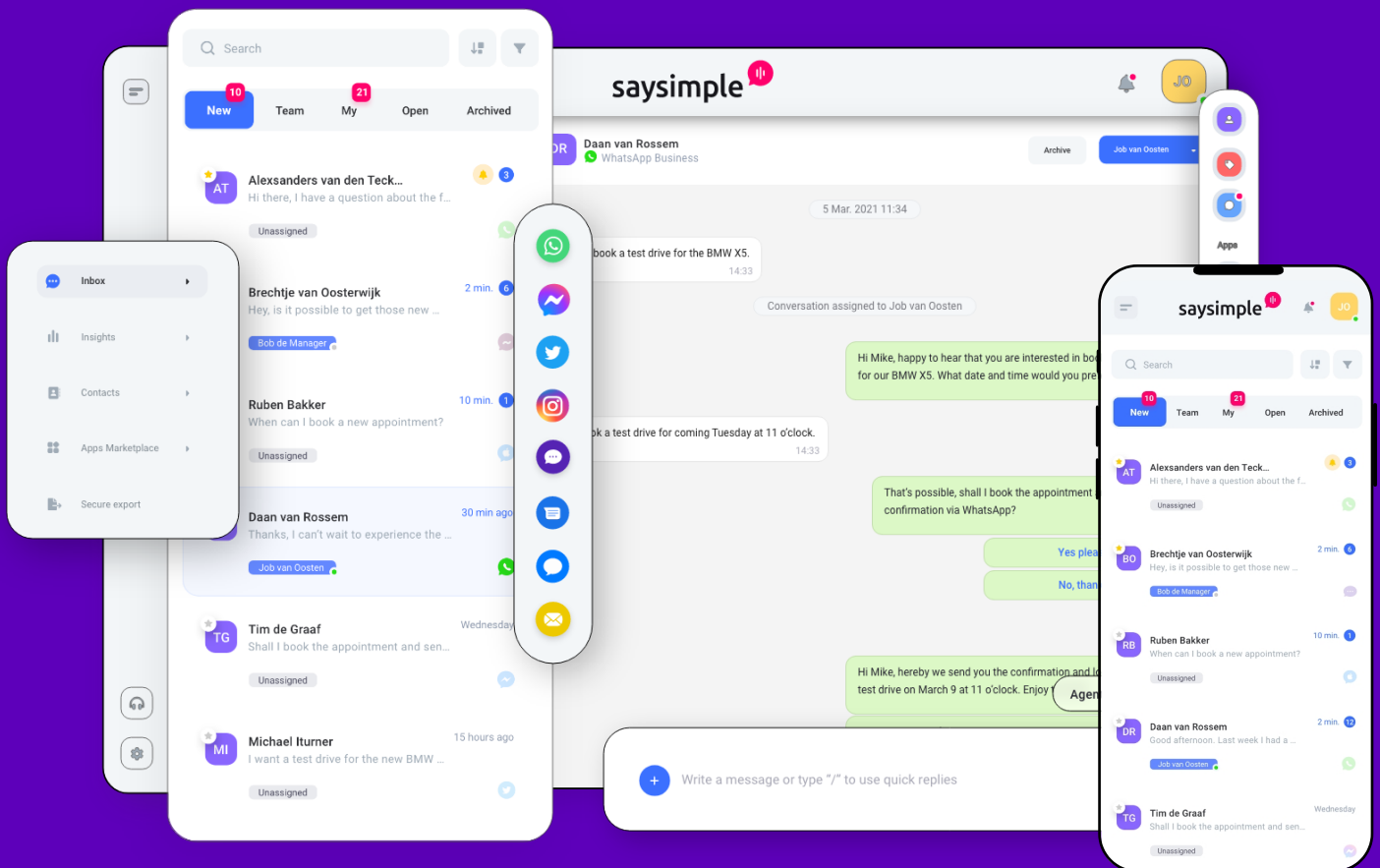


## Product sheet

# Grow your business with omni-channel communication

Saysimple is an omni-channel customer communications platform, built to leverage digital customer service from one single workspace. *Engage audiences, boost sales and drive better support outcomes.*



