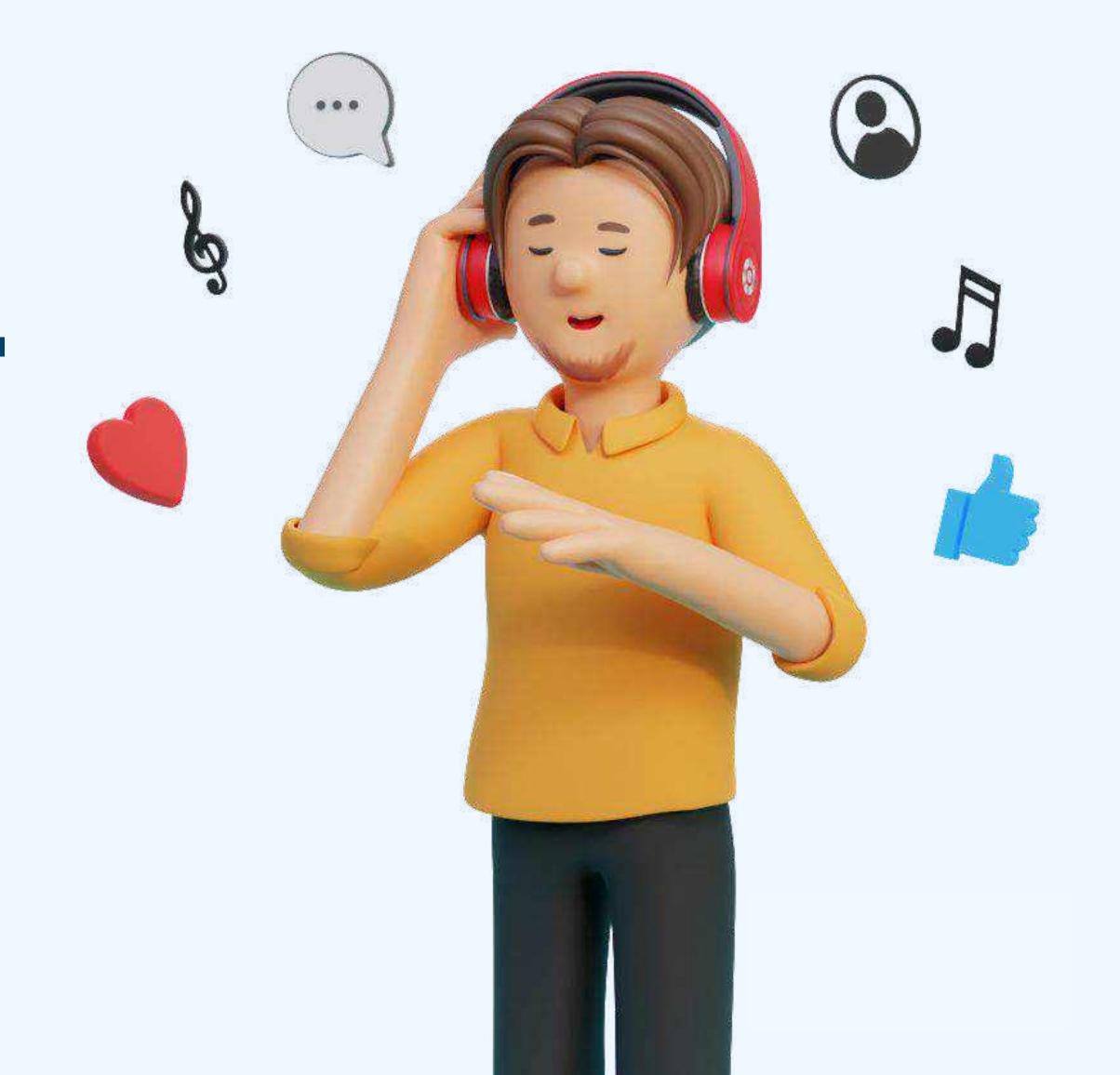
# Win Your Customers' Hearts.

Elevate your customers' experience and improve your business growth.



#EnablingConversations
#CustomerExperience

#### A Leading Omnichannel Customer Engagement Platform in South East Asia

For the past <u>7 years</u>, we've brought the power of conversations to:

23 industries

16 use-cases

17 countries

and touched the lives of **200+ millions** users with

**2+ billions** messages delivered











PARAGON























+ thousands more

**OUR PARTNERS** 







And over 15 other active partners.







