

# EXCELLENT ONLINE CUSTOMER SERVICE AND SOCIAL MEDIA MANAGEMENT

## OBI ENGAGE

Exceed your client's expectations by offering direct and personal customer service via social media, live chat, messaging apps and review sites. And, increase the efficiency of your customer service process by adding smart chatbots and AI. With OBI Engage, you can manage all your online conversations easily and quickly, and all from just one environment. Make the work of customer service employees more efficient, provide fast and consistent service via your customer's preferred channel and reduce waiting times and workload — all at the same time.

Stay up-to-date with everything that's going on around your organisation by using the integrated monitoring tool. Create, plan and publish posts via social media channels with the easy-to-use and well-arranged content calendar. Increase your impact and reach, using data-driven insights from integrated social analytics and comprehensive reporting options. Is your organisation ready to make digital customer contact truly personal?



## THE BENEFITS OF OBI ENGAGE

- Add new or existing channels to your service process. The all-in-one tool doesn't require training employees on new channels.
- Personal and fast service for your customers through the addition of WhatsApp Business Solution, live chat and chatbots.
- Workload management: always a complete overview of the entire conversation, along with possibilities for routing cases into chatbots and AI.
- Partner in training and optimisation: our experts help you take it to the next level for your customers.

All-in-1 tool for optimum and efficient online customer service

Add custom channels in addition to existing channels, such as e-mail, intranet etc.

Simple content calendar to plan and publish all your social posts

Extensive reporting options for measuring KPIs

Add chatbots for efficiency, lower costs and increased customer and employee satisfaction.



Our experience with OBI Engage is that it's an extremely user-friendly tool. We always have a clear overview of all our various social media channels. It's

a tool that does exactly what is needed for us. In a constantly changing team environment, it's also quite useful that users can easily be changed and added when necessary. The professional help desk deserves a lot of praise! They are always there for us, ready to help. In short, we are undoubtedly only one of the many very-satisfied users!"



**Leon Dubbelaar**  
Team Leader CCC  
at Carglass



We chose OBI4wan because of the overview that they offer within their platform. All social channels are in one overview and all

conversations are shown in one go. That makes working with OBI4wan not only very easy, but also efficient, which helps us in providing the right kind of service. We also work with OBI4wan because of their extensive in-house knowledge. The training courses that they offer have helped us take our services to an even higher level.



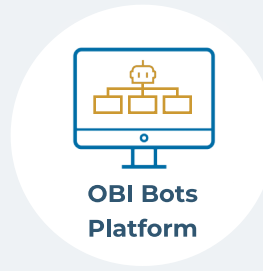
**Angela Muradin**  
Head of Customer Care  
at RTL Nederland

## OUR PRODUCTS



### OBI Engage

Manage customer requests and content from social media, messenger apps, review sites and live chat directly from one platform and integrate chatbots for more efficiency and higher customer satisfaction.



### OBI Bots Platform

Build your own chatbot completely without coding. The OBI Bots platform is powered by the best AI solutions on the market, preparing you for the future of customer service.



### OBI Bots

We build, train and deploy conversational agents and chatbots in your favorite customer contact channels: social media, messaging apps like WhatsApp, live chat and review platforms.



### OBI Brand Monitor

Measure relevant insights regarding your reputation, sector and stakeholders from online and offline data, social media, print media, radio & television.



### OBI Insights

Get customized strategic insights and reports on various topics from our specialized media analysts department based on media data and social analytics.



## ABOUT OBI4WAN

OBI4wan offers independent as well as integrated solutions for customer engagement and digital customer service, chatbots, media monitoring and data insights. Our mission is: truly engaged customers and organisations.

Every day we are committed to making customer engagement via social media, live chat, messaging apps and review sites more effortless and provide organisations with actionable insights based on data. Effortless engagement is what we call it. And because of the ease of our tooling and technology, we make sure that you can pass this on to your customers.

### Contact Us

For more information on our products and services please get in touch with us. We are happy to demonstrate our products to you.

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