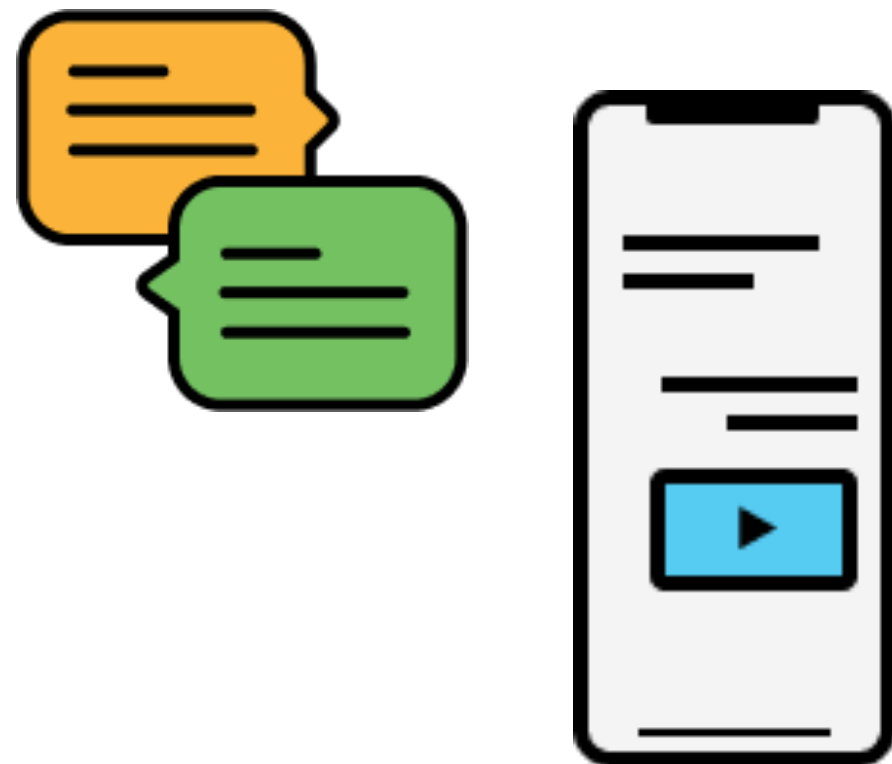
Best-in-Class **Messaging SDK & Chat API Solution** For Web & Mobile Applications

Beyond 10 Million Concurrency of Scalability.

- **Multiplatform**
- **Highly Scalable**
- **On Cloud/On Premises**
- **100% Customisable**
- **Rich Messaging**
- **Low Latency**



-> Chat API & SDK



- **Multiplatform:** Android, iOS, Web (including React Native), and Flutter
- **Room types:** 1-1 private chat, group chat, and channel chat
- **Rich messaging:** text, image, file, button, card, carousel, reply, location and any custom message type
- **Real time events:** typing indicator, online presence, delivery receipt, read receipt, push notifications, custom realtime event
- **File Sharing:** image, video, document, etc
- **Broadcast message**
- **Add-on features:** block users, export messages, offline access, auto-translation & profanity filtering
- **Server side integration:** REST API, webhook, server side authentication, SSO Support
- **Other integrations:** Voice-to-Text, Audio/Video Call SDK, Chatbot and Analytics

Building Video & Audio Calling Apps **With Qiscus Meet SDK Solution** For Web & Mobile Applications



Experience Real-time HQ Video & Audio Calling Using WebRTC.

- **Unlimited Calling**
- **Conferencing**
- **On Cloud/On Premises**
- **100% Customisable**
- **WebRTC Compatible**
- **Low Latency**

-> Meet SDK & API



- **Multiplatform:** Android, iOS, and Web (including React Native)
- **Call types:** 1-1 private call and multi party calls, audio-only calls and video calls
- **Analytics:** call durations, total participants, no of call completed, no of call failed, etc
- **Signalling:** call initialisation service, available as an add-on
- **Messaging:** messaging service available using Qiscus Chat SDK as an add on
- **Reliability:** dedicated and scalable infrastructure, dynamic bandwidth, best voice (opus) and video (vp9) codecs
- **Realtime Events:** speaking indicator, video quality, video availability, audio availability, etc
- **Server side integration:** REST API, Server Side Authentication, SSO Support
- **Other integrations / add-ons:** Live streaming service, Recording service

-> The New Model of **SMART** Chat



Scalable platform Up to 10mil concurrency

Multichannel Extendable Chat

AI-Powered Chat to Automate processes

Rreal-time Collaborations between teams

Timed Broadcasts to capture the right customers at the right time

Enterprise **SMART** Chat Business Use Cases

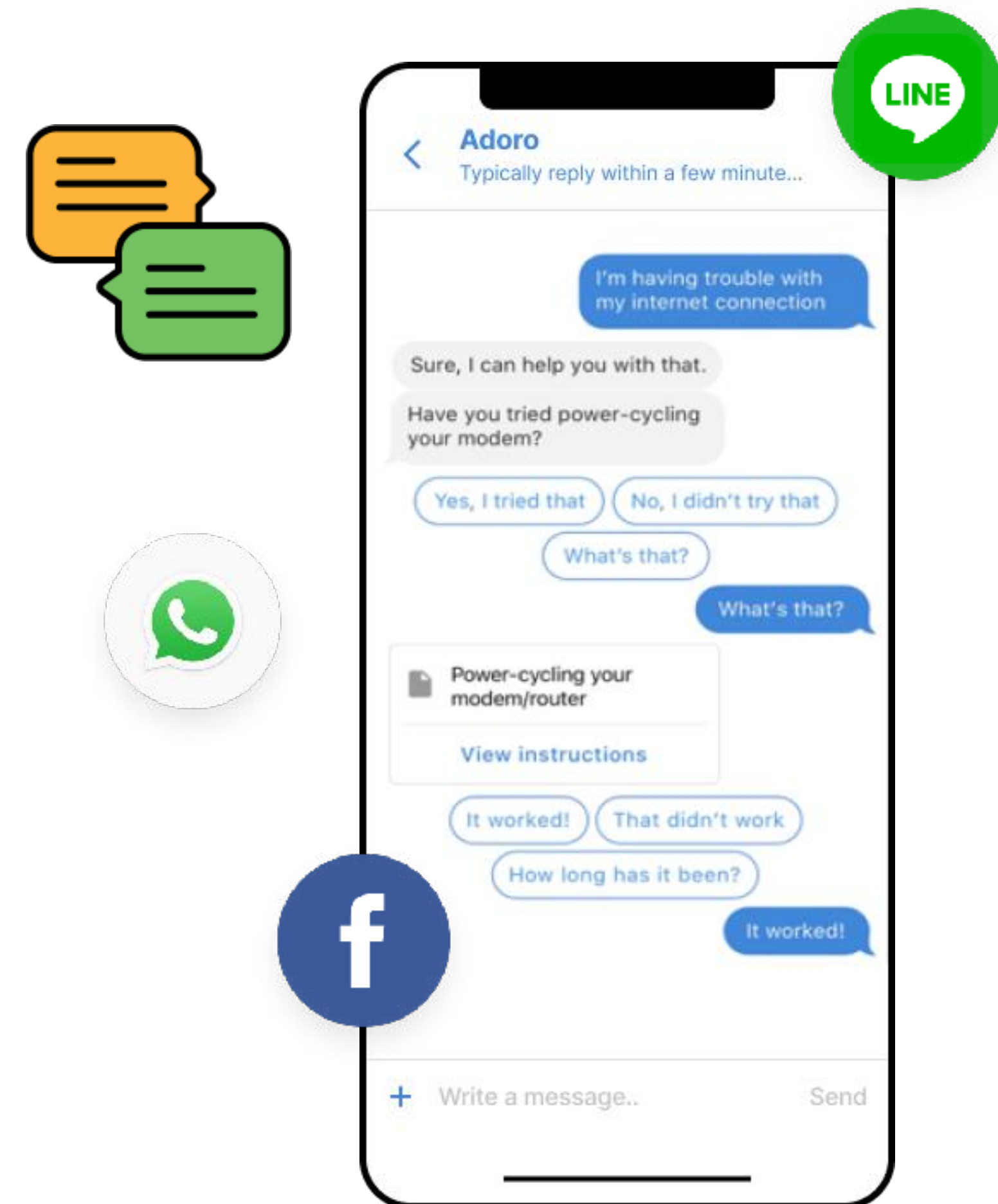
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-> SMART Customer Engagement



SMART Chat can be implemented to:

- (i) Provide **24/7 assistance** to your customers, all done via chat.
- (ii) Make your businesses **accessible from multiple channels**; WhatsApp, LINE, Telegram, FB Messenger etc.
- (iii) **Handover to a human** Agent when the issue raised is more complex than what the bot can handle.

