



OmniChat

for Jira Service Management



Platinum
Solution Partner
ENTERPRISE





Welcome

Thank you for your time. We are confident the proposed solution is a great fit for your business needs and will show benefits very quickly.

OmniChat for Jira Service Management powered by Infobip was created to enable businesses to communicate via JSM with their customers through mobile devices in a more efficient and cost effective way.

If you have any questions or concerns, please do not hesitate to contact the OmniChat team at any time and we will be happy to assist. Thank you again for the opportunity and I look forward too hearing from you soon.

The communication gamechanger for Jira Service Management customer

Over 5 billion people read and write SMS and 2 billion people use WhatsApp as a communication platform. This is exactly why omnichannel engagement is now a must-have for all forward-thinking businesses. A powerful solution can help customers and partners manage the complexity of customer communication quickly and securely. Omnichannel communication enables companies to create more personalised customer engagement at all stages of the customer journey. Ensuring that customer journeys work across multiple channels and are optimized for the needs of different customer segments requires some effort. Customer engagement is a continuous process based on interaction with customers. Therefore, our solution ensures that you can communicate with your customer at the right moment via the right channel!

OmniChat.cloud →

53% of customers are more likely to buy from a business they can message - Facebook

86% of customers say they would pay more for a better customer experience - Survey from Total Consumer

90% of consumers are more likely to purchase more at companies with excellent customer service - Hubspot

68% of users agreed that WhatsApp is the easiest way to connect with a business - Hubspot

Our Solution for you

Our app OmniChat for Jira Service Management is a "gamechanger" for all Atlassian Jira Service Management users. From now on, you can reach your customers via their preferred communication channel. The solution has been developed to sustainably improve the customer experience. OmniChat enables real-time communication via the world's most popular chat apps WhatsApp or SMS.



**Improved customer
engagement,
satisfaction, and
retention**



**Improved
conversion rates,
increasing sales**

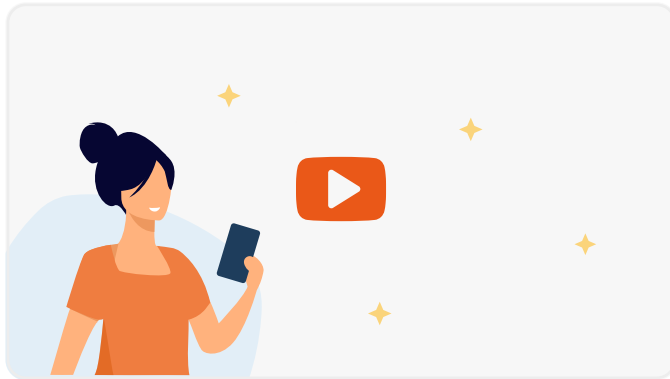


**Optimize campaigns,
and improved
marketing ROI**



**Increased brand
trust and
reputation**

Learn how OmniChat and Jira Service Management can help you build meaningful, long-term customer relationships. We help you improve the dialog with your customers!



[OmniChat user guide](#) →

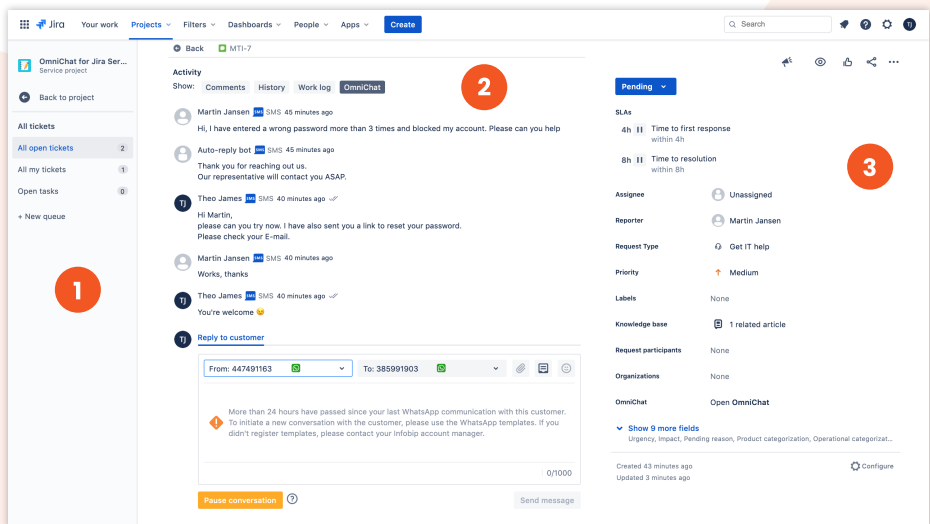
Improve customer relationship management with venITure and Infobip

