



# OmniChat

## for Jira Service Management

### Instant communication is key for customer support.

**68 %** of users agreed that WhatsApp is the easiest way to connect with a business. WhatsApp is used in over 180 countries, with the highest number of users in India, Africa, and South America.



### A single interface

OmniChat for Jira Service Management is cross channel support for customers, on a single interface for agents. It enables easy two-way communication via WhatsApp, SMS, and Viber and helps in building meaningful customer relationships.

### Personalized conversation

Customer engagement starts with a personalized conversation. With over 5 billion people sending and receiving SMS, 2 billion using WhatsApp, and 1 billion Viber users, omnichannel support is a must today.

**86%** of customers say they would pay more for a better customer experience.

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

**98%** is the open rate for text messages, while email has only a 20% open rate.

**52%** consumers said they would prefer texting to customer support than the current method of communication.



### Your preferred communication channels

Engage with customers on their preferred communication channels by enhancing the customer experience through personalized and contextual communication with WhatsApp, SMS and Viber at every touchpoint of the customer journey.

[Learn more →](#)