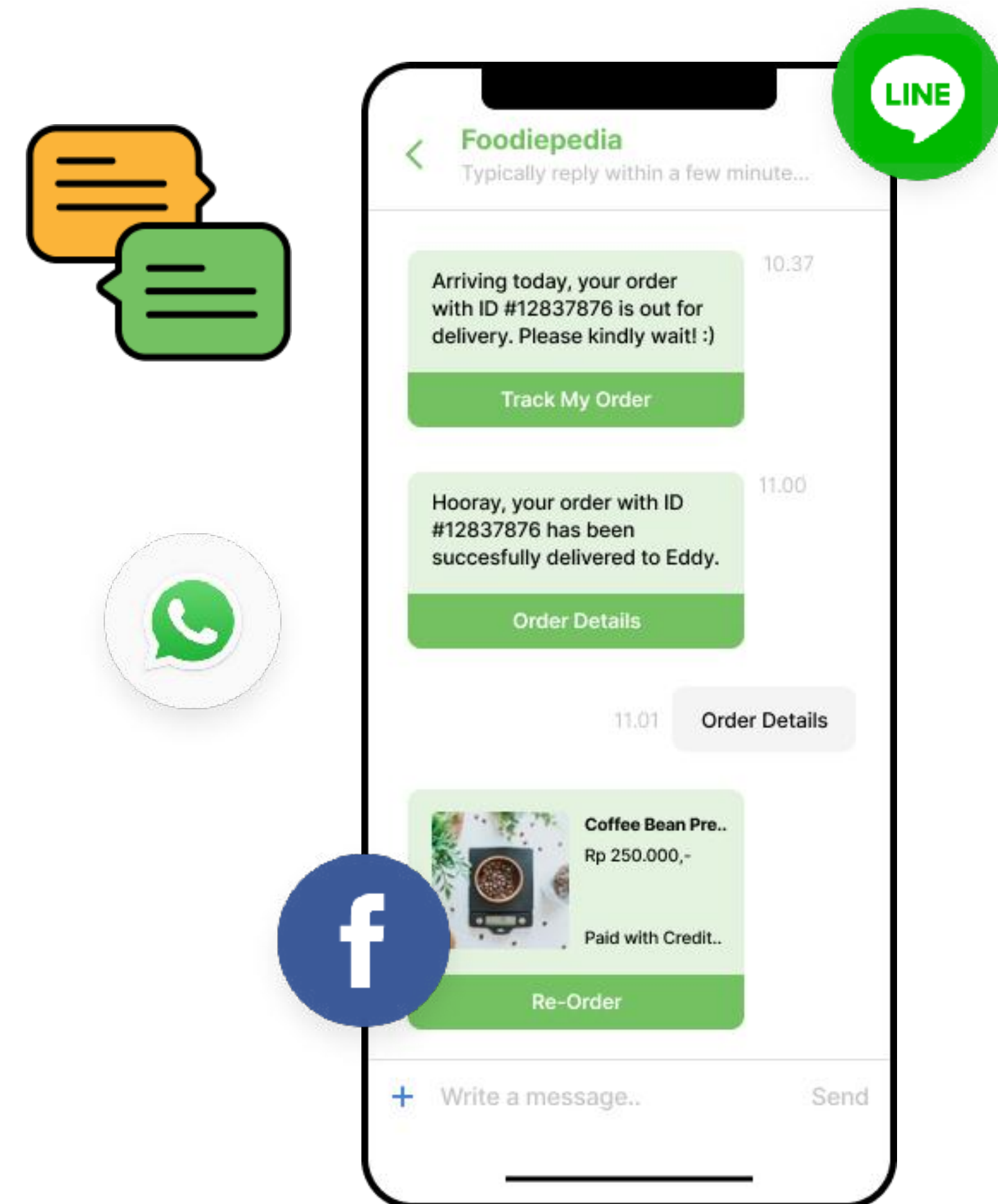


-> SMART Chat Commerce



SMART Chat can be implemented to:

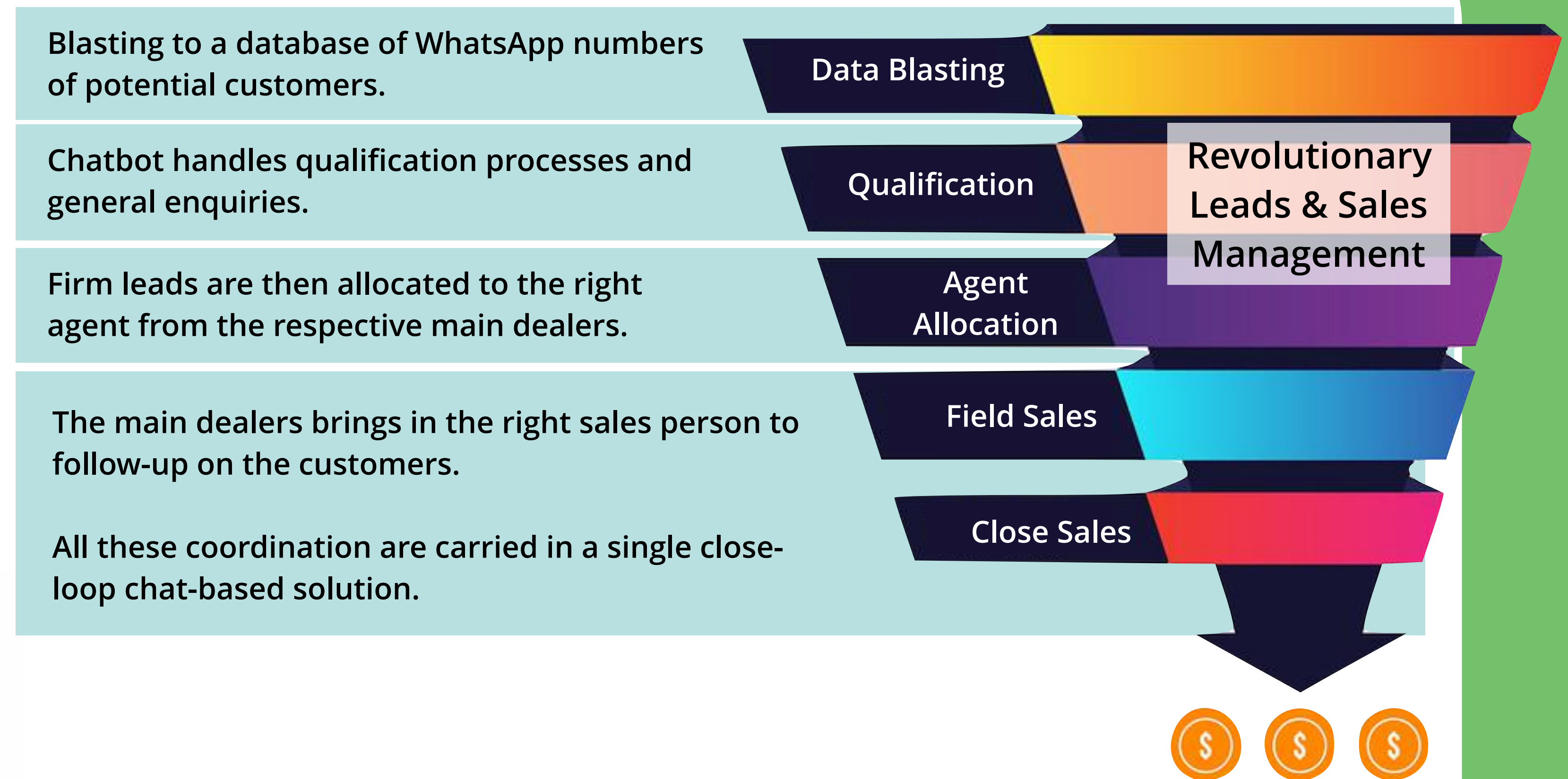
- (i) Enable customers to **browse products and make purchases via chat**.
- (ii) Enable customers to **chat from their preferred mainstream chat apps**, including WhatsApp, LINE, FB Messenger etc.
- (iii) **Personalise the customer experience** with a conversational approach.



-> SMART Lead Generation & Qualification



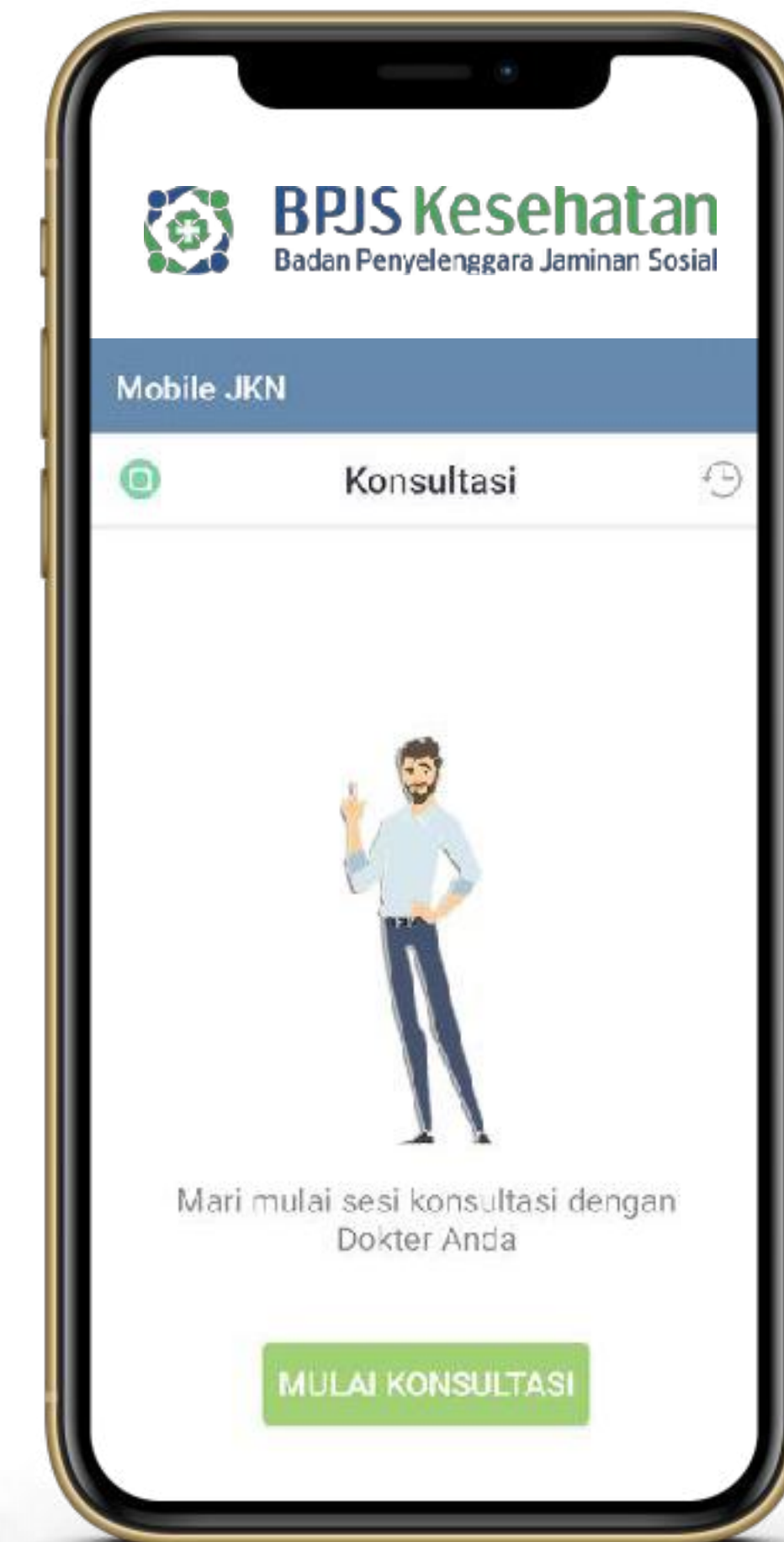
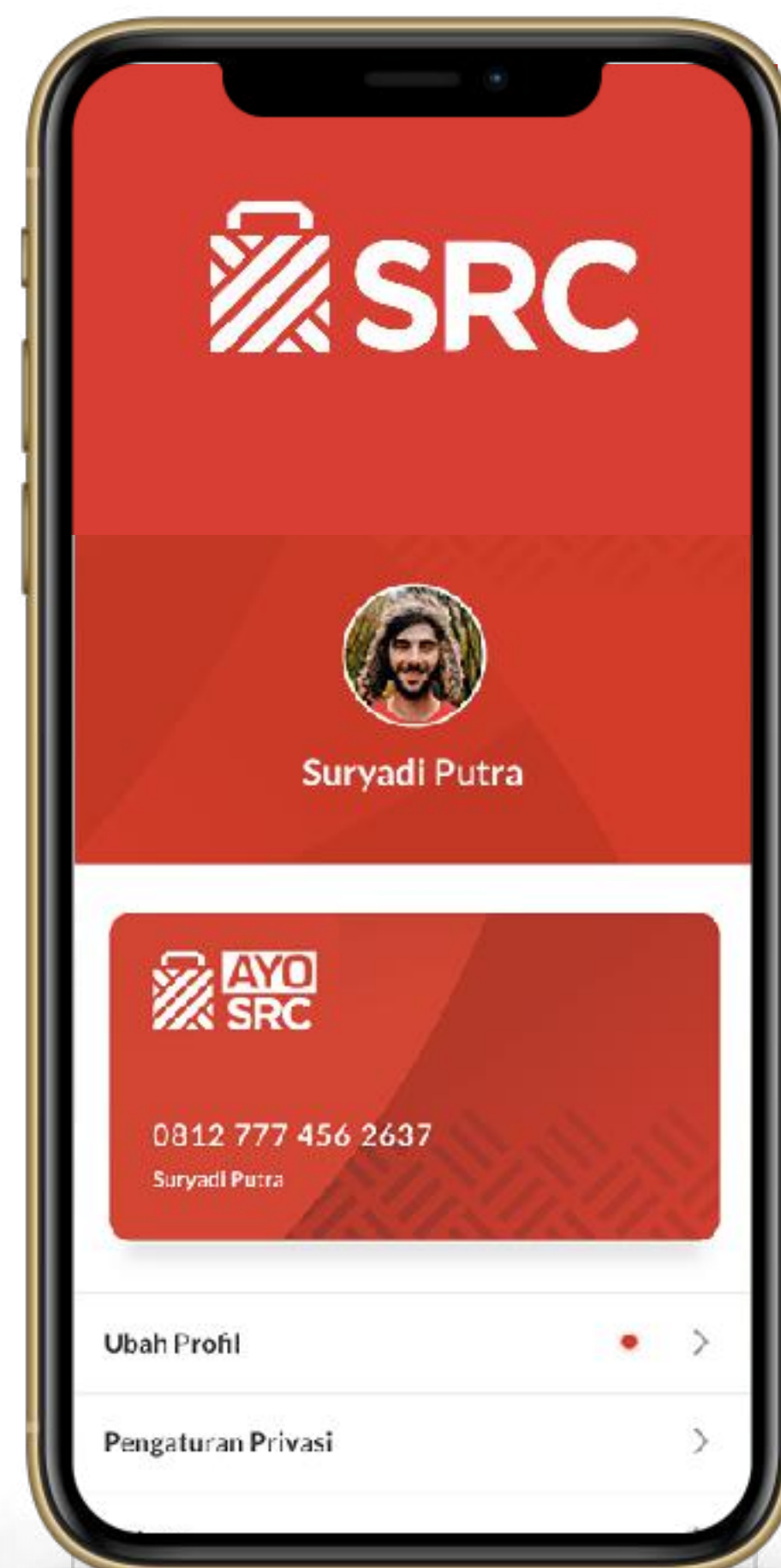
Leveraging on Multichannel Chat (incl. **WhatsApp**) has enhanced Honda Sales Operation's **sales lead generation** and **field sales management** processes.