 FOURCE



 LELIEVELD  
TRANSPORTEN BV

 bakeplus  
*bakery's food solutions*

 Vegro

 RODENSTOCK



 elis  
We empower your day

VOLVO

HANOS

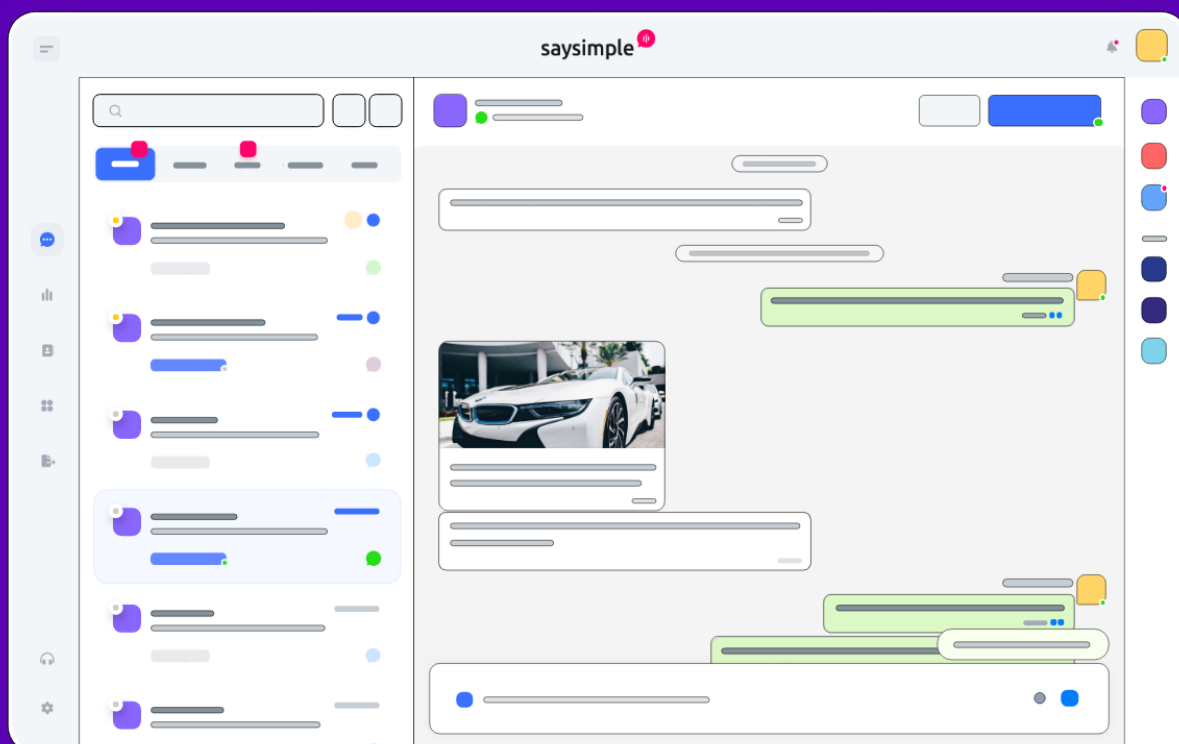


Saysimple product sheet

# Omni-channel inbox: streamline all your channels into one inbox

With Saysimple's omni-channel team inbox your business has a ready-to-use and full featured platform for seamless customer communication via any channel.

Work as a team and create the best customer experience with automation, intelligent workflows and advanced reporting.



- ✓ Deliver customer service across channels, like WhatsApp, Instagram DM, Google BM, Email and more.
- ✓ Create teams and work simultaneously with all your colleagues on incoming conversations.
- ✓ Create automated workflows to route incoming conversations to the right team or agent.



