

# meeranda

The New Personalized Customer Experience

[WWW.MEERANDA.COM](http://WWW.MEERANDA.COM)

# We live in a **video-first** world

Video makes  
up 82% of  
internet  
traffic

3 Billion hours  
per day on  
TikTok

1 Billion hours  
per day on  
YouTube

200 Million  
hours per day  
on Netflix

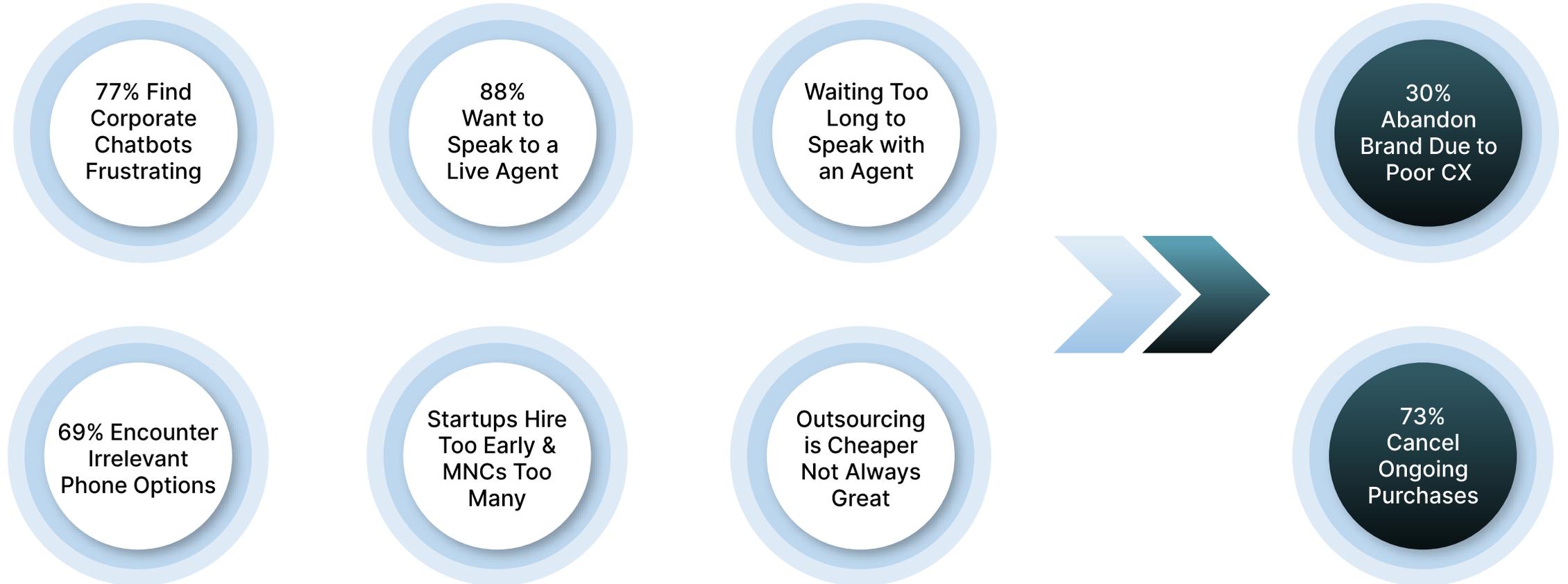
Some of the world's largest companies like Zoom, Xerox, and others saw a **huge uplift in engagement and information retention** when they make videos for employee and customer communications.

Gen Z makes up a third of the workforce today, and they have a lot of disposable income. So, if you want to attract them both as employees and as customers, you must communicate with them in their preferred format: **short, clear, and engaging videos**

**Transition your business to a video-first business**



# Today's customer engagement experience is far from ideal



1. <https://www.ipsos.com/en-us/younger-employed-americans-are-more-concerned-about-ai-replacing-their-jobs>
2. <https://clutch.co/bpo/resources/virtual-assistants/how-businesses-set-up-ivr-menu>
3. <https://voicebot.ai/2023/02/08/30-of-customers-abandon-a-brand-after-a-bad-chatbot-experience-survey>

Bye Bye Frustration ...

