

# Redefining Customer Experiences with Conversational AI

## A Leader in Conversational AI

Understand what your customers mean—not just what they say. [24]7.ai is consistently ranked a leading conversational AI vendor by independent research firms, thanks to our leadership in contact center operations, deep libraries of domain-specific intents and quickstart bots for verticals.

We make it easier for customers to reach you in their preferred channels, and power some of the most advanced messaging experiences on the market.

Our solutions integrate with all major enterprise systems, so you can leverage the investments you already have, and deliver personalized, predictive experiences faster.

### Measurable Outcomes\*

Voice automation:  
\$80-150M annual savings

Self-service containment:  
\$10M annual savings

Repeat call reduction:  
-30%, reducing service

costs by 20% NPS:  
+10-point increase

\*Actual client results, based on volume

## About [24]7.ai™

[24]7.ai is transforming the digital customer experience (CX), driving customer loyalty and revenue for the world's leading brands. We combine deep vertical expertise, human insight, and years of contact center experience to make every interaction more satisfying—and cost efficient. Take conversational AI to the next level, predict consumer intent with precision, and keep customers coming back. Whether you choose our cloud platform, agent services, or a managed service for your organization, [24]7.ai is the partner you can trust to redefine your customer engagement strategy and deliver consistent, easy, personalized conversations across channels and time.

### Driven by intent

As the only platform that combines behavioral, transactional, and historical data to anticipate intent, [24]7.ai understands what your customers mean—not just what they say. Better intent prediction means better service, saving time and money.

### Best of both worlds

[24]7.ai blends human insight and experience with machine learning and efficiency to take customer experience to new levels. Our holistic approach plays to both strengths, with bots supporting agents and agents training bots, maximizing agent productivity and satisfaction, in turn, boosting CSAT.

### Customers and Industries

We serve over 250 enterprise clients spanning 12 key verticals: Banking, Education, Financial Services, Government, Healthcare, Insurance, Retail, Services, Technology, Telecommunications and Cable, Travel and Hospitality, and Utilities.

### Offices

[24]7.ai is headquartered in San Jose, California, with offices, R&D centers, and contact centers around the world.

### Capabilities

**1.3B**  
self-service  
interactions/year

**200M+**  
Virtual agent  
inquiries/year

**150+**  
patents  
and patent  
applications

**10K+**  
global  
employees

## Management Team

PV Kannan  
Co-founder and  
Chief Executive Officer

Shanmugam Nagarajan  
Co-founder and Chief People  
Officer

Rohan Ganeson  
Chief Operating Officer

Animesh Jain  
Chief Delivery Officer, India  
and Americas

Monti Becker Kelly  
Chief Sales Officer

Rienzi Ramirez  
Chief Delivery Officer,  
Philippines

Dan Reed  
Chief Customer Evangelist

Leonard Stephens  
Chief Human Resources  
Officer

Larry Vertin  
Chief Financial Officer

## Engagement Cloud Solutions

Empowering you to create, deploy, and manage intelligent customer experience

### Platform

#### [24]7.ai Engagement Cloud™

A scalable suite of products and our AIVA AI engine to enable AI-enhanced conversations with your clients across multiple digital and voice platforms. Our open platform predicts intent and provides resolutions consistently across any channel. From simple FAQ searches to complex interactions involving business processes, [24]7.ai Engagement Cloud can handle it all, wherever your customers are reaching you.

#### Platform Services

The heart of our system, the Engagement Platform makes it simple to deploy [24]7.ai systems and services quickly, with a common interface and easy to use tools. Engagement Platform tools include popular messaging platforms, webchat widgets, reporting, multilingual support, security, self-help tools to manage [24]7.ai services, and so much more.

#### [24]7 Answers™

With advanced algorithms, Answers organizes frequently asked questions, policies, product information, and more into an interactive customer experience, complete with tools to manage your FAQ knowledge base and escalate issues to human agents.

#### [24]7 Conversations™

Meet your new CX superstar. Our industry-leading AI-powered virtual agent lets customers engage naturally, and help themselves more efficiently, on their time. Enable continually better experiences on digital and voice (IVR) channels with our build once, deploy anywhere, self-learning model that reduces costs and boosts first contact resolution.

#### [24]7 Assist™

Assist offers a powerful toolset blending Human and Artificial Intelligence empowering agents to drive more productive and contextually relevant customer conversations. Assist provides an intuitive and unified workspace enabling agents to support all messaging and digital channels from a single location. Assist provides a 360 degree customer view by allowing brands to integrate CRM data and various enterprise applications.

#### [24]7 Active Share™

Let your agents interact with callers using this “digital canvas” to push rich, interactive content right to their screen, making it easy to fill forms, view options, and make payments. Boost sales, reduce AHT, and improve compliance.

#### [24]7 Voices™

Voices reinvents the traditional IVR experience for the digital age. Powered by conversational AI technologies, it supports natural, intent-based interactions – delighting customers and increasing Automation. Voices augments the basic IVR with interactive visual content, contextual IVR journeys, and fraud prevention technologies to deliver an exceptional CX.

#### [24]7 Conversation Insights

[24]7 Conversation Insights is an analytics platform that provides AI-driven insights from omnichannel customer conversations. It uniquely aggregates and analyzes both voice and digital conversation data. This comprehensive, cross-channel visibility enables you to derive actionable insights that reduce operational costs, boost agent performance and enterprise revenues, and elevate service quality and the customer experience.

#### [24]7 Target™

Design and deliver smarter, better-targeted ad content in real time. Drive 400% better engagement and 75% conversion lift by getting it right—right message, right consumer, right channel, right time.

#### [24]7 Professional Services™

Keep your [24]7 solutions performing at optimal efficiency. We'll help you operationalize your technology, analyze customer journeys, improve efficiencies, and continually increase CSAT and NPS.

#### [24]7 Agent Services™

Outsource or extend your customer service contact center to our industry-leading digital and voice agents. We align agents to your brand and guarantee to outperform your best site by 10% or more.

## Contact us

[www.247.ai](http://www.247.ai)

[info@247.ai](mailto:info@247.ai)

United States +1-855-692-9247

Canada +1-866-273-1195

United Kingdom +44 0 207 836 9203

Australia +61 2 90025780

## About [24]7.ai

[24]7.ai is redefining how artificial intelligence, human insight, and deep vertical expertise can produce personalized, satisfying customer experiences across all channels. Our advanced conversational AI platform predicts consumer intent and creates frictionless interactions that help the world's largest and most recognizable brands to strengthen customer relationships and increase brand loyalty. With more than two decades of contact center operations expertise, [24]7.ai empowers companies to deliver natural, consistent conversations that increase customer satisfaction while lowering costs.

For more information visit: [www.247.ai](http://www.247.ai)