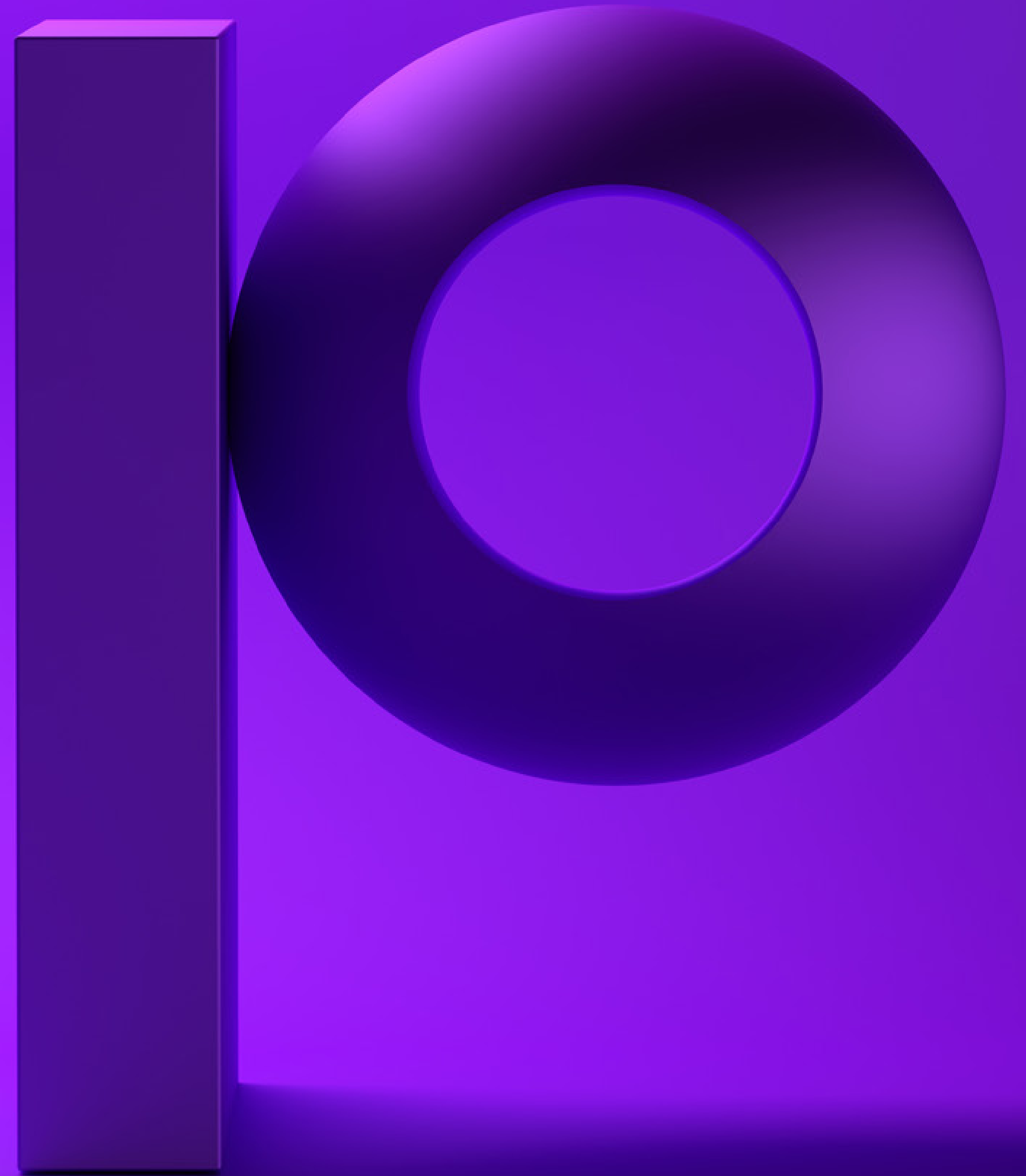


precisely



Chatbots

Intelligent self-service  
that's far from artificial



# EngageOne™ Communicate

Connect with your clients at their moment of need with EngageOne™ Communicate. Our chatbot technology improves your customers' experience by streamlining service and engagement in real time... any time.



# To succeed, you must

Address  
business challenges...



Costly call center  
interactions



Frustrating wait  
times that stress  
both customers  
and reps



Evolving consumer  
expectations  
that require new  
innovations



by delivering relevant and  
engaging interactions.



