

Meeranda

The New Personalized Customer Experience

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

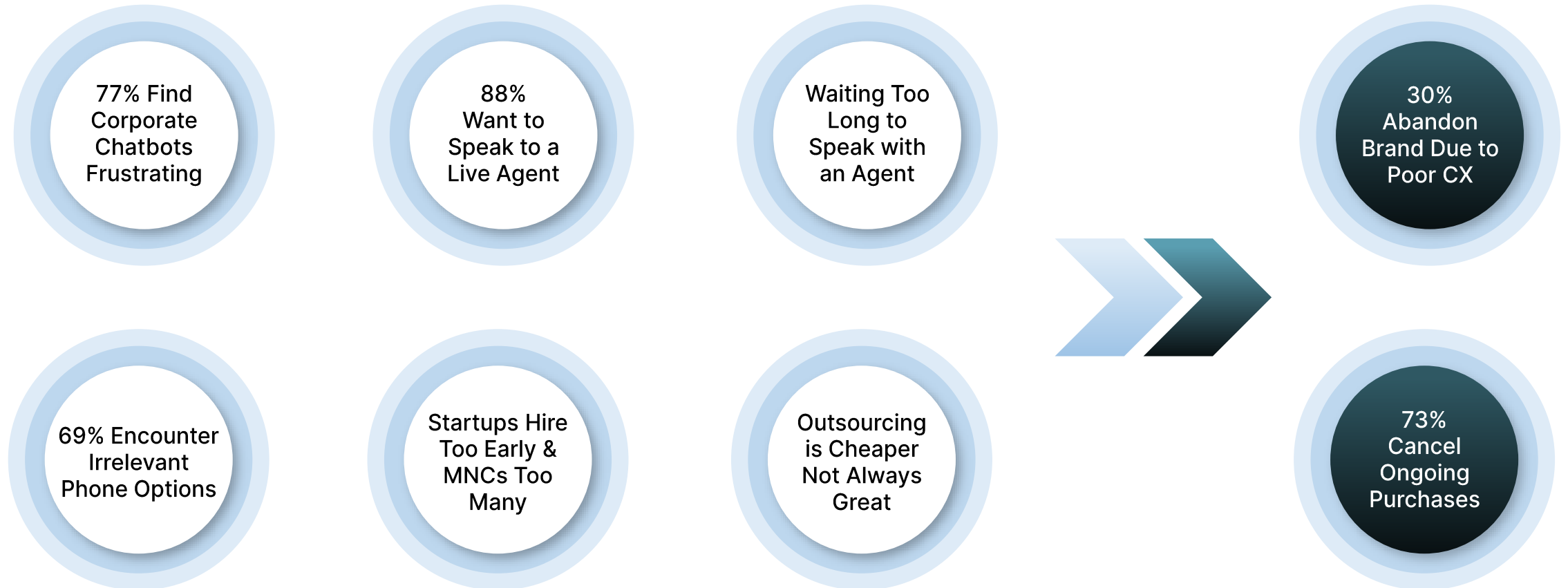
Some of the world's largest companies like Zoom, Xerox, and others saw a **huge uplift in engagement and information retention** when they make videos for employee and customer communications.

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

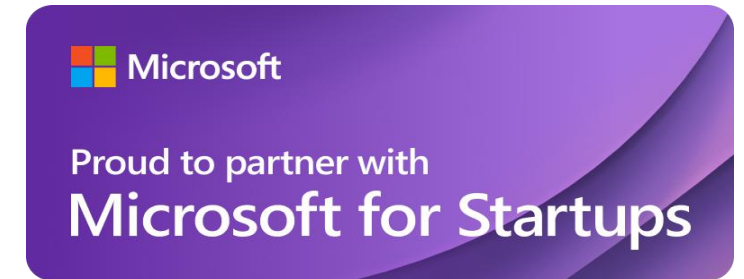
- ✓ Delivers *real-time video generation* solution
- ✓ Always *visible* to customers for a more personal interaction
- ✓ Greets and *Recognizes* existing and new customers
- ✓ Speaks in your local language and local *dialect*
- ✓ Functions through voice and text
- ✓ *Learns* with every interaction for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

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

