MessageBird launches Inbox.ai and enters the $350B Customer Service Market

As we adapt to working and communicating from home and potential self-isolation it is timely that MessageBird, the cloud communications platform company, should launch Inbox.ai offering a seamless multi-platform communication experience wherever you find yourself.

Temps de lecture : minute

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MessageBird Inbox.ai addresses today's growing consumer preference to communicate with businesses in the same way they do with their friends and family - via the messaging channels of their choice, on their own timelines and with all the context and traceability of previous conversations. This is a game changer for customer service operators and consumers alike.

The Slack for external communications

Inbox.ai takes 60 seconds to set up and enables customers to communicate with businesses in real-time, sharing everything from images and video to geolocation across WhatsApp, SMS, Voice, Messenger, Instagram, WeChat, Apple Business Chat, RCS, Line and Telegram. Incoming messages and customer conversations, regardless of channel, are then combined into a single thread for quick and easy management and response. AI is used to analyse conversation threads for keywords giving rapid insights into customer needs. As well as integrating with communication tools, Inbox.ai uses webhooks to integrate into third-

party tools and some with ready-to-go integrations for Shopify, Slack, Salesforce, Jira, and more.

> *"As the world becomes more mobile, few of us want to pause our day and wait on hold for a customer support agent. Consumers increasingly want to interact with businesses on their own timelines using the communications channels they prefer." - Robert Vis, MessageBird CEO.*

MessageBird closed the largest investment into a European software business with it Series A funding in late 2017 with $60M in capital from US-based Accel Ventures and UK-based Atomico. Today it has over 20,000 customers including Uber, Hello Fresh and SAP and with offices in Amsterdam, San Francisco, Singapore, Bogota, London, Shanghai, Dublin, Hamburg and Sydney the widespread adoption is sure to continue.

To learn more and to get started, visit www.Inbox.ai or watch it in action.

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