Reduce costs  
with intelligent  
self service that  
leverages data  
and location



Increase customer  
satisfaction  
by eliminating  
repetitive, time-  
consuming tasks



Achieve faster  
time-to-value with  
intuitive, real-time UX  
designed for ease of  
use for the business

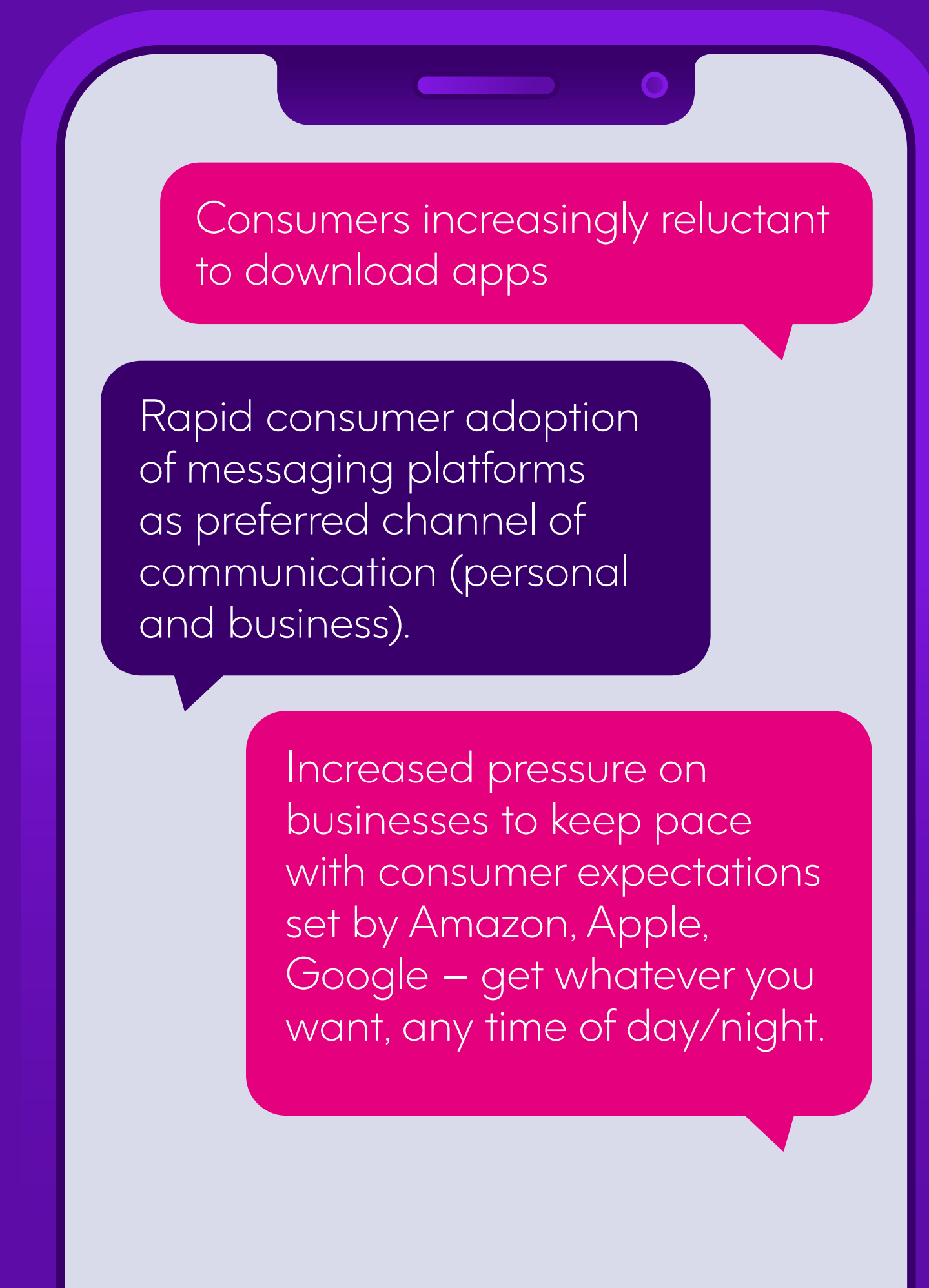
# Why chatbots?