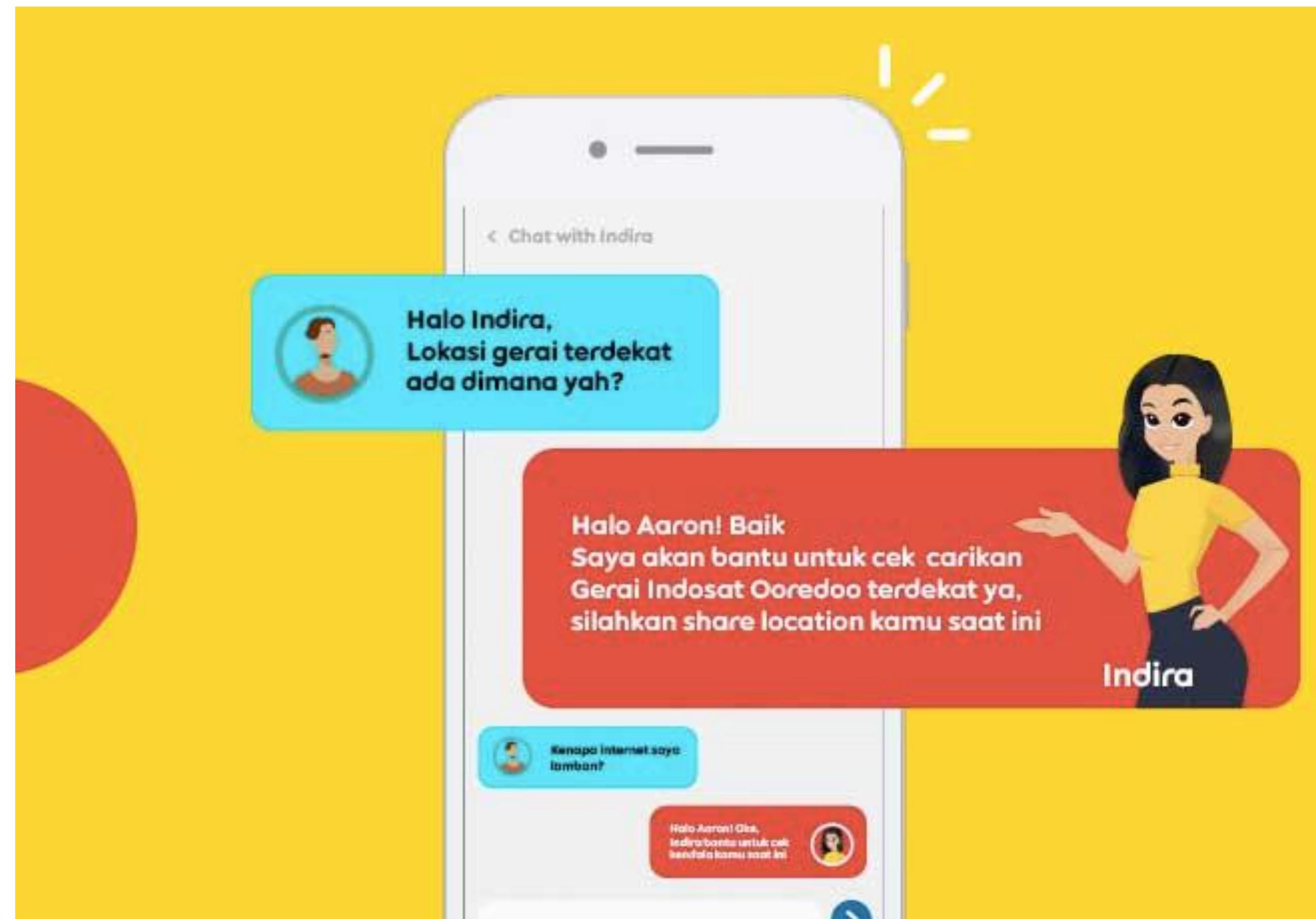
-> SMART Internal Team Collaboration



-> SMART Transactional In-App Chat



-> SMART Bot-Human Collaboration



Customer Success **Stories**

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Conversations enable better and secure team collaborations.

Use Case: Internal Enterprise Messenger for employee collaborations, with extension to additional functions like FOREX Chatbot, company-wide announcement/broadcasts etc.

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-> Success Story: J Trust Bank



Leveraging on Qiscus Multichannel Chat & Secure Enterprise Messenger has **removed internal miscommunications & distribute HR messages** efficiently.



Potential impact created:

- Reduced from **240 calls/day** to just **5-6 calls/day**
- **Saved 90-95% of man hours** in handing daily enquiries
- **Mitigate loss of revenue** due to miscommunication between front and back office
- **Increase collaborations** between front, middle and back offices



Let's have a conversation!

