

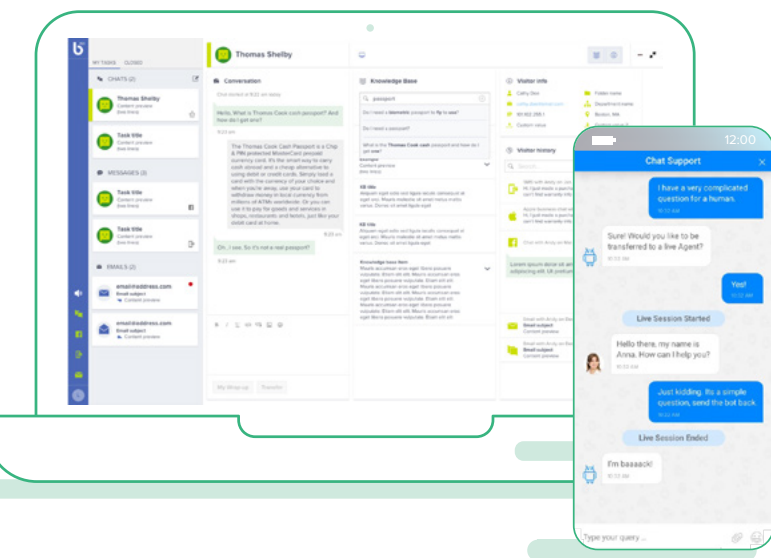
Engage Smarter

bold360



**Deliver More
Personalized and
Positive Customer
Experiences
with Bold360**

Consumers today want to interact with organizations when they want, where they want. They want every interaction to be effortless and effective, personalized and prompt. To meet the increasing customer demands, businesses need the right tools to deliver better customer outcomes.



Bold360 is the ultimate customer engagement platform with the richest possible understanding of each customer and the fastest time-to-value.

Built for the modern workforce and customer, Bold360 leverages A.I. technology to personalize and enhance every customer interaction, no matter where it takes place. Bold360 instinctively manages front-line interactions, seamlessly escalates customers to human agents as needed, and enables those agents to deliver consistent and customized resolutions. With groundbreaking intelligence, an intuitive user interface, and out-of-the-box simplicity, Bold360 empowers organizations to make every customer engagement a positive experience.

Bold Results

45%

INTUIT SAW A 45% REDUCTION
IN CALL CENTER VOLUME

70%

BUILD.COM SAW A 70% REDUCTION
IN AGENT-ASSISTED INQUIRIES

21%

THE NORTH FACE SAW A
21% IMPROVEMENT IN NET
PROMOTOR SCORE (NPS)

80%

WEB.COM SAW A 80% INCREASE
IN SALES CONVERSIONS

Why Choose Bold360?



Fastest Time-to-Value

Getting up and running with Bold360 is easy. Bold360 begins analyzing each engagement on day one, uncovering the most pressing customer pain points and opportunities for on-the-spot optimization.



360-Degree View of the Customer

Bold360 consolidates data across every customer interaction, served through bots or live agents, to provide a full picture of the customer's needs. By managing data from disparate systems, you'll be able to personalize every customer engagement and ensure they get the right resources at the right time.



Harmony Between Bots & Humans

Bold360 is the most tightly-integrated bot and agent solution on the market. Whether your customer interactions are being led by chatbots or agents, rest-assured that the customer will experience one continuous conversation.