2022 | \$8B

By **2022** 75-90% of queries are expected to be handled by chatbots, saving businesses an aggregate of over \$8 billion per year

\* Source: Juniper Research

Chatbots address consumer and business needs



1.4bn

Approximately 1.4 billion people use messaging apps and are willing to talk to chatbots

70%

70% of millennials have shared positive experiences using chatbots

74%

74% of users prefer chatbots while looking for answers to simple questions

#1

Reducing customer effort is the #1 factor in customer loyalty<sup>4</sup>.

Sources: 1: Business Insider; 2: Forbes; 3: PSFK; 4: Harvard Business Review;



# Why EngageOne™ Communicate?

At Precisely, we thrive on helping you connect with your customers when, where, and how they desire. Using personalized and data-driven insights, businesses are creating the-game changing experiences that customers demand, and with EngageOne™ Communicate you can too.





# EngageOne™ Communicate:

## A superior customer engagement solution

### Accelerate your time to market

Using chatbots through EngageOne™ Communicate gets businesses to market quickly with:

- Structured, data-driven conversations
- Templates editable by business users
- Analytics to understand consumer behavior

The chatbot only needs to be designed once. Once completed, publish to any supported channel, including websites and customer portals.

### A suite of powerful digital engagement solutions

Chatbots are just one of the integrated channels EngageOne™ Communicate provides. Enhance your customer communications strategy and augment your chatbot experiences using personalized and interactive video, email, SMS and PDFs for a true omnichannel solution.

### User-friendly interface for client and consumer

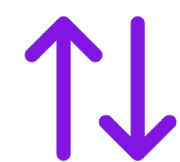
EngageOne™ Communicate is powerful and flexible enough for IT to quickly integrate with their systems. With its user-friendly, browser-based interface, EngageOne™ Communicate also enables business professionals to quickly and easily make changes to text, images and the conversational flow depending on the desired customer experience. This effectively eliminates the need to make a request through IT or a third party.

### A better experience for your customers

Easily escalate chatbot conversations for live agents to take control when needed. The Live Takeover feature gives EngageOne™ Communicate the ability to monitor conversations and provide proactive notifications for faster time to resolution.



# How EngageOne™ Communicate can benefit your business:



Reduced cost with  
intelligent self-service  
that leverages data  
and location



Increased customer  
satisfaction as businesses  
eliminate repetitive,  
time-consuming tasks



Contextual customer  
experience as businesses  
meet customers in the  
channel they use today



Faster time-to-value  
achieved, through  
intuitive, real-time UX  
for business users