contact.us@qiscus.com



-> Singapore

1 Coleman Street, #10-06 The Adelphi,
Singapore 179803

-> Jakarta

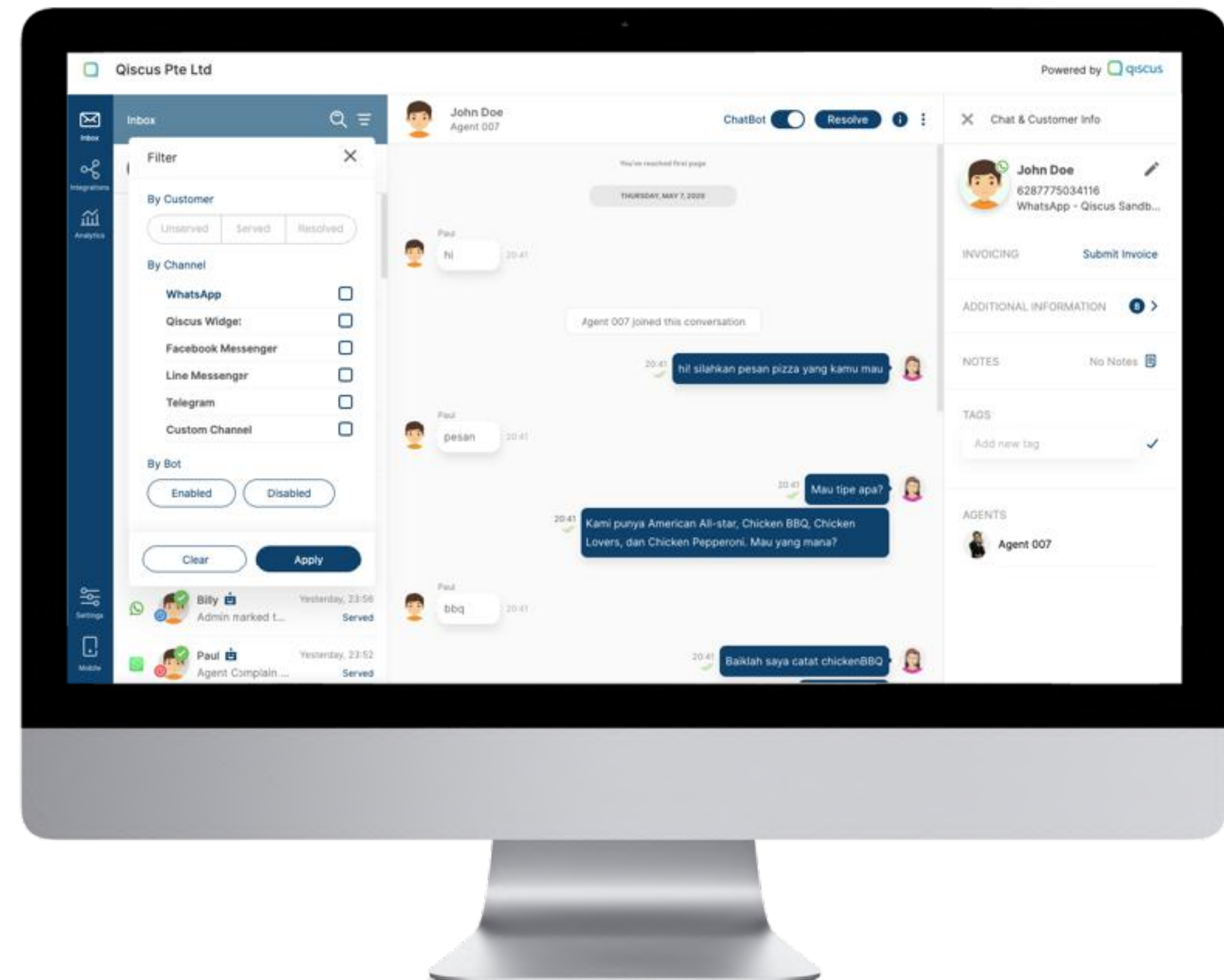
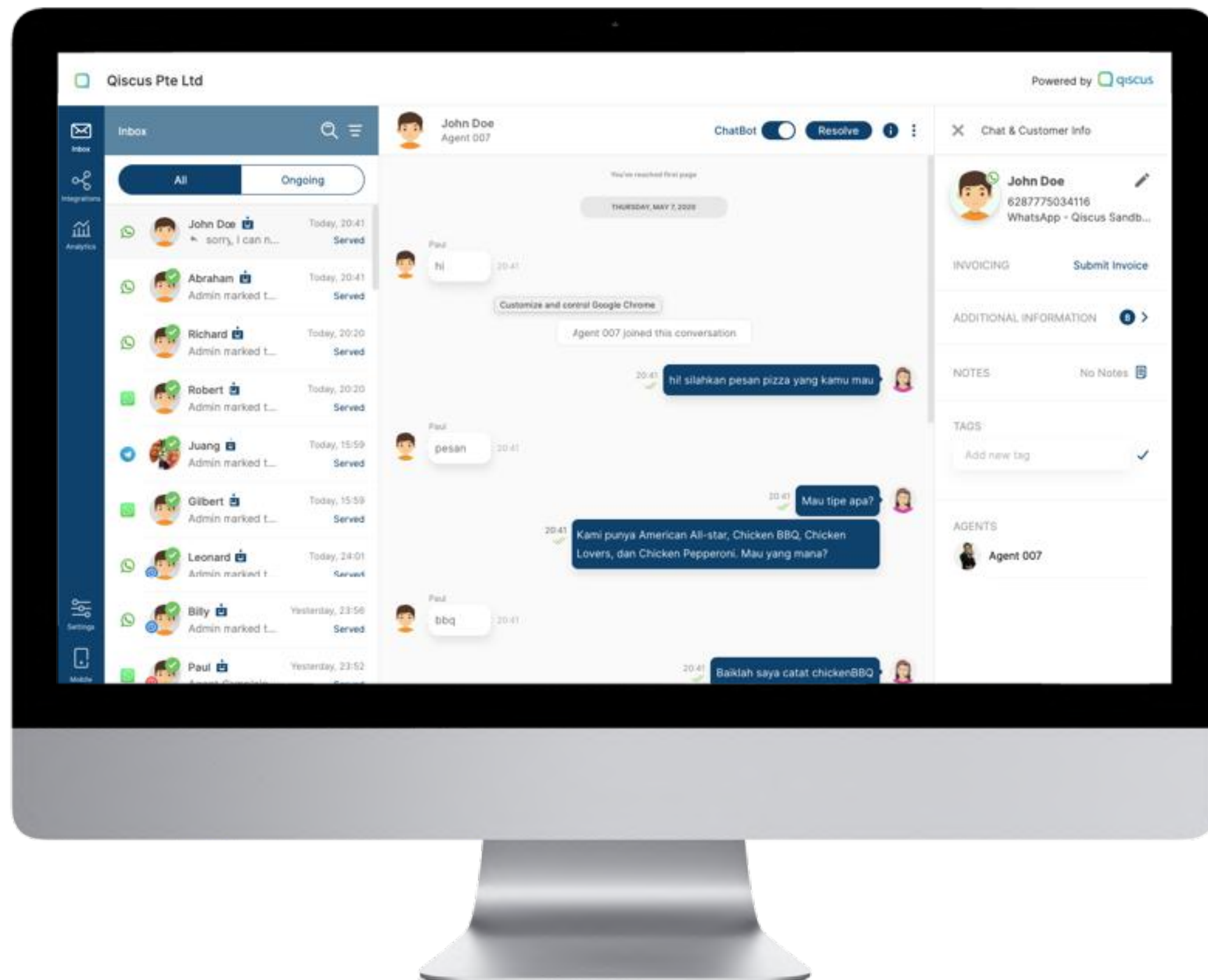
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floor, Jakarta 12920

Annex A:

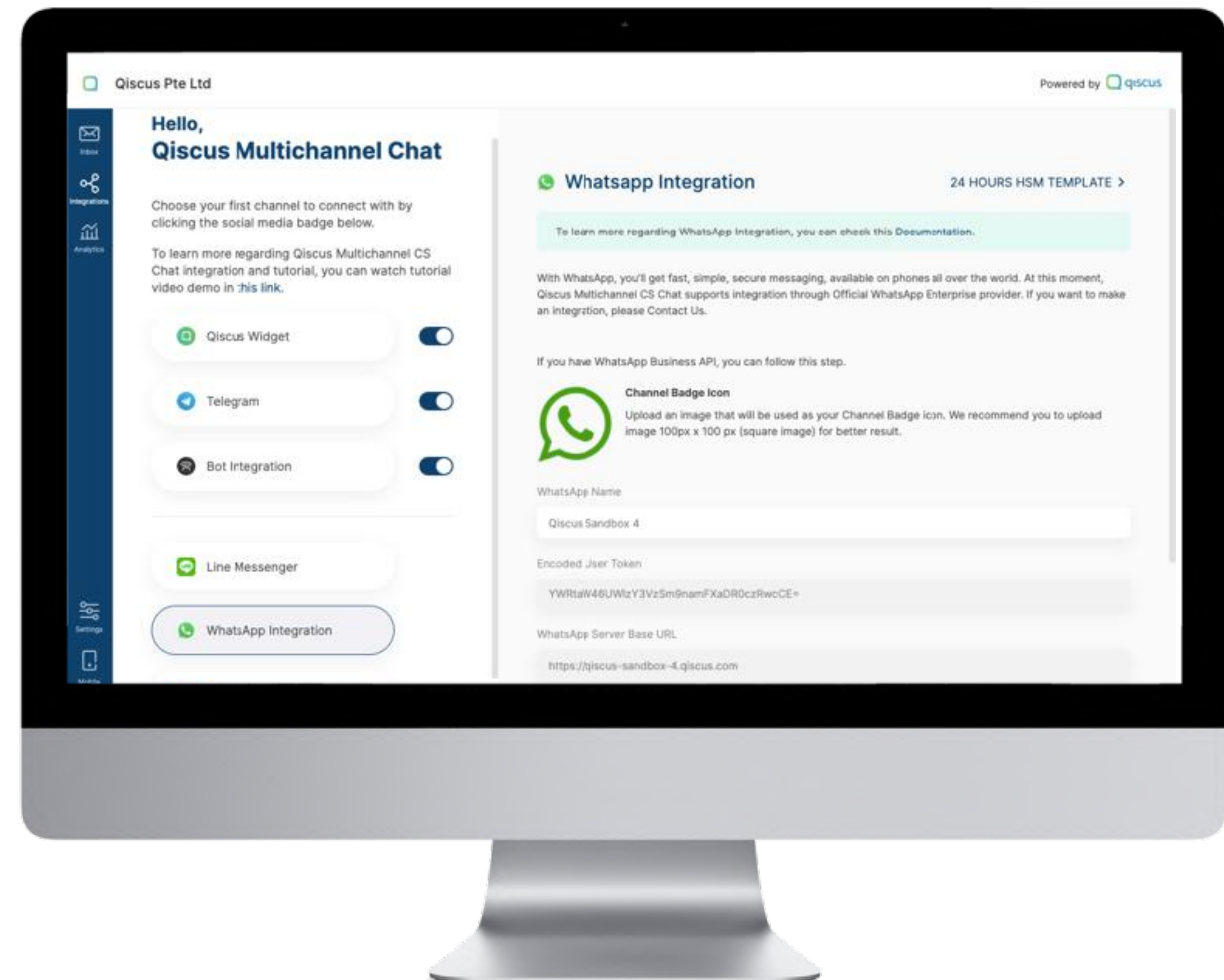
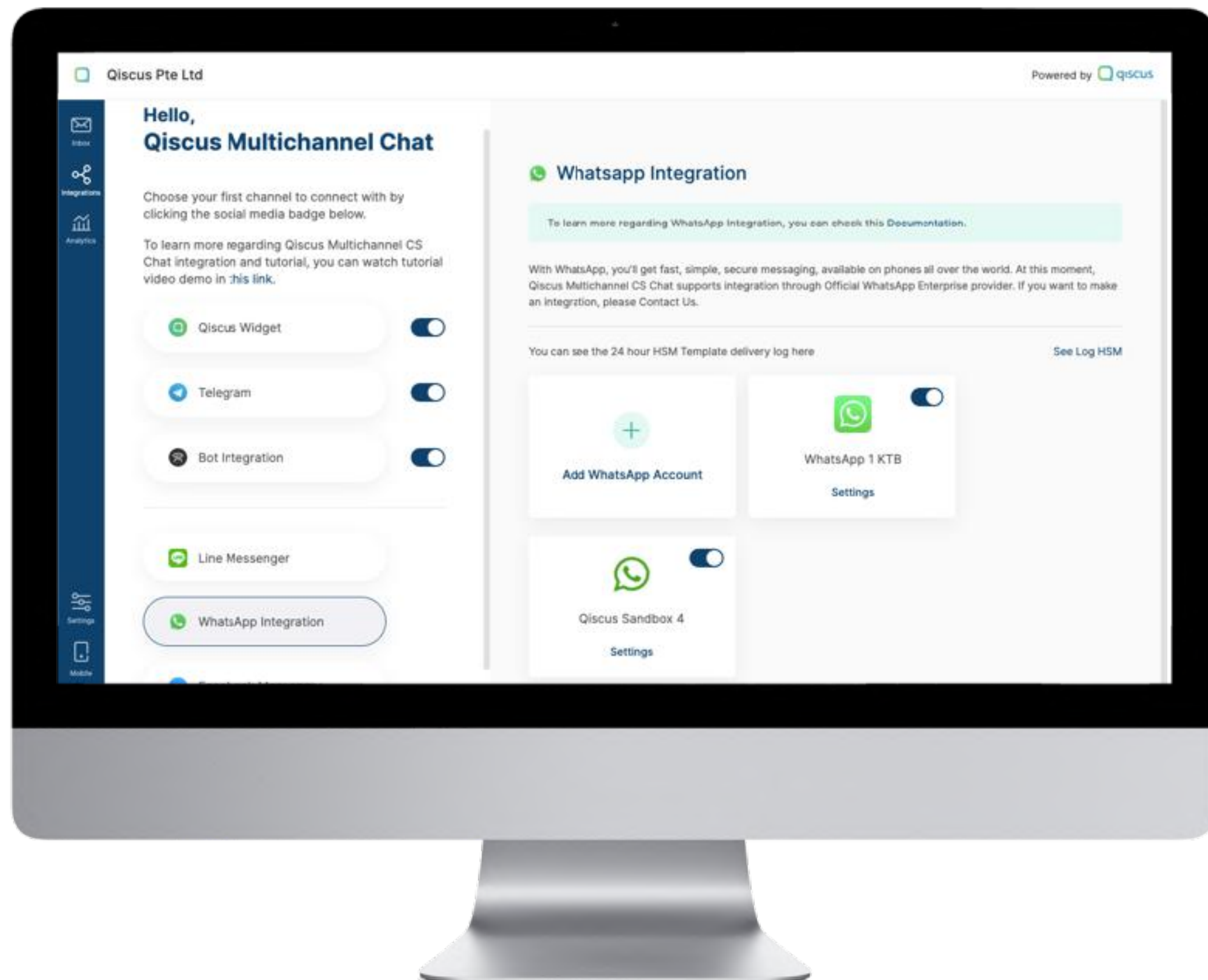
A Glimpse of Qiscus Multichannel Chat