WhatsApp



Twitter DM



Facebook Messenger



Instagram Messaging



Google Business Chat



Apple Business Chat



Saysimple Livechat



Telegram



SMS

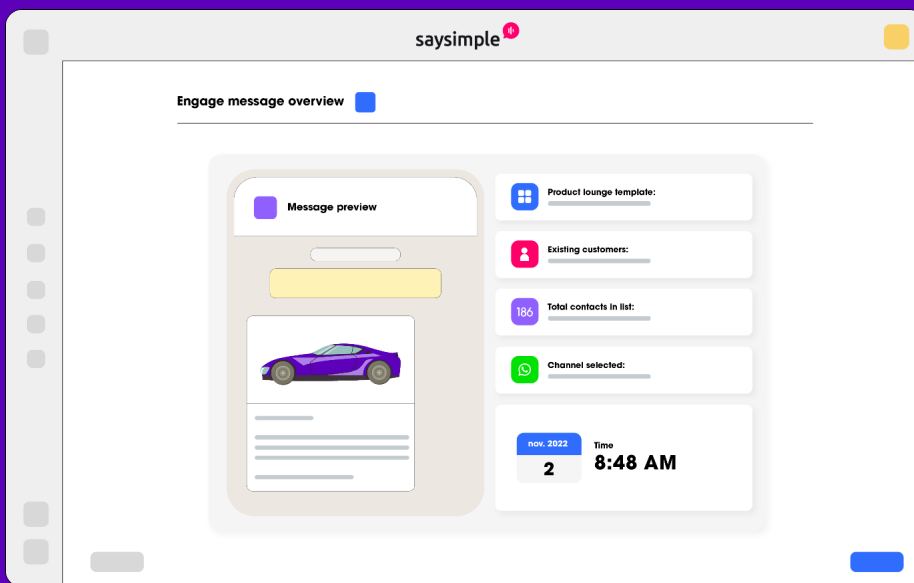


Email

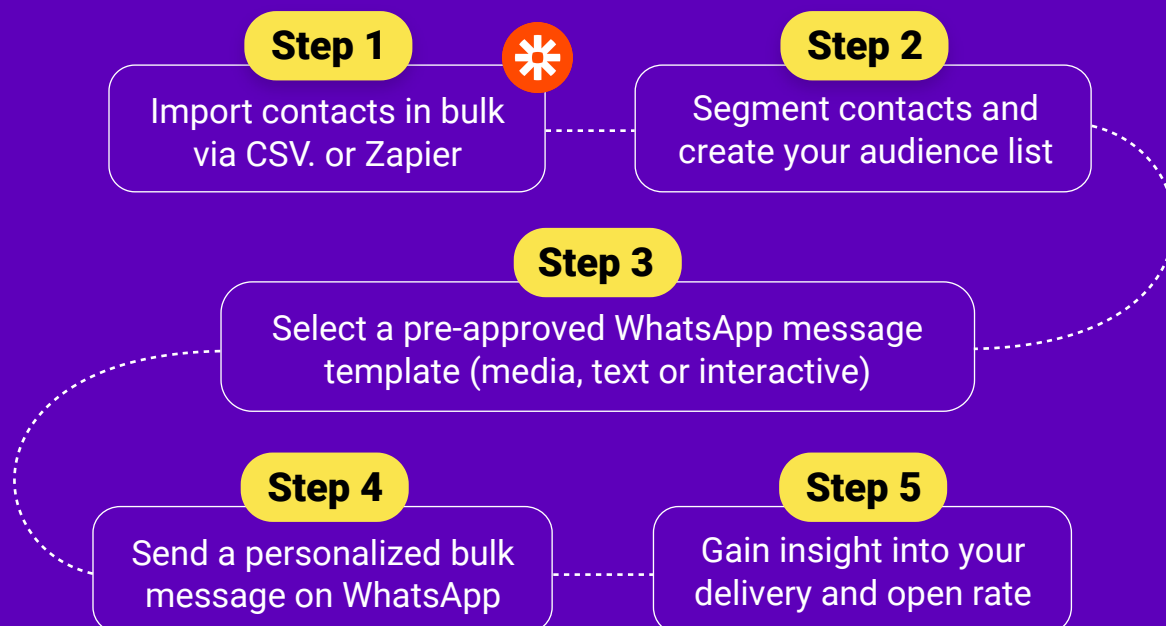


# Engage module: Send personalized bulk messages on WhatsApp

Engage customers with personalized offers, timely promotions and special deals across the buyer journey. Use customizable message templates that can be text-based, media-based or interactive.