## Bringing the power of conversations to more than 17 countries globally

For the past 7 years, we've empowered businesses from 23 industries to tackle 16 use-cases and touched the lives of over 200,000,000 users!









































## All Qiscus product are designed to help businesses across their

#### customer journey









## **Lead Generation**

**Eliminate lead leakages and slow responses** 

Welcome your customers on one unified platform and manage their profiles with CRM

## **Engagement and Conversion**

Improve transparency and coordination in the selling process

Respond to enquiries, introduce your products and segmentize customers with CRM and tagging

## **Support and Retention**

Retain customer happiness and loyalty

Provide efficient and structured support with Omnichannel Inbox, Chat Bot Integration, Customer Satisfaction Surveys and other solutions

## **Customer Marketing**

Earn more value from your existing customers

Market your products and promotions to existing customers with our vast array of solutions



## We create real value throughout the customer journey.



**PRE-SALES** 



"We have observed a

## decrease in Customer Acquisition Cost

with this transformation, and in using Qiscus Omnichannel Chat, we are able to easily coordinate between dealers and our sales agents."

Thomas Wijayanto Head of Technology, Honda Sales Operation **SALES** 



"With better shopping experience, Chocochips Boutique has almost 2x our sales conversion rate by centralising and optimising our operations on Qiscus."

Nicola Putri Sasmita Marketing Manager, Chocochips Boutique **POST-SALES** 



"We've been using Qiscus for a long time and so far, it has made our team's job easier in terms of handling customers.. we can answer questions from many channels via a centralised dashboard."

Yulia Anggriarini Head of CS, Manulife Asset Management Indonesia.



### Supercharging customer engagement as business scales.

<sup>2</sup> REACH

Reach your customers via the channels they love.











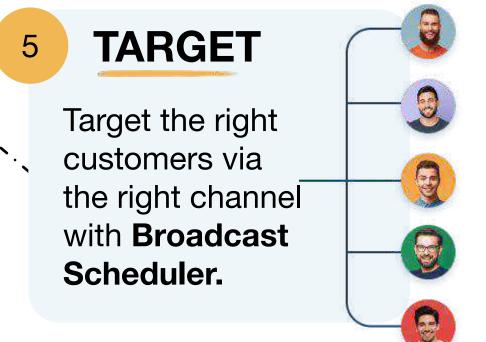




performance using

built-in **Analytics.** 









### Choosing the right partner in your growth journey matters.

## **Highly Extendable**

Our system is designed to ease integration with your existing systems/processes.

#### **Risk-free**

Since the past 10 years, our technology has been **proven to** handle large-scale customer engagement.

#### **Wide Experience**

Having experience in 16 use cases in 13 industries, we're highly experienced in transforming your customer experience on messaging channels (like WhatsApp and others).



#### **Trusted**

Rest assured about data security and privacy with our strict privacy policies and ISO 27001 certification.

#### **Strong Support**

You don't only have our ears, but also our hearts. You have our guarantee that we will meet our SLAs 100% and will be hand-holding you throughout your growth journey.

#### Save time

Our conversation-first design is simple and intuitive, with low learning curve for your team members to implement and adopt.

#### FOR ENTERPRISE PLANS ONLY

## Helping you achieve what matters to you via our unique Impact Review Methodology.





#### Pre-Impact Review

Review existing processes and/or share detailed best practice

Provide
Recommendations on success matrices.



#### <u>Change</u> <u>Management</u>

Understand your management's key success matrix.

Facilitating 'Change Management' through internal onboarding and training.

#### M2

### Optimising with Built-In Analytics

Assist supervisors to understand and optimize processes using built-in analytics.

Retraining of 'front-liners' where necessary.

#### M3

#### Impact Review 1

Review current implementation and determine further areas for optimization.

Understanding the impact on your management's success matrices.

#### M4

### **Execute Optimisation**

**Execute the**optimization needed /
feedback received
from Impact Review 1.

Upon execution, provide onboarding/training session where necessary.

#### M5

**Impact** 

**Review 2** 

Review current implementation and determine further areas for optimization.

Understanding the impact on your management's success matrices.



qıscus

## Let's have a conversation!