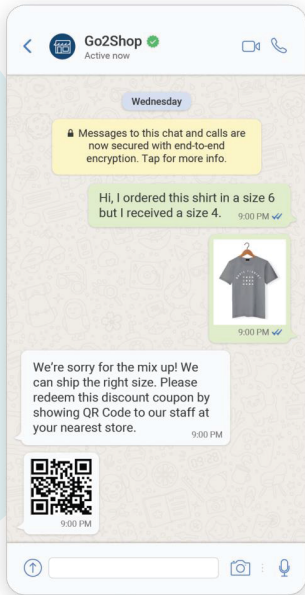# venITure

OmniChat

for Jira Service Management

Cross-channel support for customers,
on a single interface for agents

ATLASSIAN Marketplace

Jira Service Management

CONNECT WITH YOUR CUSTOMERS ON A MORE PERSONAL LEVEL

90%
of WhatsApp and SMS messages are read within a few minutes of receipt

OMNICHANNEL COMMUNICATION

Engage with customers on their preferred communication channels by enhancing the customer experience through personalized and contextual communication with **WhatsApp** and **SMS** at every touchpoint of the customer journey.
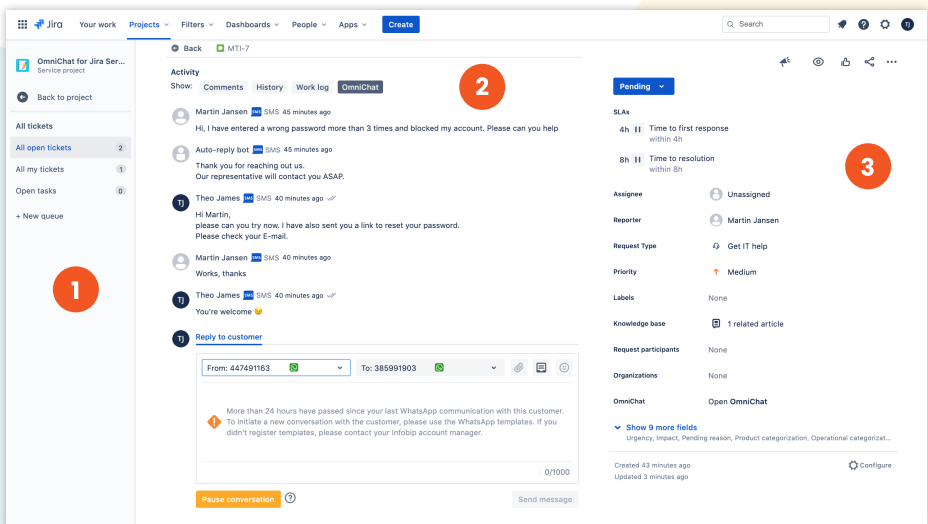
REAL-TIME CUSTOMER ENGAGEMENT

Engage your customers in real time and answer their questions, resolve potential issues and learn more about your customers' expectations in a relevant, timely and personal way.

EXCHANGE IMAGES VIA WHATSAPP

While support agents usually have the writing skills, nothing beats showing the customer what to do. Improve your resolution time with the world's most used chat app.

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.

BE WHERE YOUR CUSTOMERS ARE

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

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

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

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

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💬 SMS BENEFITS

• Global coverage and high delivery rates
• Most used messaging channel in the world
• Available on all mobile phones
• Quick setup of 2-way communication through short codes and long numbers

📱 WHATSAPP BENEFITS

• Rich media messaging (images)
• Real time communication
• Increased engagement
• WhatsApp templates for secure communication

> ## Get closer than ever to your customers. So close that you tell them what they need well before they realize it themselves.
>
> **~ STEVE JOBS**

OUR INFOBIP PARTNERSHIP

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.

Come say hi,

omnichat@veniturehr.atlassian.net

Atlassian Marketplace

meet Omnichat

venITure

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ENTERPRISE

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