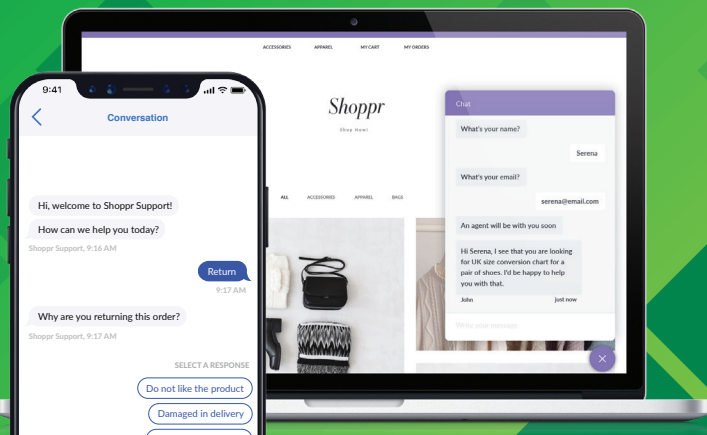


Deliver The Ultimate Digital-First Customer Service Experience

Create frustration-free customer experiences.
Automate service workflows.
Drive operational efficiency.



What if you could banish long hold times, deflect up to 90% of issues through self-service, and double agent productivity?

Now you can, with Helpshift

If your contact center doesn't offer support through messaging, AI and bots, it's time to rethink your strategy. These new customer service technologies put the customer in the driver's seat, enabling convenient support and speedy issue resolution while boosting agent productivity and reducing costs.

Helpshift makes it possible

World-renowned brands like Square, Xfinity Home, and Tencent are seeing dramatic improvements in agent productivity and operational efficiency with Helpshift. Across our 400+ customers, bots and AI are automating over 70% of tickets with only 30% going to agents. In fact, we are powering over 25M bot interactions per month, saving brands millions.

It's easy to get up and running with Helpshift

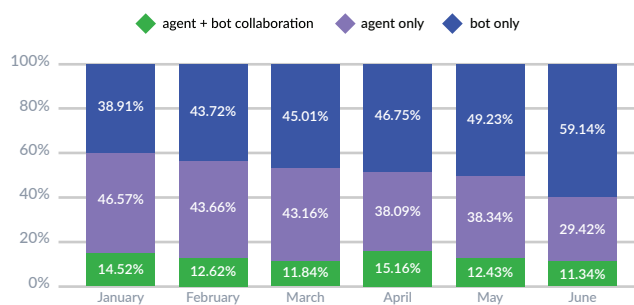
Teams who set up Helpshift have been able to get up and running within weeks, and are able to maintain it with a small team. And because it's low code, no expensive System Integrators (SI) or certifications are required.

Available on the Salesforce AppExchange

And of course, we integrate with Salesforce. Think of us as your customer automation platform to deliver an experience your customers love — instant, conversational and personalized.

In June 2019, Bots overtook human agents in Helpshift's Customer Base

2019 Growth in Automated Customer Service



Agent + Bot has the highest CSAT rating



Agent + Bot



Available on
AppExchange

BREX caviar

EAST WEST
BANK

EPIC
GAMES

HOME CHEF

Honeywell

NBCUniversal

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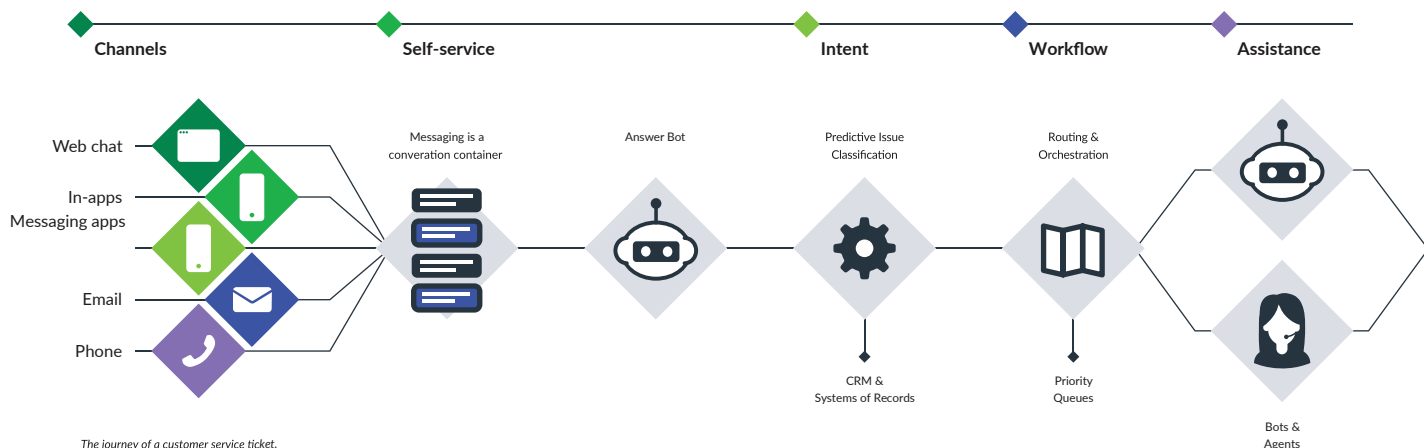
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helpshift

