

Redefining Customer Acquisition and Engagement

A Leader in Natural Language Processing

[24]7 is the exclusive provider of Microsoft Deep Neural Network technology, which automatically improves recognition of native speakers by two to four points, and for non-native English speakers by up to 26 percent.

[24]7's natural language solution (common to both text and voice interactions) drives eight to 15 points of increased automation over our closest competitor.

Measurable Outcomes*

- Speech automation (containment)—savings of \$10 million annually.
- Voice automation — savings of \$80-\$150 million annually.
- Repeat calling — reduced by 30 percent, reducing cost to service the consumer by 20 percent.
- NPS — increased by 10 points.

*Actual client results, based on volume

About [24]7

[24]7 is redefining the way companies interact with consumers. Using artificial intelligence and machine learning to understand consumer intent, [24]7's technology helps companies create a personalized, predictive, and effortless customer experience across all channels. The world's largest and most recognizable brands are using intent-driven engagement from [24]7 to assist several hundred million visitors annually, through more than 1.5 billion conversations, most of which are automated. The result is an order of magnitude improvement in digital adoption, customer satisfaction, and revenue growth.

Solutions

Customer Acquisition Cloud

The [24]7 Customer Acquisition Cloud, which includes [24]7 Chat, [24]7 Personalization, and [24]7 Predictive Search Bidding, empowers companies to grow revenue and enables marketers to better influence consumers at every touch point. Leveraging the billions of consumer interactions that happen annually on the [24]7 platform, the [24]7 Customer Acquisition Cloud shows marketers how media spending drives revenue through marketing campaigns.

Customer Engagement Cloud

The [24]7 Customer Engagement Cloud empowers customer operations, customer service, and customer experience professionals to engage with consumers and resolves inquiries at every touchpoint. The [24]7 Customer Engagement Cloud enables companies to predict consumer intent and provide the best treatment to resolve inquiries in a dynamic way. Improved customer engagement drives lower costs, increased profitability, and higher customer satisfaction.

Products

[24]7 Active Share

The 'online canvas' that provides rich visual experiences where a voice caller and agent can interact during a call.

[24]7 Chat

Our smart chat platform combines predictive models, intelligence, and rich content to make customer service and sales conversations intuitive and effective.

[24]7 Personalization

A powerful machine-learning system that combines retargeting and predictive targeting to dynamically deliver ads with 200 percent better engagement than generic ads.

[24]7 Predictive Search Bidding

Our bidding engine automatically models the true value of search clicks and uses intent data to optimize campaign performance and deliver personalized customer journeys.

[24]7 Speech

The cloud-based speech solution that combines the latest in data-driven experiences, channel and device orchestration, and conversational technologies to empower customers to self-serve.

[24]7 Virtual Agent

The next generation self-service solution that delivers accurate answers to customer questions.

Management Team

PV Kannan
Co-founder and
Chief Executive Officer

Shanmugam Nagarajan
Co-founder and
Chief People Officer

Kathy Brown
Chief Data Scientist

George Haddad
Worldwide Head
of Human Resources

Scott Horn
Chief Marketing Officer

Animesh Jain
Chief Delivery Officer,
India and Americas

Andy Johnson
VP, Data Center
& Cloud Infrastructure

David Lloyd
SVP Platform Solutions Group
& Managing Director, Canada

Richard Mellor
Managing Director, International

Patrick Nguyen
Chief Technology Officer

Rienzi Ramirez
Chief Delivery Officer, Philippines

Madhu Ranganathan
Global Chief Financial Officer

Dan Reed
Chief Customer Evangelist

Guido Schroeder
Chief Product Officer

Platform

[24]7 Platform

Our AI platform transforms data into decisions to create intent-driven experiences that are highly personalized—across channels, journeys, and devices.

Services

[24]7 Digital Chat Agents

The world's best human talent combined with enabling technology creates brilliant customer experience and highly optimized performance.

Offices

[24]7 is headquartered in Campbell, California, with offices, R&D centers, and contact centers around the world.

Customers and Industries

- 250+ customers across 12 industries: Banking, Education, Financial Services, Government, Healthcare, Insurance, Retail, Services, Technology, Telecommunications and Cable, Travel and Hospitality, and Utilities.
- 33 Fortune 500 companies.
- 6 of the 100 top US retailers.

CAPABILITIES

6B predictions of consumer intent annually, unique in the industry.

100+ patents granted and pending.

15B events processed per month across web, mobile and phone.

500 engineers and designers.

1.5B digital interactions annually, most of which are automated.

340+ million visitors per month across all channels.

1.2B smart speech calls per year.

127M virtual agent inquiries per year.

36M agent chats per year.

7,000+ digital chat agents, the most in the industry.




80+ data scientists.

15,000+ worldwide employees.

[24]7

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Let [24]7 help your organization achieve extraordinary results. Contact us today.

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