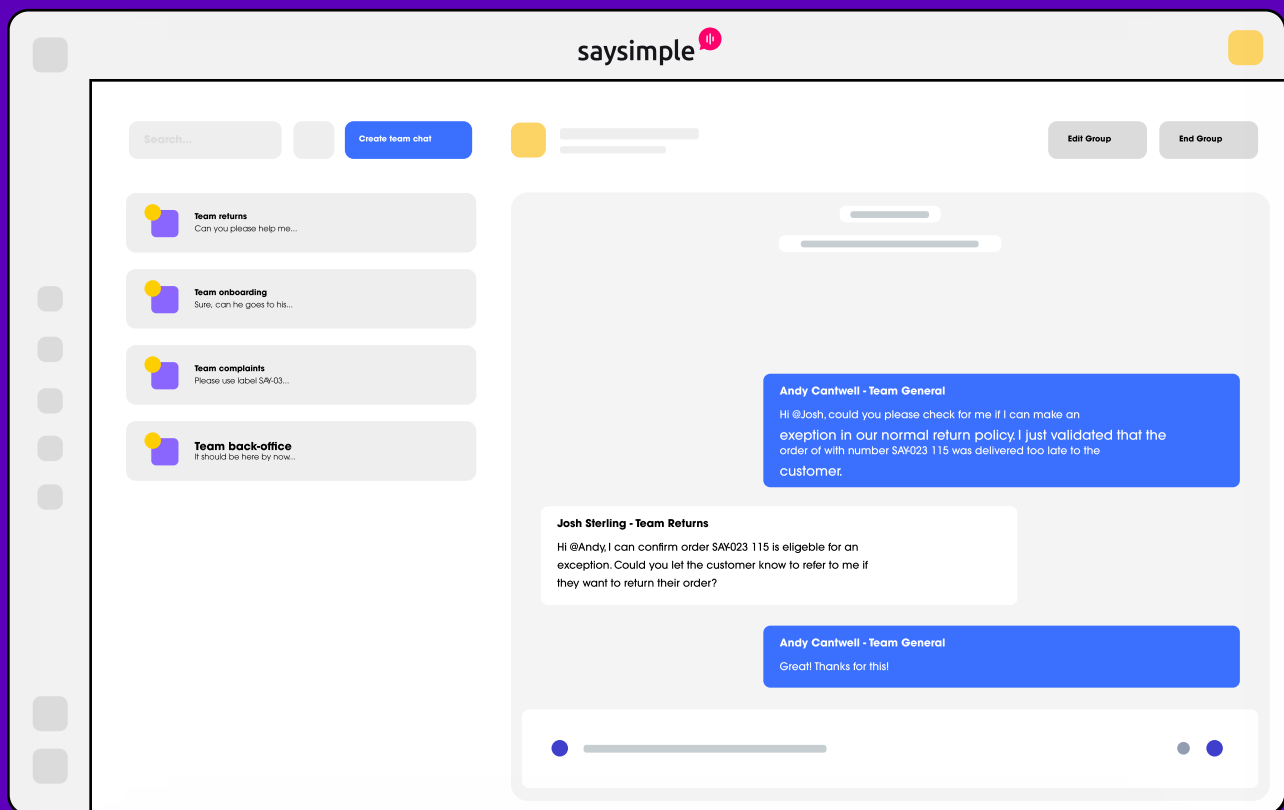


With Saysimple Engage, you can send a WhatsApp campaign in 5 simple steps:



# Team chat: communicate internally with your colleagues

Use Saysimple team chat to communicate with internal, external and field service teams. Quickly reach your team members via chat and boost your productivity, no matter where you're working.