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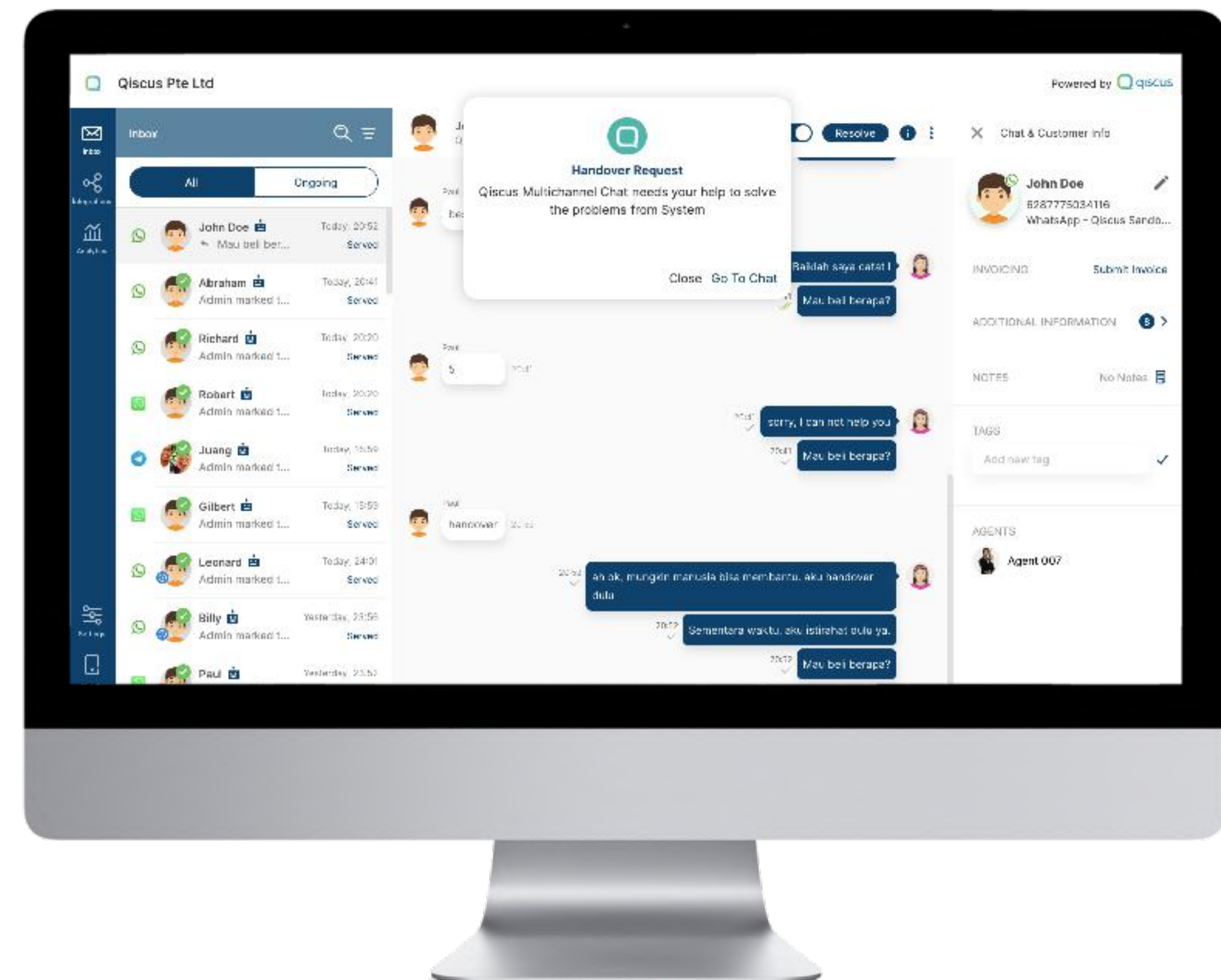
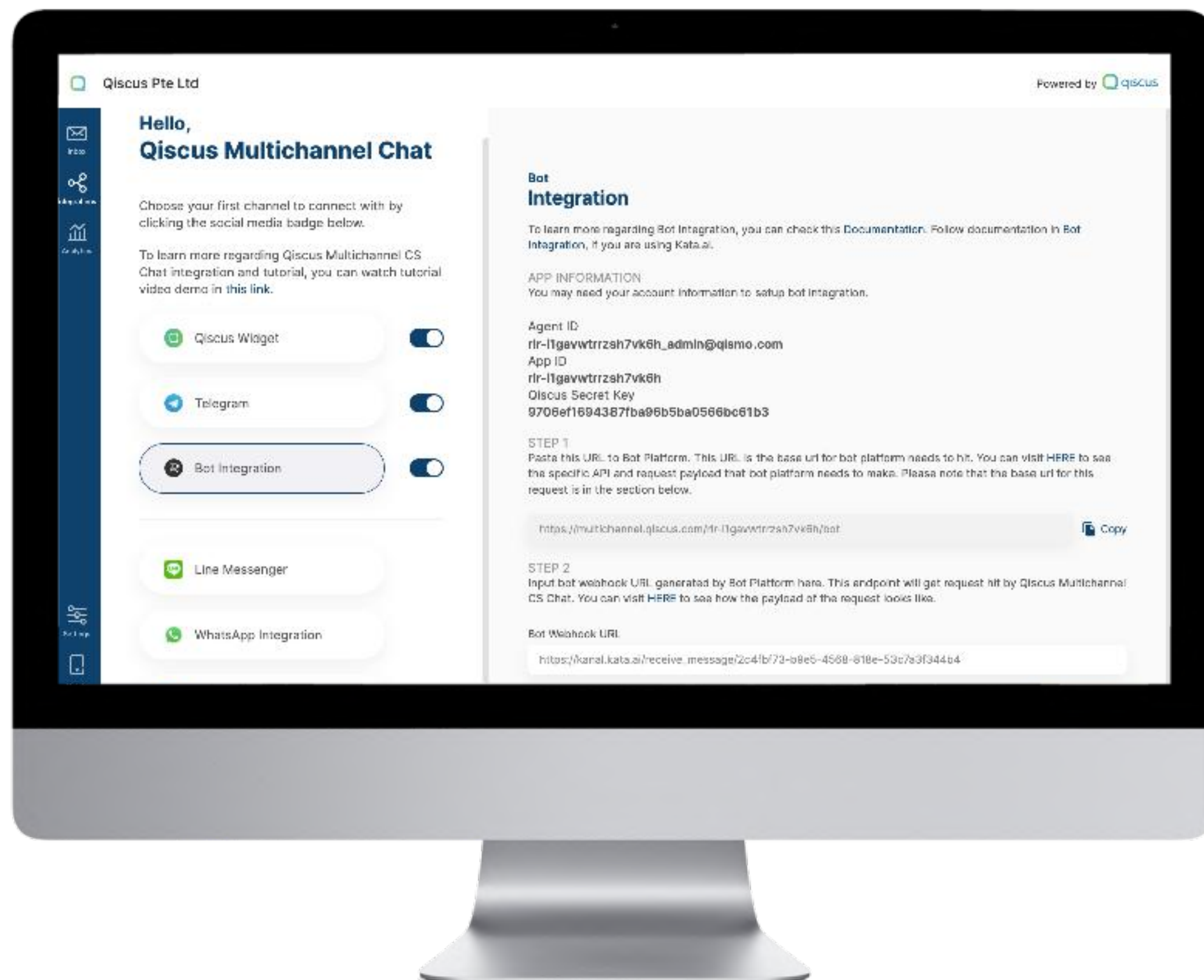
-> Centralise Messaging Dashboard



