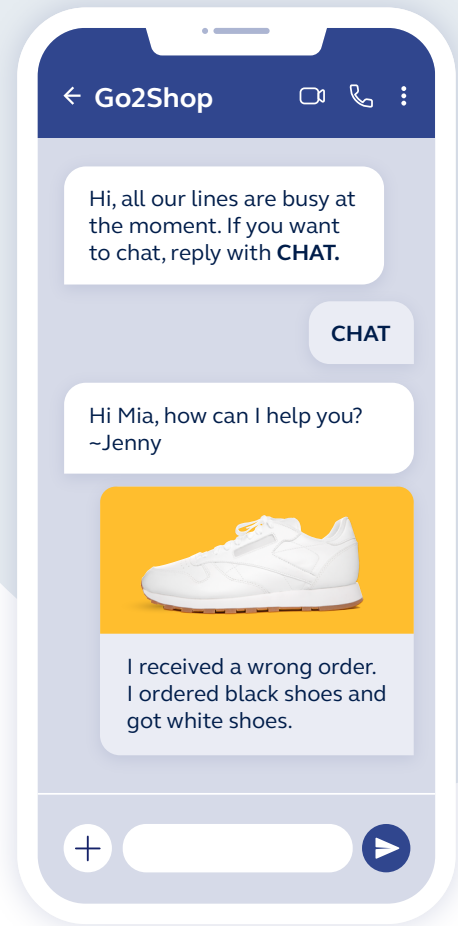# infobip

Turn Your Contact Center into a Customer Experience Center

A digital-first cloud contact center solution for personalized omnichannel interactions through a single interface that increases customer satisfaction and agent productivity. Provide personalized omnichannel support with **Infobip's Conversations** on **Azure**.

Cross-channel support. Single agent interface.

Omnichannel communication

Efficiently manage cross channel communication through a single interface.

Engage with your customers on their channel of choice.

Personalize communication

Deliver a seamless customer experience through contextual communication.

Access rich customer data and conversations history.

Be available, always

Solve simple customer requests with 24/7 chatbot support and decrease dropped calls.

Meet customer expectations and be available, always. Enable remote work and optimize efficiency.

IMPROVE TEAM PRODUCTIVITY AND CUSTOMER SATISFACTION

- Keep context for every customer: Make the move between channels seamless for customers while maintaining full conversation history, customer records, and sentiments.

HEAR WHAT OUR CUSTOMERS HAVE TO SAY

Improved customer journeys

"Throughout the implementation process, Infobip's team was very proactive and were available whenever we had any questions. Such care in customer service is something that stands out".

Paula Costa, Marketing and Partnership, UNICEF

19% growth in NPS and a 10x cost reduction

"Infobip helped us increase our NPS score by 19% and reduced the costs associated with our contact center by 10-fold."

Ilya Schirov, Senior Vice President, Raiffeisen Bank

Increased conversions, NPS score, and customer ratings

"Infobip's solution Conversations helped us grow our business during the global pandemic. Our customers are satisfied with the fast and convenient customer service, and our agents are happy they have a user-friendly and easy-to-onboard solution."

Claudia Constanza Wilches, IT and Supply Manager, Flamingo

What's in it for you

The Infobip and Azure integration advantage:

- Easy to setup and deploy
- Seamless integration with Infobip via Azure
- IP co-sell ready
- Partner Reported ACR
- Sales cycle*: 3-6 months
- Average deal size*: 7.500 EUR
- Potential ACA

Getting more out of Infobip on Azure

Explore our comprehensive solutions that will boost your CX, and work well with Moments to offer an end-to-end omnichannel experience:

Moments
omnichannel customer engagement hub

Answers
chatbot building platform

*Sales cycle and deal size numbers are indicative.

GET STARTED

www.infobip.com

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