

AI and Human Harmony Where Your Business Needs It Most

Bold360 delivers technology that humanizes every customer and employee experience. Our digital engagement solution brings the best of AI-powered chatbots and human support to your customers and your employees so they can quickly find the information they need to solve problems faster.



Revolutionize Customer Service

By 2022, 70% of customer interactions will involve an emerging technology such as AI.¹ That's a big pendulum swing from just 15% in 2018, and there's a big reason for it: better customer service. Get ahead of the AI customer service trend and start moving the needle on your metrics today.



Increase Customer Conversion

Companies that use AI cognitive technologies see 36% greater year-over-year increase in annual revenue and attain 63% greater annual improvement in customer lifetime value.² Conversational commerce is here, and it's ready to help you increase your customer acquisition today.



Empower Customer-Facing Employees

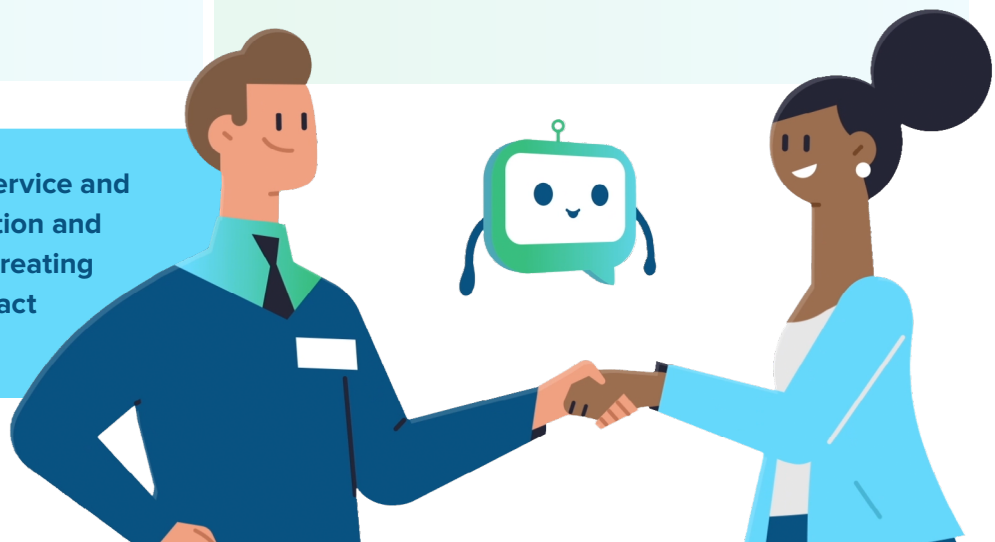
62% of customers said that an agent's knowledge and/or resourcefulness was key to their positive service experience.³ AI boosts both. Empower your customer-facing employees with contextual customer information, fast access to answers, and consistency of message to support a more satisfying customer experience.



Modernize IT & HR Support

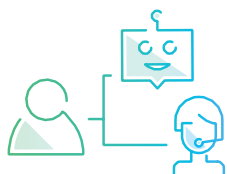
The average employee spends 30% of their time interacting with internal systems and knowledge repositories.⁴ That's nearly a third of the day spent on noncore work. Modernize your internal HR and IT operations and empower your employees and the teams that support them with a more intelligent way to access information.

With the right combination of AI self-service and human support, Bold360 removes friction and frees your support teams to focus on creating exceptional experiences from the contact center, the front desk, or the field.



“We knew we had to make it easier for our customers to navigate [our business requirements] and get the answers they needed. We didn’t set out to solve that problem with AI, but AI ended up being the best solution. What made Bold360 rise to the top was that they offered the full package: easy to use, easy to maintain, easy to implement.”

-BILL CLEARLY, VP Policy, Fannie Mae



Bold360 Service

Our flagship customer engagement solution delivers rich, personalized interactions and fast time-to-value. Leveraging the power of harmonious chatbot and human engagement, Bold360 Service delivers better experiences for customers and agents, no matter the problem, channel or device.



Bold360 Acquire

The traditionally distinct lines between sales and support are blurring. Bold360’s conversational chatbots proactively guide website visitors through personalized shopping journeys, accelerating product selection and alleviating buyer concerns in real-time. Seamless transitions to human sales reps mean customers never feel friction, and sail through conversion.



Bold360 Advise

Bold360 is not just for contact center agents. We know that your field agents, technical teams, and many other employees also need quick access to information they can trust. Bold360 Advise gives every employee in your organization the tools they need to solve every problem the first time.



Bold360 Helpdesk

Our latest solution enlists AI-powered chatbots to make internal HR & IT support more efficient and effective. From standard FAQs, to complex conversations and ticketing integrations, Bold360 Helpdesk delivers the right answer now so employees can get back to work and support teams can focus on higher-value projects.



Bold360 Agent

Not everyone is ready for AI. With Bold360 Agent, you can offer your customers a welcome alternative to phone support. Reduce the cost of customer service while delivering better customer experiences with Bold360’s robust agent workspace and omni-channel live chat solution.

Sources

- 1 Gartner, Magic Quadrant for the CRM Customer Engagement Center, May 2018
- 2 Aberdeen, Cognitive Customer Experience: The Future Is Here, April 2017
- 3 American Express, 2017 Customer Barometer Survey
- 4 Forrester, AI is Ready for Employees, Not Just Customers, March 2018