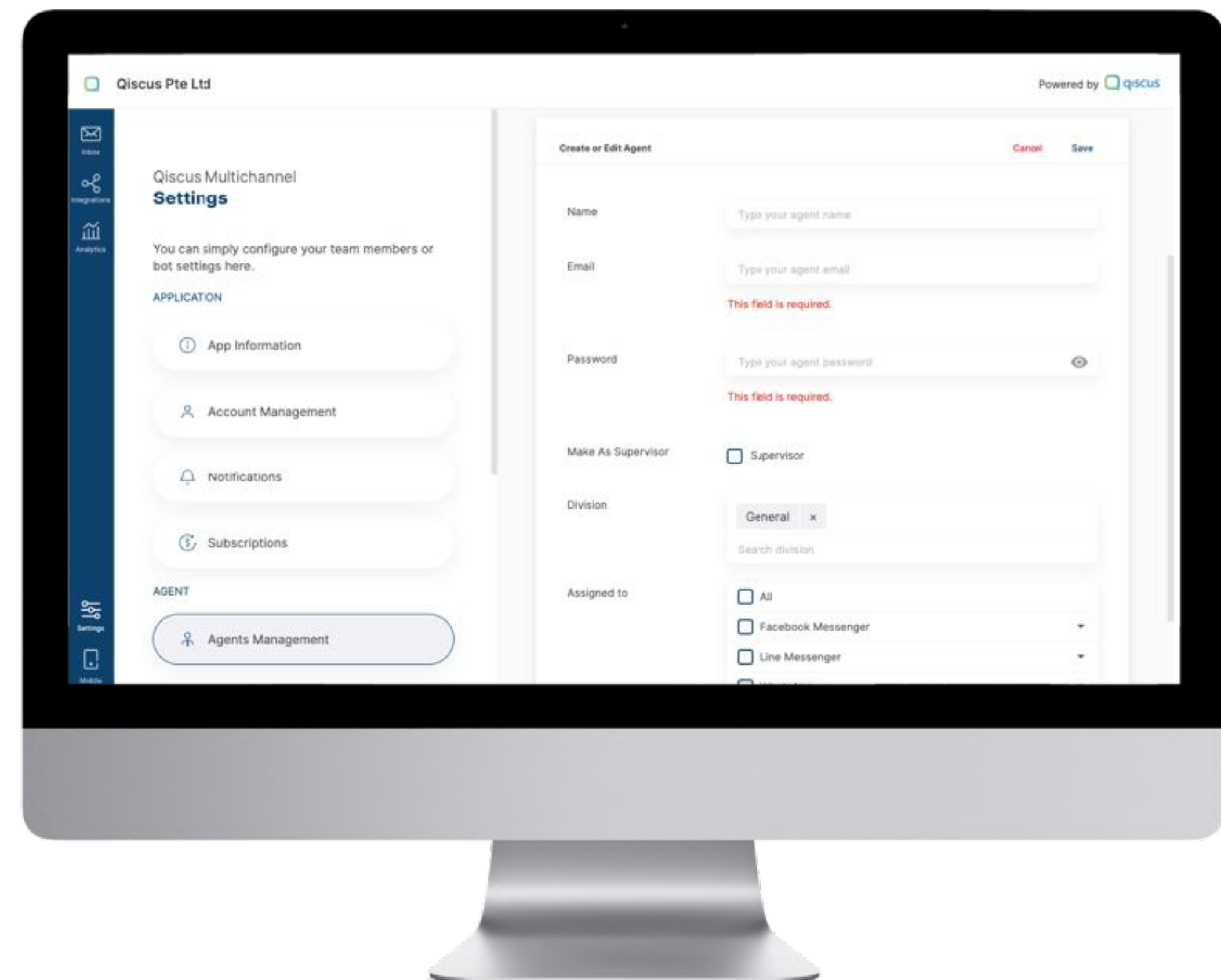
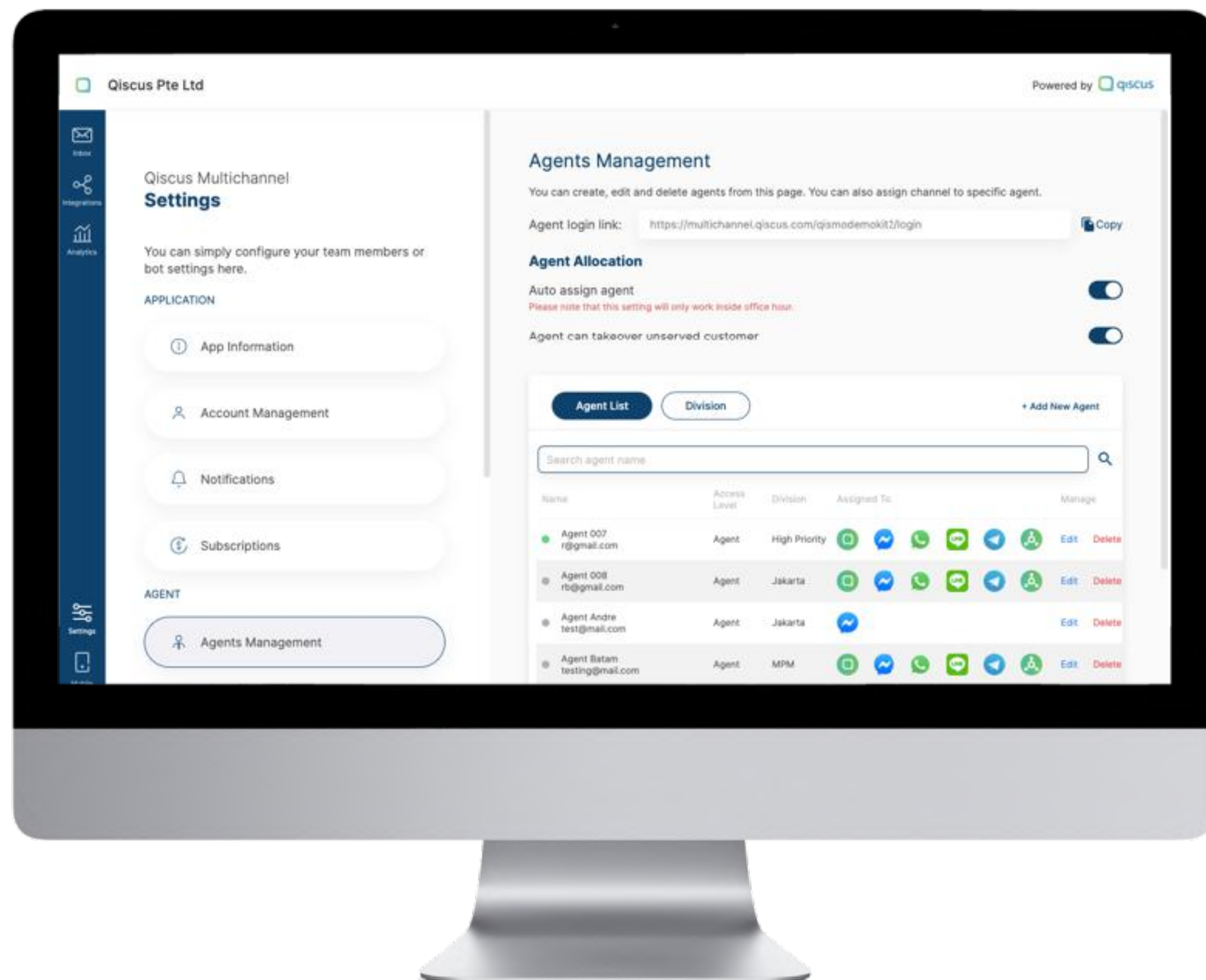
-> Channels Integration



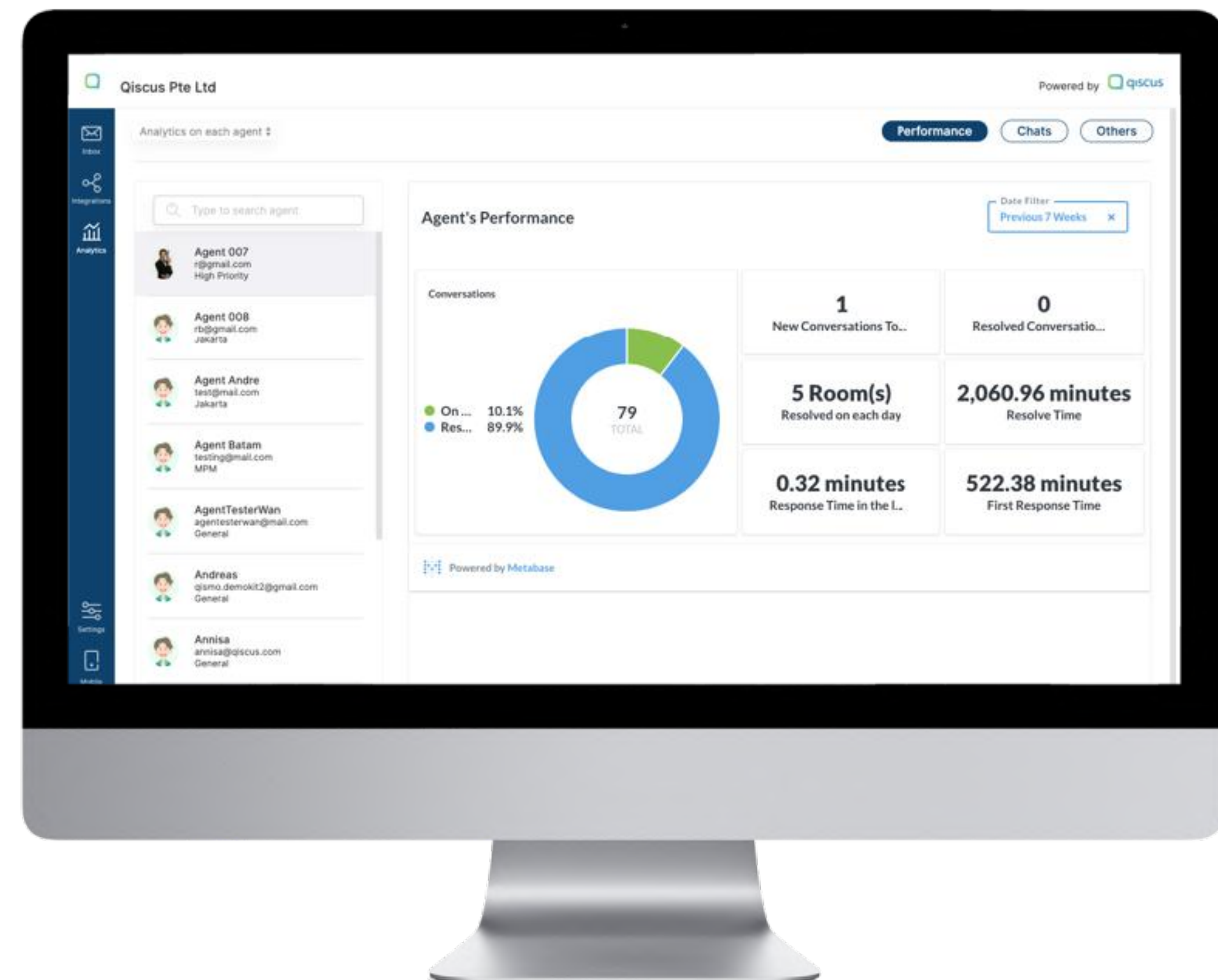
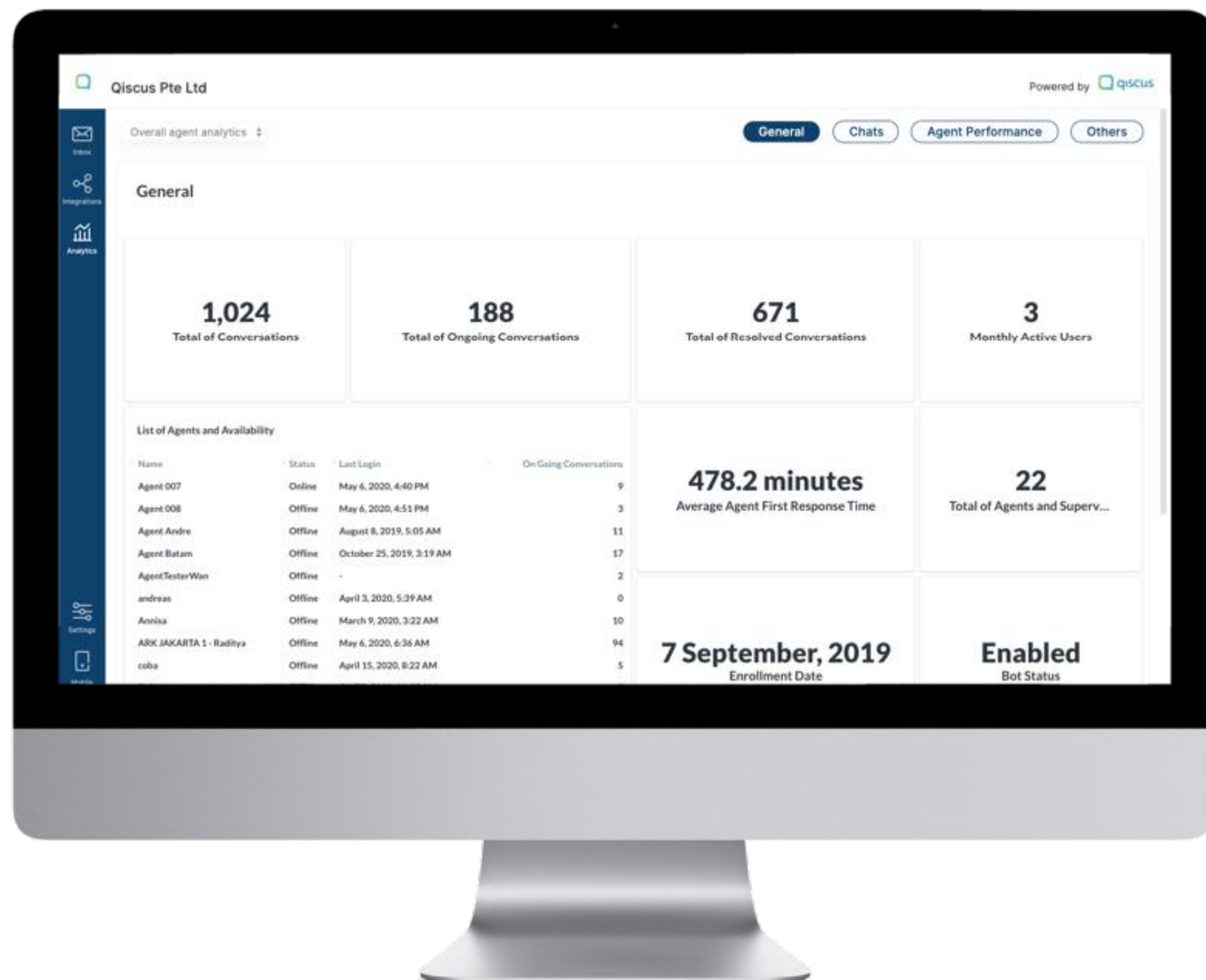
-> Bot-Human Collaboration