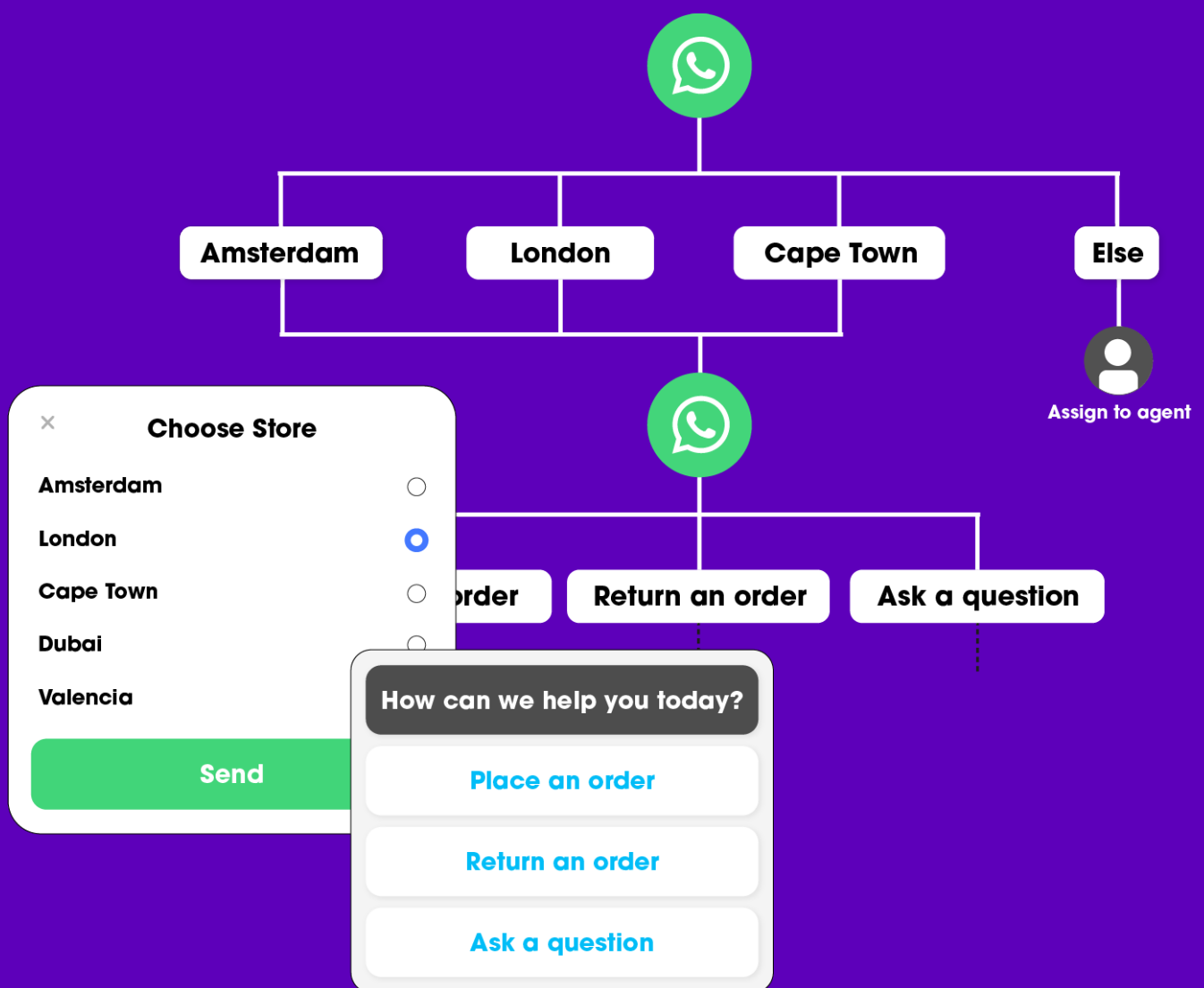


- ✓ Internal 1-on-1 chat with colleagues
- ✓ Group chat with colleagues



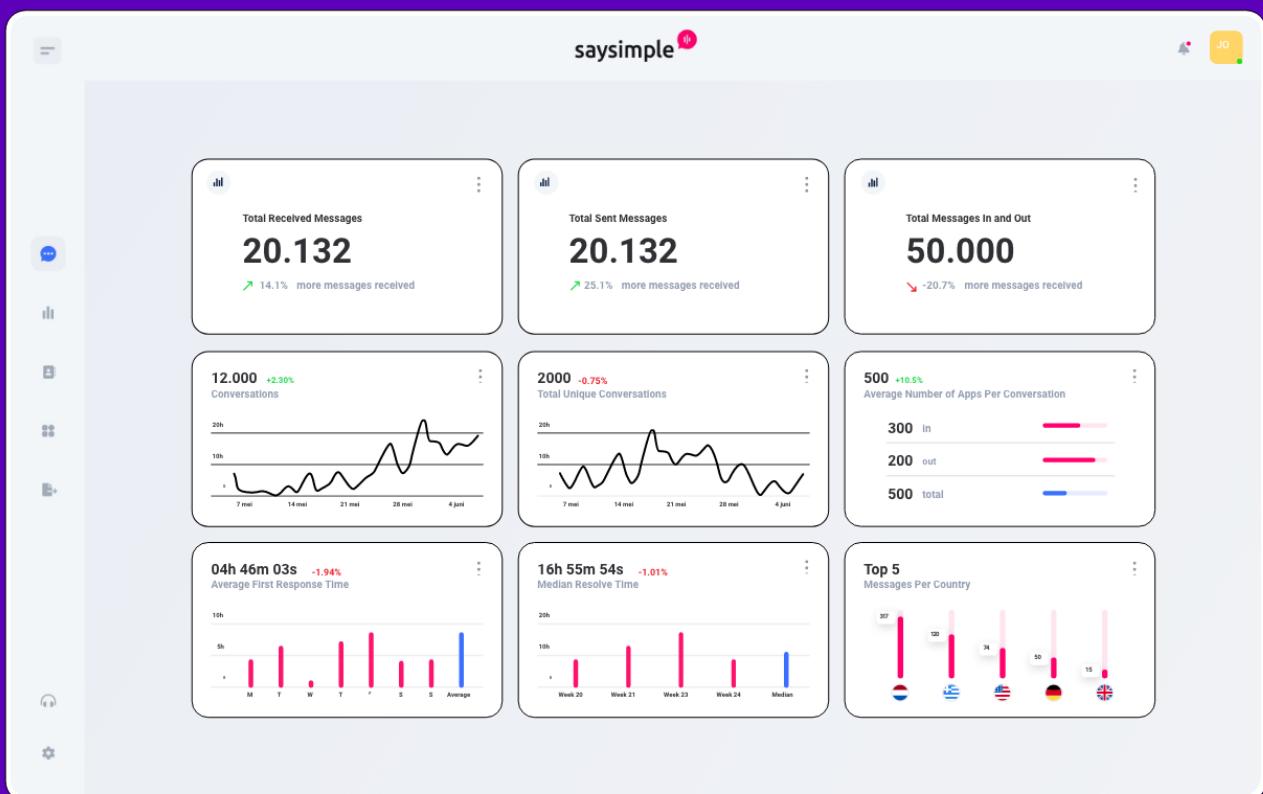
# WhatsApp flowbot: build automated conversations on WhatsApp

