



Omnichannel

Flexible, interactive,
cross-platform service

Build superior customer-centric
experiences across mobile and
digital channels.

infobip

INFOBIP OMNI

ONE PLATFORM, UNIFIED COMMUNICATIONS

Today, user engagement is built across channels and devices, catering to different habits and choices of modern-day consumers.

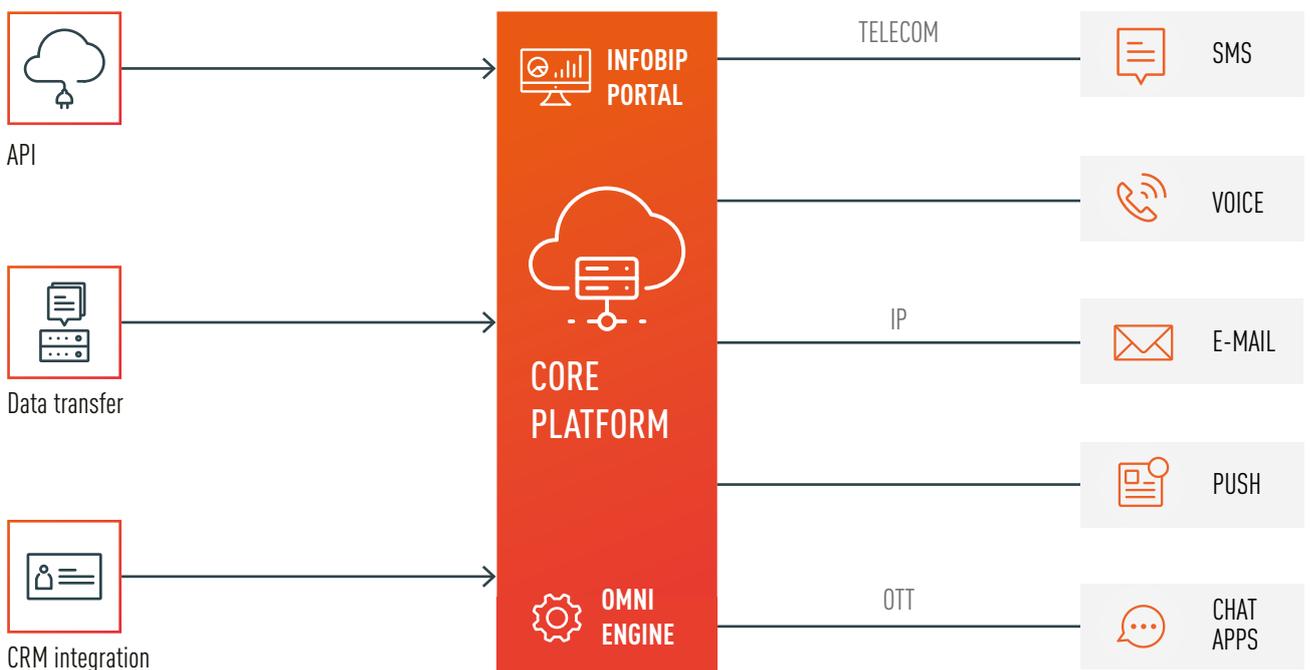
Offering SMS, voice calls, push notifications, chat apps (Viber, Facebook Messenger, LINE) and email, Infobip OMNI enables gapless transition between communication channels for superb customer journeys and an unsurpassed brand engagement.

Use Infobip OMNI to build advanced comms scenarios, implement failover logic, and merge customer communications with your business processes. Infobip handles maintenance and provides constant service upgrades, helping you stay ahead in customer engagement.

KEY FEATURES

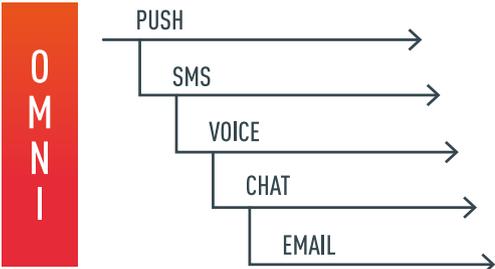
- On-click workflow management
- Quick CRM integration, data processing & sync
- Multiple channels for total interaction
- Graphical user interface for easy campaign building and monitoring
- Meaningful campaign metrics: cost overview, delivery, conversion rates

Automate campaign workflows, prioritize channels and develop scenarios for maximum impact. Frictionless integration with your CRM. Full control and reporting over Infobip Portal.