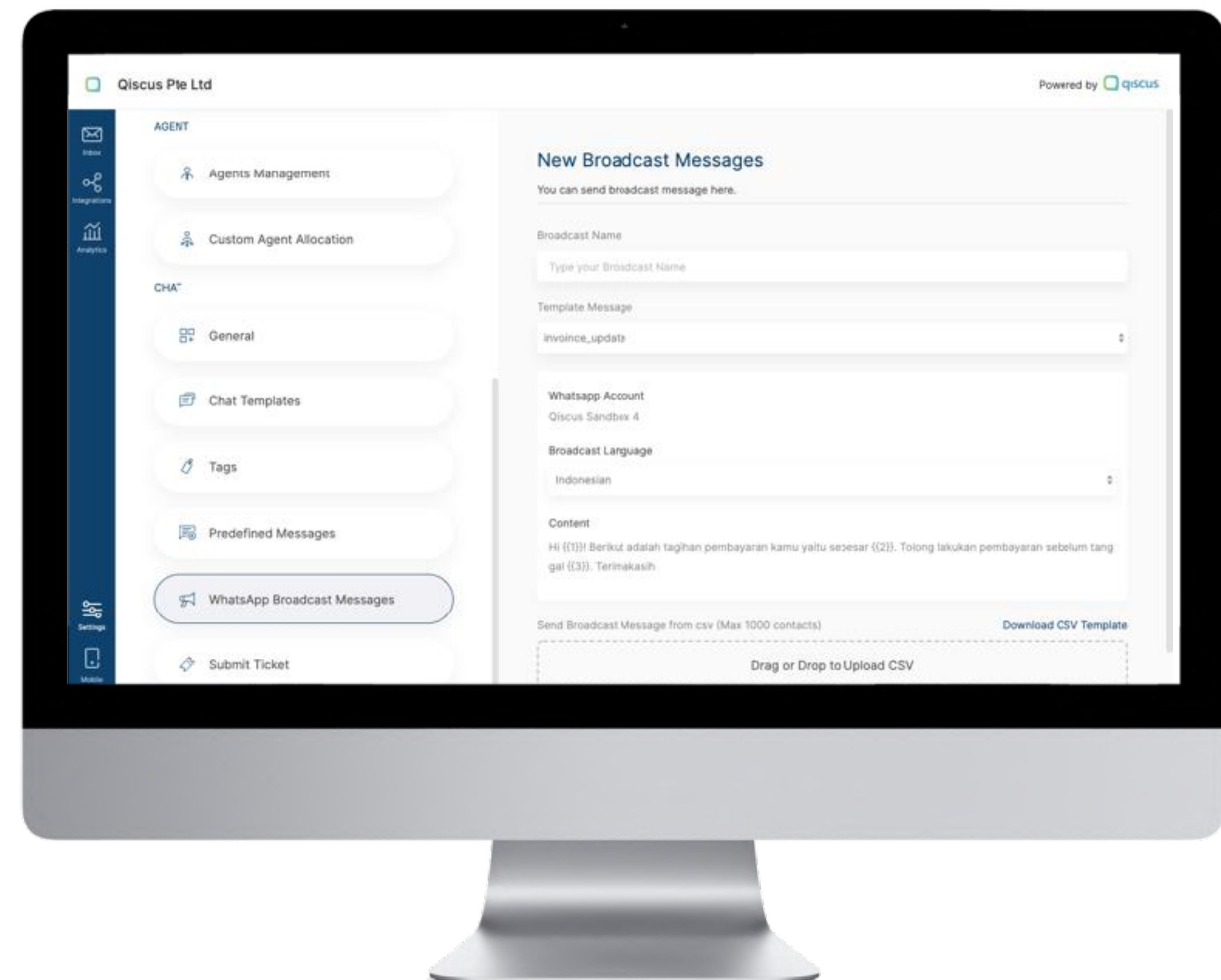
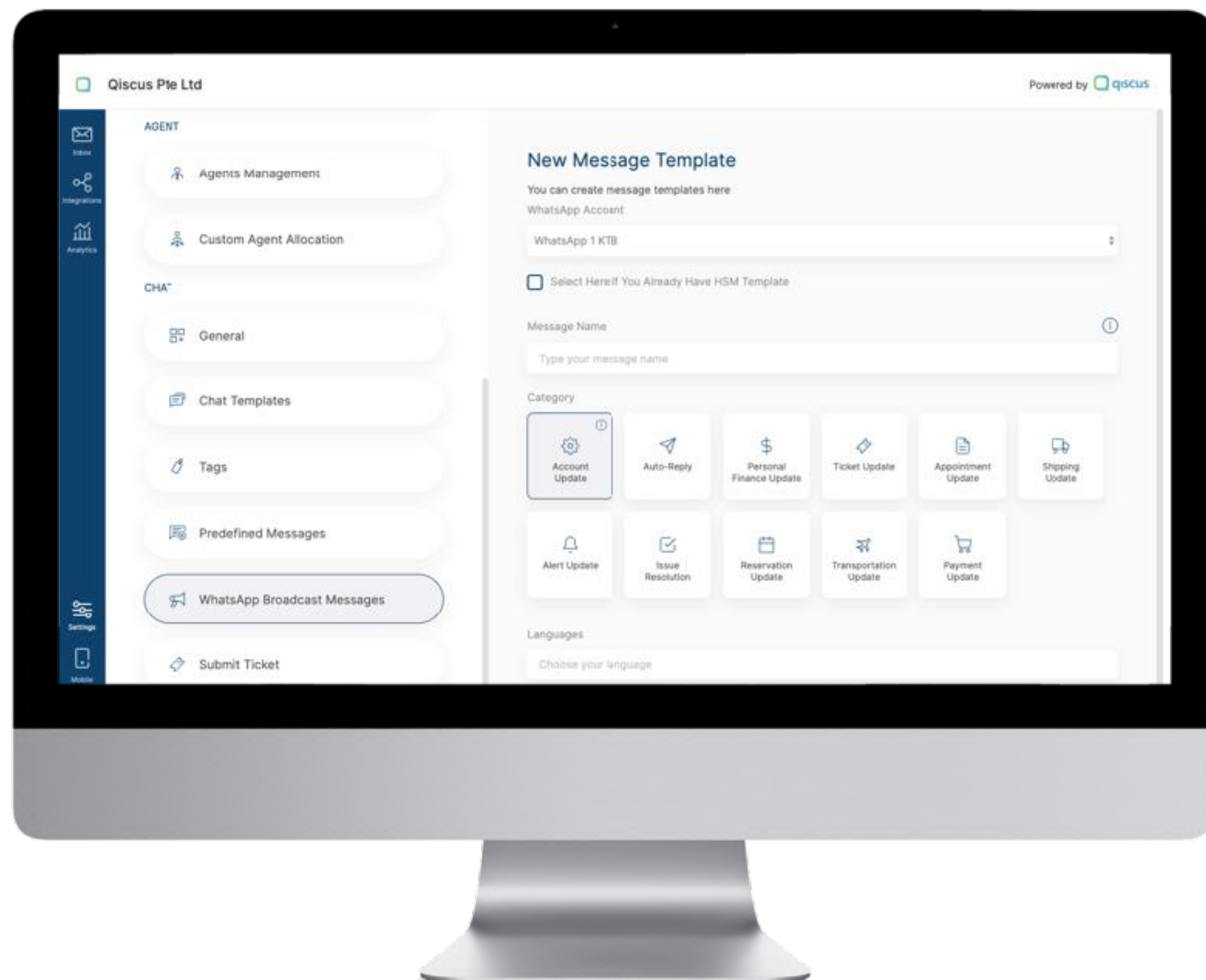
-> Agents Management