Use Saysimple team chat to communicate with internal, external and field service teams. Quickly reach your team members via chat and boost your productivity, no matter where you're working.



# Analytics module: gain in-depth performance insights

Give your organization the ability to track and measure the performance of your customer support operations. Analyze contact center metrics by agent, team, location, channel or time period.

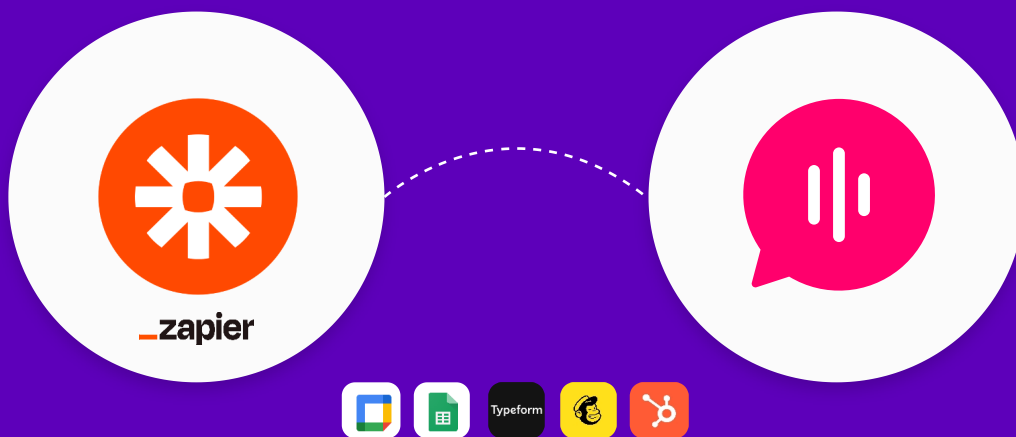


- ✔ Amount of user initiated conversations
- ✔ Amount of resolved conversations
- ✔ Amount of WhatsApp templates sent
- ✔ AVG. messages per conversation
- ✔ AVG. first response time
- ✔ Median resolve time



# Zapier integration: automate your repetitive work with Zapier

Zapier lets you connect Saysimple with thousands of the most popular apps, so you can automate your work and have more time for what matters most—no code required.



Connect Saysimple to 5.000+ apps

## Saysimple triggers and actions overview:

### Triggers & Actions



#### New Inbound Message

Triggers when receiving a new inbound message.

Trigger

☐ Instand



#### Create contact

Create a contact.

Action

☐ Write



#### Send Message

Send a message via the Saysimple Platform

Action

☐ Write



#### Find Contact

Find a contact based on their unique identifier.

Action

☐ Search



# Additional platform features

Meet our platform features for higher productivity.

## User management

Invite users, manage user roles and create teams for cross-functional collaboration.



## Smart routing

Skip manual assignments, create workflows to automatically route incoming conversations to the right agent.



## Opening hours

Send automated away messages for customers sending a message after opening hours.



## Welcome messages

Send automated welcome messages for customers sending a message to you



## Quick replies

Respond faster by using pre-defined canned responses.



## WhatsApp templates

Proactively send relevant and timely messages to customers that have opted in.



## Contact labels

Assign labels to contacts, to segment audiences and build audience lists.



## Conversation tags

Add tags to filter and categorize your conversations by topic or intent.



## Conversation history

Chat history is preserved, therefore information is retrievable for a maximum of 365 days.



## Notifications

Receive notifications that alert your agents on new incoming messages.





# You are in good company

+500 brands already use Saysimple to improve omni-channel customer communication at scale.