Expand your Service Cloud effectiveness and deliver exceptional digital-first customer service.
Download the Helpshift app from the Salesforce App Exchange. info@helpshift.com

helpshift.com | 1

Take Your First Steps Towards Digital-First Customer Service



Step 1: Adopt Asynchronous Messaging

The first step to transition to digital-first customer service is to shift from traditional session-based chat to an asynchronous messaging framework — redirecting traffic from phone and email to messaging.

Asynchronous messaging enables the continuous conversational experience that customers expect and are already used to with iMessage, WhatsApp or Facebook Messenger. They are never forced to wait on hold or start over when disconnected.

Step 2: Offer Modern Self-Service Options

Next, adopt modern self-service channels like Answer Bot as your ‘first line of defense.’ Answer Bot can instantly respond to customer issues with content from your knowledge base, enabling you to deflect incoming tickets at scale.

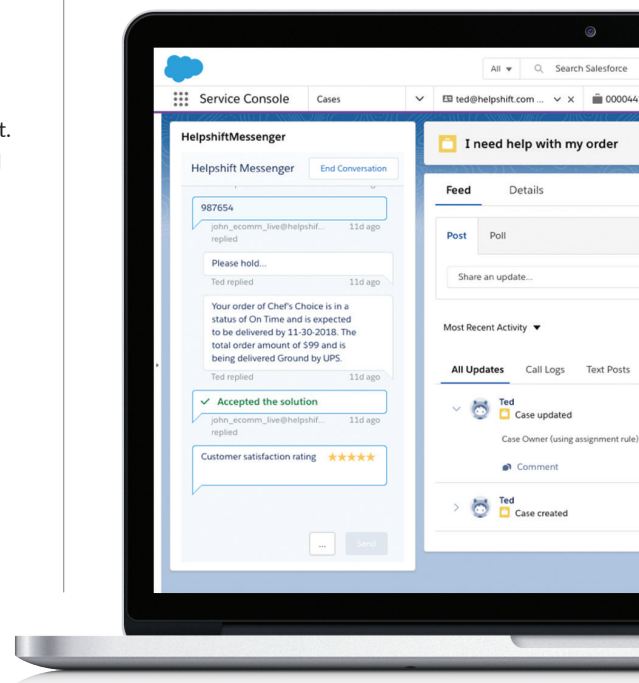
Step 3: Integrate AI and Bots

Finally, integrate AI and bots for greater efficiency.

- AI can replace manual issue triage and trigger automated routing to the right agent or bot.
- Bots can automate routine, time-consuming service interactions like collecting additional information, triggering back end processes and more, allowing agents to focus only on interactions that require human involvement.

Helpshift for Salesforce Service Cloud

- Agents handle cases right within the Service Cloud Console.
- No impact on existing case management workflows.
- Salesforce and Helpshift case fields always sync bi-directionally.
- Salesforce Knowledge Articles directly drive Helpshift self-service bots.



“ Easy integration and well-thought-out, mature platform.

I've been very happy with Helpshift's platform to date. It's been simple to configure and integrate into our instance of Service Cloud and the platform is well-thought-out and mature. Our development team has been very satisfied with the ease of integrating Helpshift's web and app SDKs into our respective end-user-facing channels. ”

Ben Terrill
Director of CX