

# OmniChat

## for Jira Service Management

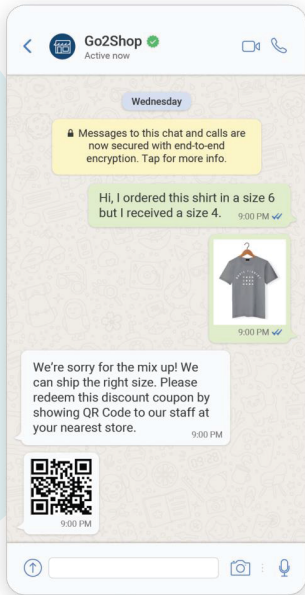
Cross-channel support for customers,  
on a single interface for agents

 **ATLASSIAN** Marketplace

 Jira Service Management



# CONNECT WITH YOUR CUSTOMERS ON A MORE PERSONAL LEVEL



# 90%

of WhatsApp, SMS  
and Viber 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, SMS** and **Viber** 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.

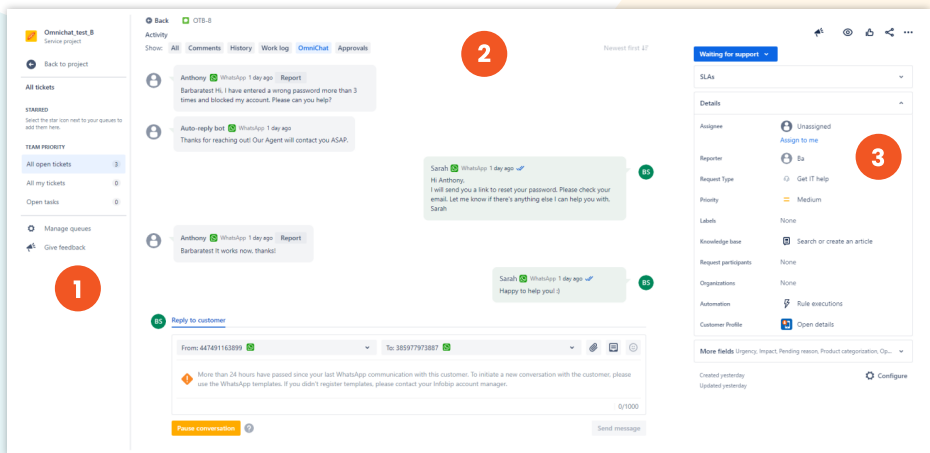
## EXCHANGE IMAGES VIA WHATSAPP

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, SMS and Viber.

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



### VIBER BENEFITS

- Rich media messaging
- Real time communication
- Real time delivery&seen reports

**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, 2 billion using WhatsApp, and 1 billion Viber users, omnichannel support is a must today.

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## Come say hi,



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Atlassian Marketplace



meet Omnichat

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