Together with Infobip, venITure has developed the unique app OmniChat. This is how we link Infobip's solutions with the Atlassian system structure. OmniChat is venITure's first product partnership with Infobip, a global leader in omnichannel communication. With more than 7 billion transactions per month, Infobip is a trusted partner for extending business messaging.

[Atlassian Marketplace](#) →

Build meaningful customer relationships

OmniChat for Jira Service Management will enable communication with the worlds most used chat app WhatsApp and SMS. Advance your customer relationships to meaningful, personalized and contextual messages – on the channels they prefer.



1

RETENTION

Increase your customer retention and loyalty by building one-on-one relationships with customers via cross-channel support.

2

OPERATIONAL EFFICIENCY

A single agent interface allows you to communicate effectively with your customer over multiple channels.

3

LEAD GENERATION

Generate and nurture leads with targeted, multi-channel campaigns and personalized customer journeys.

Omnichat pricing

Team size	Monthly price	Average price/user
1-10	\$1.5	n/a (flat fee)
20	\$15	\$0.75
50	\$37.5	\$0.75
75	\$56.25	\$0.75
100	\$75	\$0.75
200	\$135	\$0.68
500	\$277.5	\$0.56
750	\$390	\$0.52
1000	\$502.5	\$0.50
2000	\$902.5	\$0.45
5000	\$2,102.5	\$0.42
10000	\$3,852.5	\$0.39

Terms and conditions →

“ In an era where Software companies are anonymous and hide from their customers behind emails and websites, venITure exceeded my expectations and the OmniChat for Jira works perfectly. My deployment went from stalled to rollout in one week. Thank You!! ”

Peter Brown

Happy OmniChat user

ATLASSIAN MARKETPLACE REVIEW



**INFOBIP
CERTIFIED
PARTNER**

Our partnership with Infobip

OmniChat for Jira Service Management is powered by Infobip, a global leader in omnichannel communication. With over 5 billion people sending and receiving SMS messages and 2 billion WhatsApp users, omnichannel support is a must today.

venITure cooperates with Infobip, to help Atlassian and many other future oriented businesses create seamless customer experiences throughout the entire customer journey. Together we realise digital processes with high velocity, reliability and customised in accordance to individual requirements of our customers. Through our proprietary application Omnichat we enable the linking of the unique Atlassian tools with well-known communication platforms such as WhatsApp or SMS. In doing so we combine internal process optimization with an ideal customer experience management.

A global communication giant

Infobip is a global cloud-communication platform, that enables businesses, to link customer experiences in all phases of the customer journey. The solution from Infobip makes omnichannel communication, user authentication, security standards and contact management in one platform. With Infobip you can also simplify customer communication and through that raise customer loyalty - all that in a fast, secure and reliable way.

Have not yet heard of Infobip? Well we are quite certain, that you already are an Infobip user! Because whenever you receive authentication notifications from your bank, from Facebook or Uber, you are using an Infobip service. Infobip is a true communication giant, supporting businesses in communication with international customers. Approximately 350 billion to 1 million messages are being transferred via the Infobip platform on a daily basis.

[Infobip.com](https://infobip.com) →



#1

**Global Communication
Channels Vendor**



Thank you



Atlassian Marketplace



meet Omnichat



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