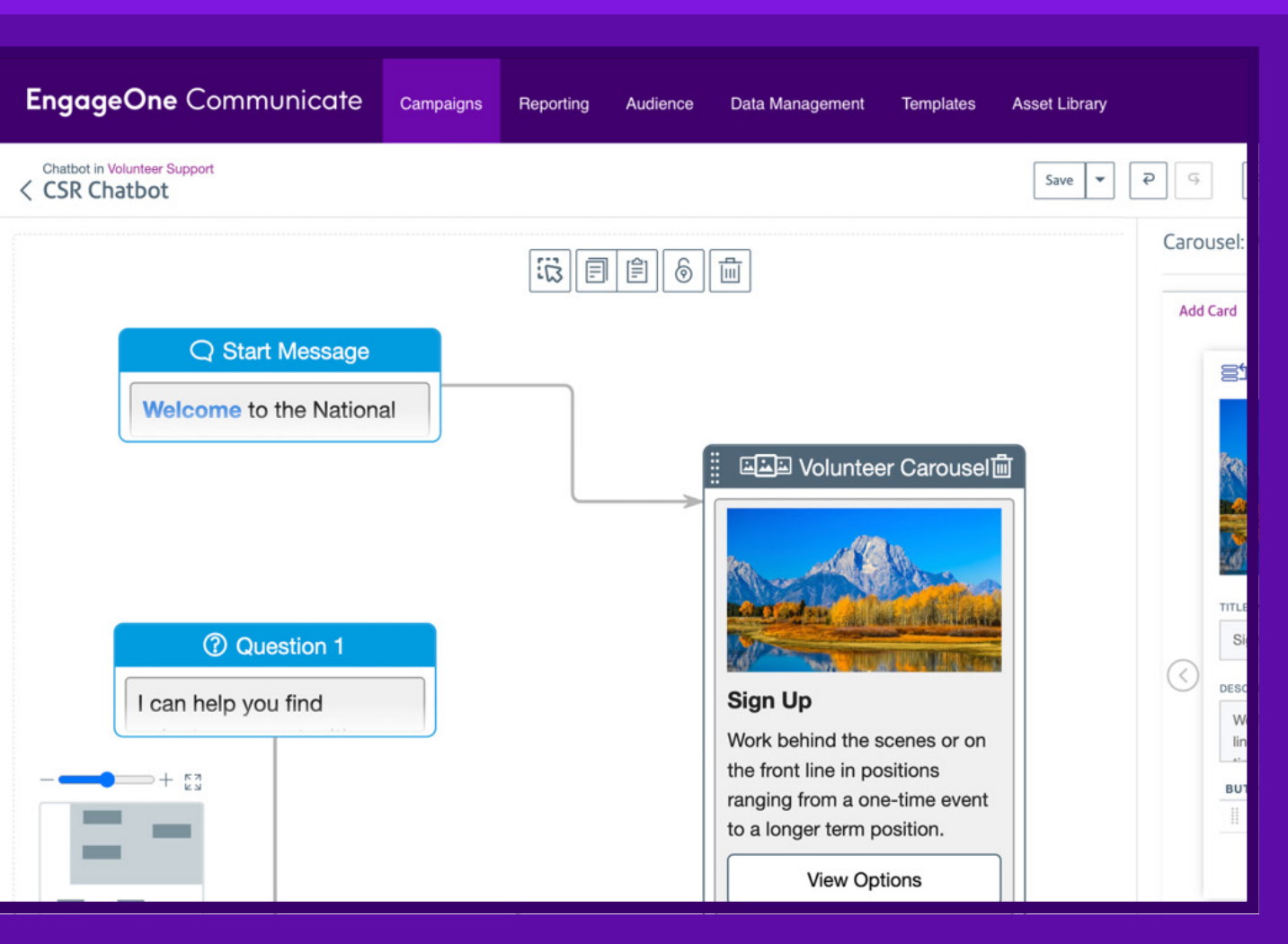


Part of a suite of  
customer engagement  
solutions proven to  
boost results

# Here's how Chatbots from EngageOne™ Communicate work

## 01. Design

Design your conversation using the simple, browser-based designer.



## 02. Test

Test it out prior to deployment using our live preview functionality.



## 03. Publish

Simply publish your conversation to your website or any other supported channel.