BROADCAST. Make sure you get heard.

Push your critical message over multiple channels at once, so it can reach multiple devices and be read or heard as soon as possible. Typically used in situations like identity theft, data leak or fraud alerts.

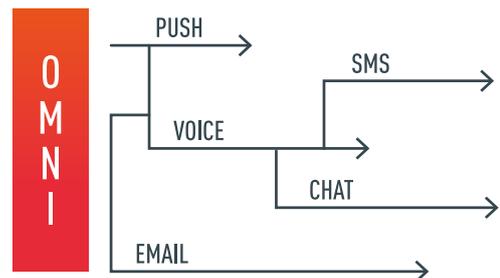


FAILOVER. Reach full ubiquity.

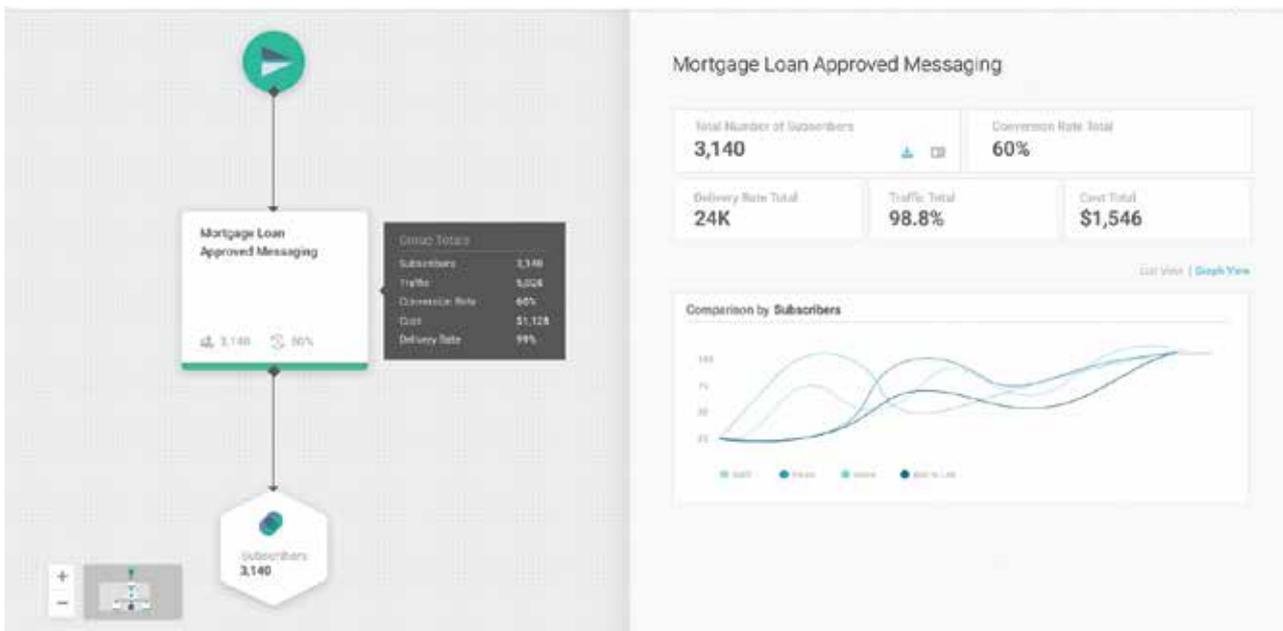
Define scenarios and channel priorities for your message delivery. Set the order based on customer preferences (mobile-desktop-app) and devices they have available (smartphone-feature phone-PC-landline). Reach full ubiquity across geographies, demographics and habits.

WORKFLOW. Orchestrate the user journey.

Integrate online, offline and digital channels for the complete orchestration of your customer journey and a seamless interaction with your business! You set the flow, Infobip processes and executes it.



■ Intuitive graphic interface for building your flows and campaigns



GLOBAL PRESENCE

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Infobip operates one of the world's leading proprietary messaging and communications platforms, designed to connect mobile network operators with enterprises. Offices on six continents and strategic partnerships with major telco groups enable us to provide seamless integration and delivery.

Always looking for innovation and new ideas, fostering a customer-first business philosophy and being at home in every part of the world makes us the reliable provider for thousands of clients worldwide.

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AWARDS:



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