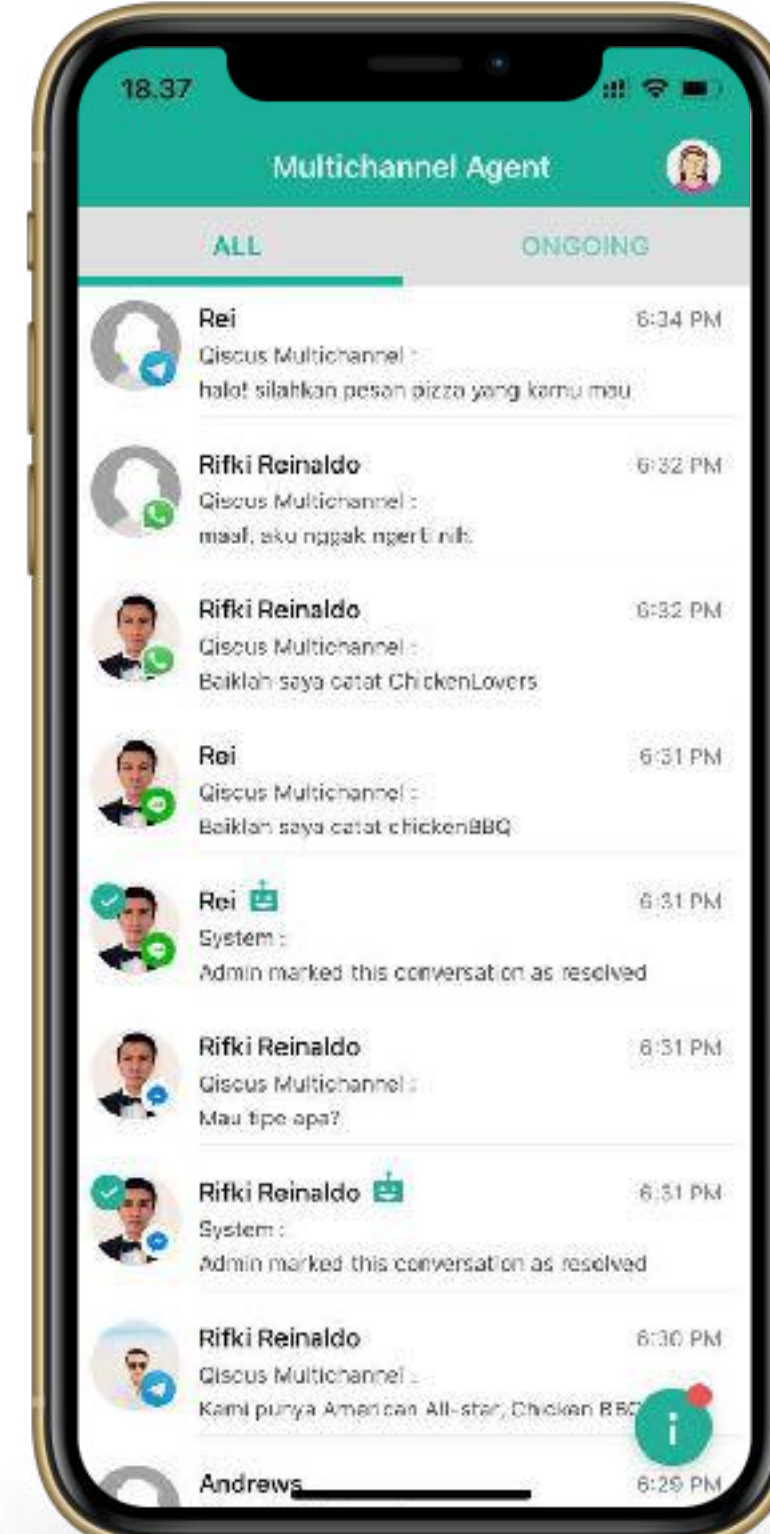
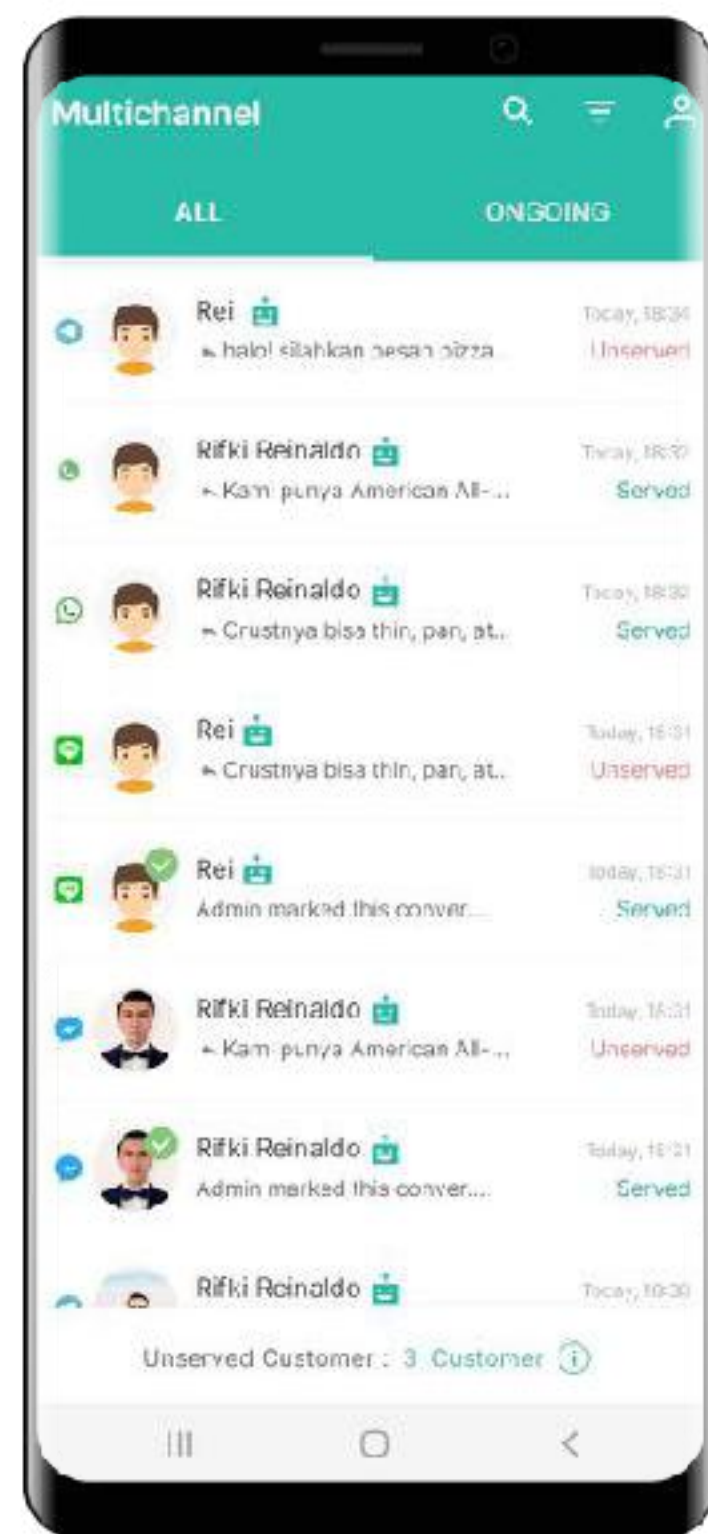
-> Built-in Analytics



-> WhatsApp Outbound Messaging



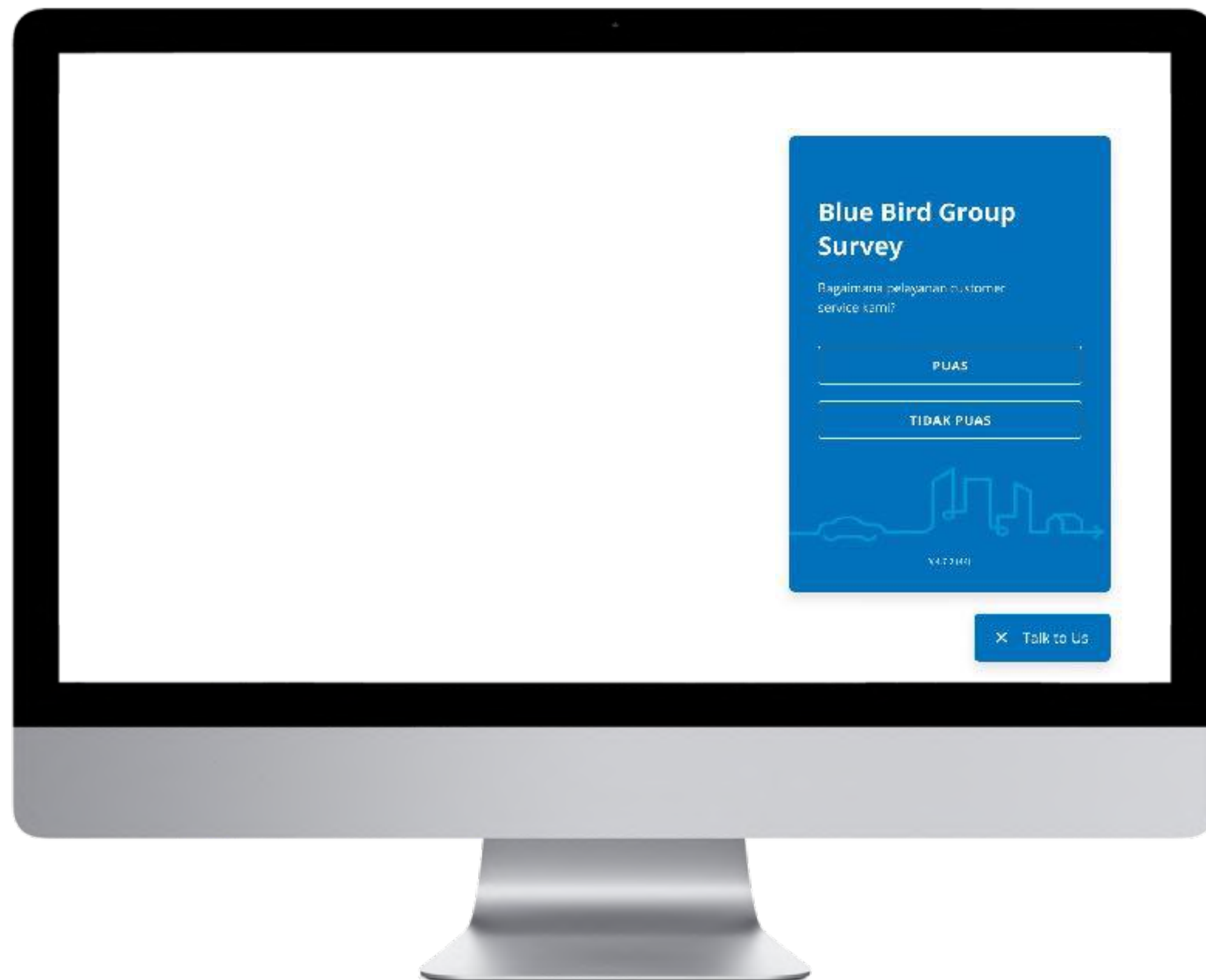
-> Multichannel Mobile Agent



-> Sample Add-on: Agent Routing Bot



-> Sample Add-on: Customer Satisfaction Survey



Annex B:

A Glimpse of Qiscus Meet SDK

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-> Qiscus Meet Applications