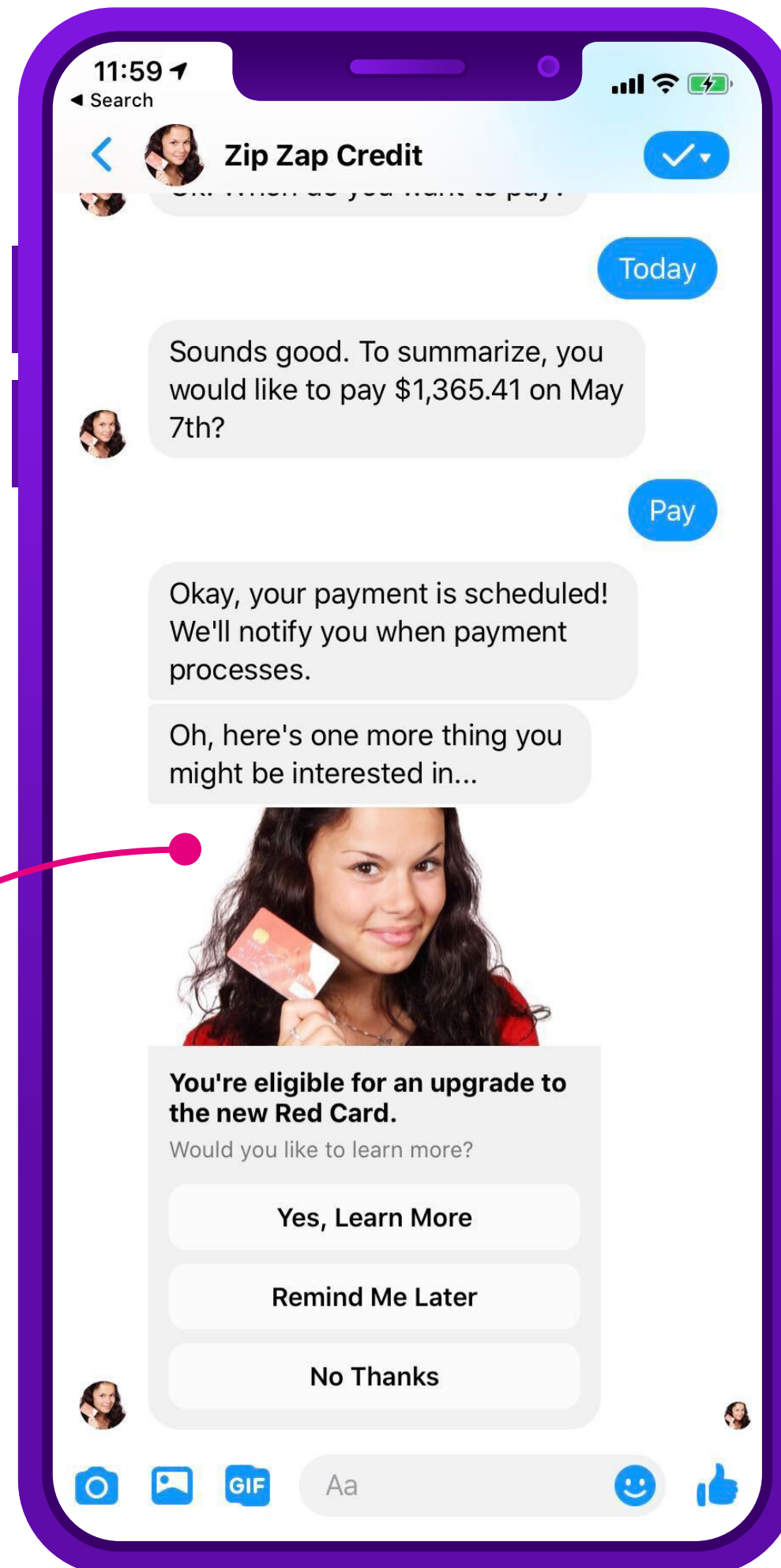


# Use cases: Two examples

## Financial

- Automate customer service – Bill explainers, account transfers, check balances.
- Robo-advisor suggests practical changes to improve your credit score/financial future.
- Automate bill payment.

Rich imagery creates a more personal and appealing engagement for the customer.

