

OmniChat

for Jira Service Management



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 use SMS, 2 billion people use WhatsApp, and 1 billion use Viber 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

Improve customer relationship management with Evolutio and Infobip

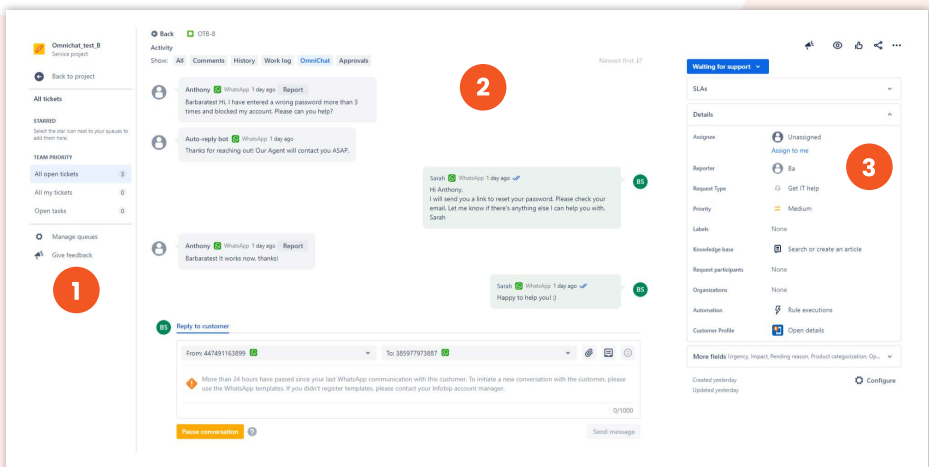
Together with Infobip, Evolutio has developed the unique app OmniChat. This is how we link Infobip's solutions with the Atlassian system structure. OmniChat is Evolutio's first product partnership with Infobip, a global leader in omnichannel communication. With more than 7 billion transactions per month, 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, Viber or 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 and WhatsApp Pricing

Channel	Payment Method	Provider	Price
WhatsApp Business API	Monthly	Infobip	€399
WhatsApp Conversation-based Pricing	Monthly	Infobip	Consumption-dependent (please see brochure attached)
OmniChat For Jira Service Management	Monthly	Evolutio	Click here for OmniChat Pricing

“ In an era where Software companies are anonymous and hide from their customers behind emails and websites, Evolutio 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, 2 billion using WhatsApp, and 1 billion Viber users, omnichannel support is a must today.

Evolutio 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, Viber 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

Powered by  **infobip**