# Hello Meeranda ...

Meeranda offers a real-time corporate AI agent to help businesses deliver  
*The New Personalized Customer Experience*



## Meeranda is empathetic, versatile, and smart

- ✓ Delivers *real-time video generation* solution
- ✓ Always *visible* to customers for a more personal interaction
- ✓ Greets and *Recognizes* existing and new customers
- ✓ Speaks in your local language and local *dialect*
- ✓ *Functions through voice and text*
- ✓ *Learns* with every interaction for enhanced customer experience
- ✓ Acts as your *support, sales, and/or even marketing agent*
- ✓ Seamlessly integrates with your *CRM* for a more personalized experience (*optional*)

# Meeranda introduces operational efficiencies to your organization

	Tier 1 Support Agent	Sales Agent / Account Manager	Marketing Manager
Partner Resource Management	<ul style="list-style-type: none"> <li>✓ Meeranda handles majority of Tier 1 support questions</li> <li>✓ Meeranda escalates to Tier 1, 2, 3 support levels for more complex questions</li> <li>✓ Meeranda acts as liaison between support and customer</li> </ul>	<ul style="list-style-type: none"> <li>✓ Meeranda upsells on your behalf / adds to pipeline</li> <li>✓ Meeranda shares ongoing promotions</li> <li>✓ Meeranda demos solutions</li> <li>✓ Sales agent / Account Manager focuses on increasing pipeline</li> </ul>	<ul style="list-style-type: none"> <li>✓ Co-Marketing Campaigns with Meeranda</li> <li>✓ Meeranda amplifies your digital message instead of drowning in website detail</li> <li>✓ Meeranda promotes your products and service offering</li> </ul>
Partner Customers	<ul style="list-style-type: none"> <li>✓ Receive an elevated personalized customer experience</li> <li>✓ Avoid need to call-in and long wait times to speak with agent</li> <li>✓ No more irrelevant responses</li> <li>✓ Meeranda handles escalations</li> </ul>	<ul style="list-style-type: none"> <li>✓ Meeranda responds to all sales queries</li> <li>✓ Meeranda offers promotions</li> <li>✓ Meeranda responds to customer questions pertaining to demoed services</li> <li>✓ Meeranda helps in closing the sale</li> </ul>	<ul style="list-style-type: none"> <li>✓ Meeranda locates products and services customer is looking for and provides relevant information</li> <li>✓ Meeranda offers suggestions based on customer questions to further promote your offering</li> </ul>
Partner Leadership	<ul style="list-style-type: none"> <li>✓ Higher NPS score</li> <li>✓ Re-evaluate existing headcount assigned for Tier 1 given automation introduced by Meeranda</li> </ul>	<ul style="list-style-type: none"> <li>✓ Higher ROI through additional sales</li> <li>✓ Re-evaluate existing headcount assigned to certain sales channels</li> </ul>	<ul style="list-style-type: none"> <li>✓ Higher reach and increased brand awareness</li> <li>✓ Re-evaluate existing marketing headcount which can be further streamlined due to automation</li> </ul>

Meeranda's efforts  
are backed by  
market leaders  
through **strategic**  
**partnerships**



# We want to **personalize** your customers' experience & introduce further **operational efficiencies**



- Reduce the need for human intervention for Tier 1 support tickets (e-mail, call in, or via chat)
- Reduce the involvement of account managers and presale engineers by allowing Meeranda to upsell for your organization
- Reduce the number and time spent by marketing managers in promoting your products and services. Meeranda can assist in this regard

# Meeranda's Plans

	mBasic	mBoost	mPremium	mEnterprise
Onboarding Support	✓	✓	✓	✓
Real-Time Video Agent	✓	✓	✓	✓
Text Chat	✓	✓	✓	✓
Voice Chat	✓	✓	✓	✓
Sales Support	✓	✓	✓	✓
Marketing Support	✓	✓	✓	✓
Agent Language	English + 1 Additional Language	English + 2 Additional Languages	English + 3 Additional Languages	All Available Languages
Agent Face	Default	Default	Customizable	Customizable
Agent Voice	Default	Default	Customizable	Customizable
Usage Cap (Credits/Minutes)	2,080/month OR 31,200/year	4,992/month OR 74,880/year	17,520/month OR 262,800/year	35,040/month OR 525,600/year
Baseline Knowledge Base File Size	Unlimited	Unlimited	Unlimited	Unlimited
Admin Portal	✓	✓	✓	✓
Dedicated Account Manager	x	x	✓	✓
Meeranda Support Hours	9 AM - 5 PM EST	9 AM - 9 PM EST	24 x 7 x 365	24 x 7 x 365
Dedicated Support Manager	x	x	✓	✓
VIP Support	x	x	✓	✓
Service Level Agreement	x	x	✓	✓
Access to Customer Conversations Backlog	✓	✓	✓	✓

# Next Steps ...

- ✓ Let us answer any questions you may have
- ✓ We can work with your team to further explore Meeranda for your organization
- ✓ We can further customize Meeranda to meet your needs (available in mPremium & mEnterprise plans)

We Look Forward to Welcoming You as Part of the **Meeranda Family**