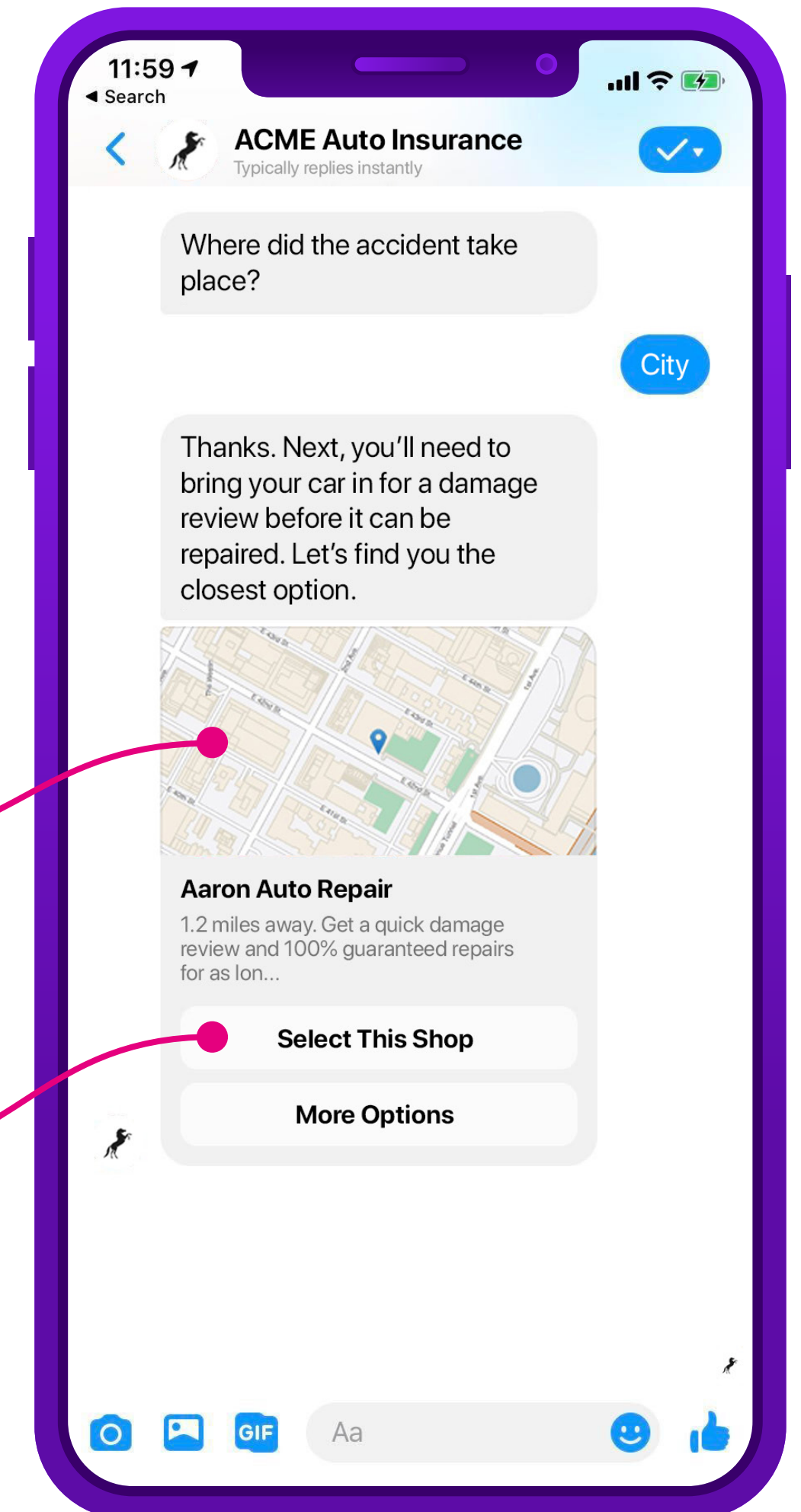


## Insurance

- Get initial or full quotes for home, auto, and/or boat insurance.
- File claim or check status of previously filed claims.
- Get answers to basic policy and billing questions.

Enhance the experience utilizing Location APIs by directing customers to their nearest approved auto repair shop.

Buttons and quick replies streamline engagement from the client's perspective, enabling them to select their desired engagement quickly.



# More use cases

## Retail

- Check order status, answer FAQs, get deals
- Shopping assistant: Product recommendations, product comparisons, find items in-store
- Post-sales tasks: Additional products/ services, product reviews

## Telco

- Automate customer service: Bill explainers, account inquiries, appointments, disruptions
- Automated upsell or cross- promotion: Eligibility for device or plan upgrades
- Technical support with interactive, step-by-step guides

## Utilities

- Automate customer service: Bill explainers, onboarding, appointment scheduling
- Acquire multi-product customers: Transpromo, step-by-step tutorials, interactive guides
- Deliver critical information: Keep customers safe and strengthen your relationship

## Government

- Automate customer service: Benefits explainer, status of a tax refund, paying tax bills
- Increase citizen engagement: Feedback, address health concerns (e.g., quit smoking)

## Healthcare

- Automatically refill prescriptions and get information about the prescribed medications
- Reduce patient readmission with reminders/instructions to help them stay healthy
- Reduce paperwork: Keep patient records up to date through power of conversation





# Achieve faster success with EngageOne™ Communicate:

- Chatbot stood up within 5 days
- 50% of inquiries resolved by chatbot
- 50% reduction in calls for reps to respond to

- EngageOne™ Communicate chatbots customer

# Summary

There is only one EngageOne™ Communicate. You will find it at Precisely.

- Only Precisely offers complete end-to-end customer engagement solutions with EngageOne™ Communicate.
- Quick, affordable, low-risk chatbot solution.
- Targeted towards business users who are looking to engage their customers at their moments of need.... in real time... anytime.
- Guided conversations driven by proven data, business logic and the unique needs of your customers.

[Visit Website](#)







## About Precisely

Precisely is the global leader in data integrity, providing accuracy, consistency, and context in data for 12,000 customers in more than 100 countries, including 99 of the Fortune 100. Precisely's data integration, data quality, data governance, location intelligence, and data enrichment products power better business decisions to create better outcomes. Learn more at [precisely.com](https://www.precisely.com).

[www.precisely.com](https://www.precisely.com)

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