Quickly Scale Your Customer Success Operations with the Conversica AI Assistants

What

Conversica AI Assistants for Conversational Customer Success help scale customer engagement for highly leveraged Account Management teams, driving customer health, increasing retention, and finding expansion opportunities.

Why

- Alleviate capacity issues for teams with high customer-to-CSM ratios
- Increase the number of customers cared for by your existing Customer Success team
- Allow Customer Success Managers to focus on high-value tasks
- Empower your teams to be more proactive rather than reactive
- Autonomously handle outreach and schedule account reviews to maintain and drive customer health
- Reinforce trusted relationships with personalized one-to-one outreach
- Deliver unique insights into the effectiveness of your Customer Success team

How

- Conversica AI Assistants initiate contact, intelligently interpret replies, and craft tailored responses to engage your customers at scale
- Close the loop by providing metrics on customer follow-up and response rates, so you can ensure every customer is receiving personal attention

Keep Your Customers Connected and Engaged With Our Conversica Assistants for Conversational Customer Success

Customers who are not fully onboarded or maximizing their use of your product are on their way toward churn. You can ensure your customers are successful in using your product by implementing Conversational AI into your Customer Success and Account Management operations.

Conversica AI Assistants help you scale your Customer Success or Account Management team, and ensure more of your customers are productive and happy with their experience using your product or service. Our Conversational Customer Success solution communicates across email and SMS text messaging and integrates easily with your existing tech stack including Salesforce, Microsoft Dynamics, Oracle, HubSpot, and more.

AI Assistants engage customers with natural, two-way email conversations. Using relevant messages that elicit genuine responses, Conversica gives customers the attention they need while motivating them to take the next best action leading to greater retention and expansion opportunities.

Conversica helps you immediately scale your operations so your Customer Success team can more aptly manage high customer-to-CSM ratios. We connect you with your customers in a personalized manner to help retain and grow your customer base.

How to Use Conversational Customer Success

Conversica can engage thousands of customers simultaneously through automated, yet personalized conversations. Scale your existing team with AI Assistants and you will be able to:

- Initiate and manage personal two-way conversations with customers across email, website chat, or SMS text
- Encourage customers to fully utilize your products
- Remind customers to renew and identify those who need more attention
- Invite customers to key customer events, such as Quarterly Business Reviews (QBRs)
- Gauge customer satisfaction and measure Net Promoter Score (NPS)
- Conduct customer health checks
- Drive customer advocacy

Skills to Support Your Customer Success Team From Day One

Conversica AI Assistants for Conversational Customer Success offer seven skills with over 58 pre-built conversations to support customer engagement. Skills include:

- **UPSELL and CROSS-SELL Customers:** Drive interest to buy more
- **DRIVE Customer Health:** Communicate with customers to ensure engagement and healthy adoption
- **COLLECT Customer Feedback:** Recognize and drive response to customer activity and feedback
- **EXPAND Product Usage:** Ensure the full use of your products are enjoyed by your customers
- **RENEW Existing Customers:** Drive repeat and restocking purchases, subscription renewals, and spare part orders
- **REQUEST Customer Referrals:** Develop new contacts at potential customers
- **ONBOARD New Customers:** Ensure new customers complete the onboarding process

Built for Ease-of-Use With the Business User in Mind

Conversica combines sophistication with ease of use. Our AI Assistants come with many conversation types prebuilt for simple and immediate deployment. Deliver AI-driven conversations across email, SMS, and website chat to drive customers towards the next best action. Better still, Conversica's Conversation Editor empowers you, the business user, to update conversations to match your specific needs. The graphical user interface is so simple to use that it removes the need for help from a technical expert. Our engineering and data science teams make sure conversations will perform so that you can focus completely on the purpose of each conversation you decide to deploy.

AI-driven email conversations allow you to focus your efforts on contacting leads who have an expressed intent to buy.

Subscription and Implementation

Conversica is a cloud-based, SaaS application, so no onsite installations or upgrades are required. Customer AI Assistants can be deployed within about two weeks, depending on your requirements. In addition, Conversica can be accessed by any mobile device. Conversica is a subscription service with a variety of tiers to meet your needs.

Explore Conversica for Yourself

To learn more call +1 (888) 778 1004, email sales@conversica.com or visit www.conversica.com to set up a product demonstration.

About Conversica

Conversica is the leading provider of Conversational AI solutions that help enterprise marketing, sales, customer success, and finance teams attract, acquire and grow customers at scale across the customer revenue lifecycle. Conversica AI Assistants serve as digital team members and autonomously engage contacts, prospects, customers, or partners in human-like, two-way interactions at scale to drive towards the next best action, whether that's scheduling a sales meeting, gauging interest to buy additional products or services, or politely but persistently collecting overdue payments.

Processing over a billion interactions, the Conversica Conversational AI platform integrates natural language processing (NLU & NLG), decision & policy management, business process automation and deep learning capabilities to drive customer engagement across multiple digital communication channels and languages. The Conversica platform supports over 50 integrations into the most popular MAP and CRM platforms and offers an open API for custom integration.

To learn more, visit conversica.com and follow the company on Twitter, LinkedIn and Facebook.