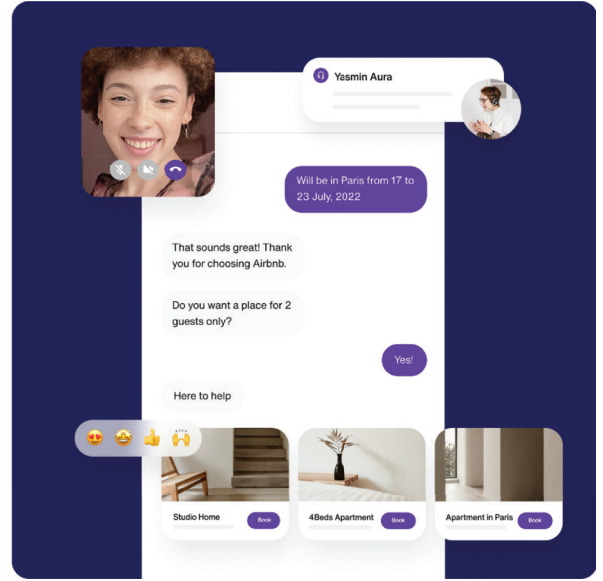


In-App Conversations: The Communication Game-Changer

Boost engagement, retention, and conversion all at once with in-app conversations and break free from SMS, email, and public messenger communication limitations.



Chat built on the Sendbird SDK has become the most popular communication channel among all options available to Traveloka's users, including SMS, email, Facebook, or Twitter.

Adi Alimin
VP of Platform Products

Say Hello to Phenomenal Engagement



70x

increase in interactions

Say Bye to Lackluster Retention



36%

boost in app retention

Turbocharge Conversions



14x

lift in conversion compared to traditional e-commerce

Unlock The Engagement Power Of Your Application

Combine the best of chat, voice, and video conversations into your app to create a richer, more efficient, and safer communication experience.

Show context

BENEFITS

- Clarity
- Authentication

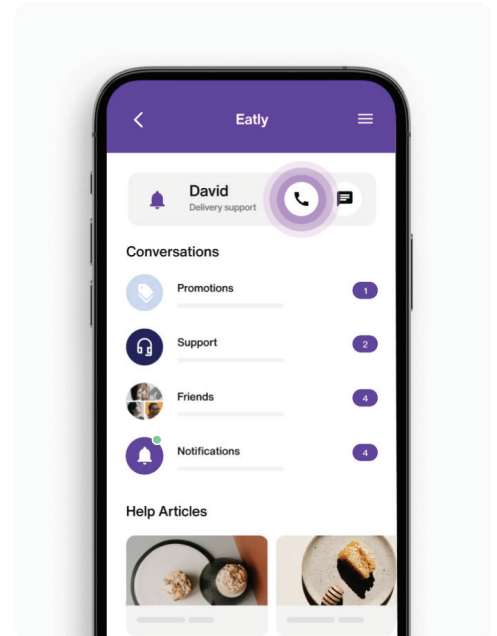
FEATURE LIST

- Chat**
 - User profile
 - Branded notifications
- Online presence
- Unread messages

- Voice & Video Calls**
 - Incoming call notifications
 - Recording indicator
 - Muting indicator

CHANNEL PERFORMANCE

- Email ✗ SMS ✗ Public Messengers ✓ Sendbird ✓



Go conversational

BENEFITS

- Realtime/Asynchronous
- Expressive
- Structured
- Status-rich

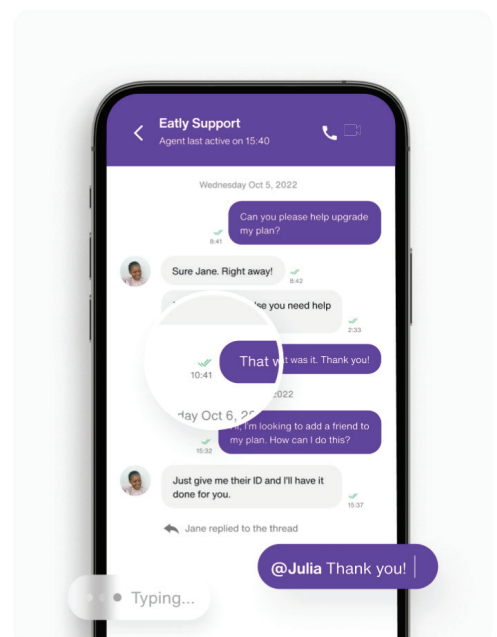
FEATURE LIST

- Chat**
 - Typing indicator
 - Read receipt
 - Delivery receipt
 - Reactions
 - Mentions
 - Threading

- Voice & Video Calls**
 - Video mirroring
 - Camera switching

CHANNEL PERFORMANCE

- Email ✗ SMS ✗ Public Messengers ✗ Sendbird ✓



Protect users

BENEFITS

- Safety
- Trust
- Retention

FEATURE LIST

AI-powered moderation

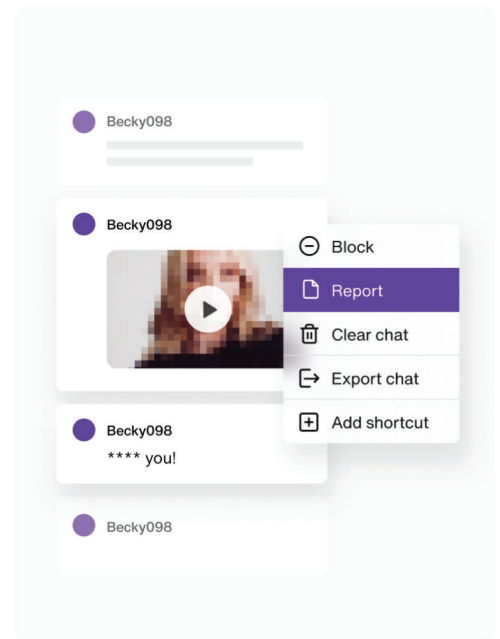
- Image detection
- Text detection
- Automated decisions & actions

Human-powered moderation

- Agent review and rule setting
- User actions

CHANNEL PERFORMANCE

Email ✗ SMS ✗ Public Messengers ✗ Sendbird ✓



Enhance communication

BENEFITS

- Media-rich interactions
- Collaboration

FEATURE LIST

Chat

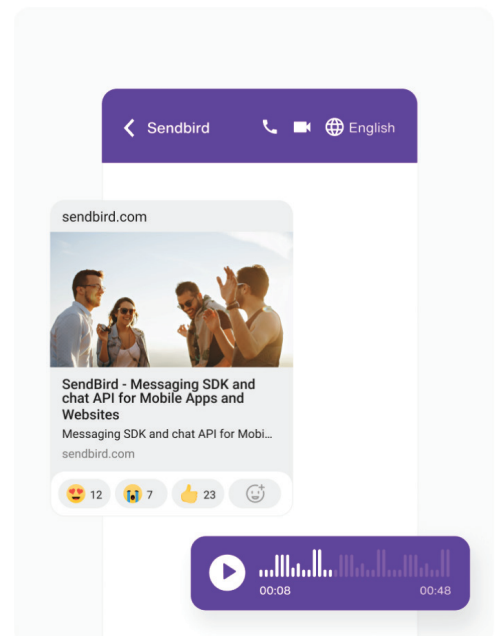
- URL preview
- Thumbnail preview
- Audio notes
- Search
- Polls
- Scheduled messages
- Pinned messages
- Translations

Voice & Video Calls

- Cloud recording
- Screen share

CHANNEL PERFORMANCE

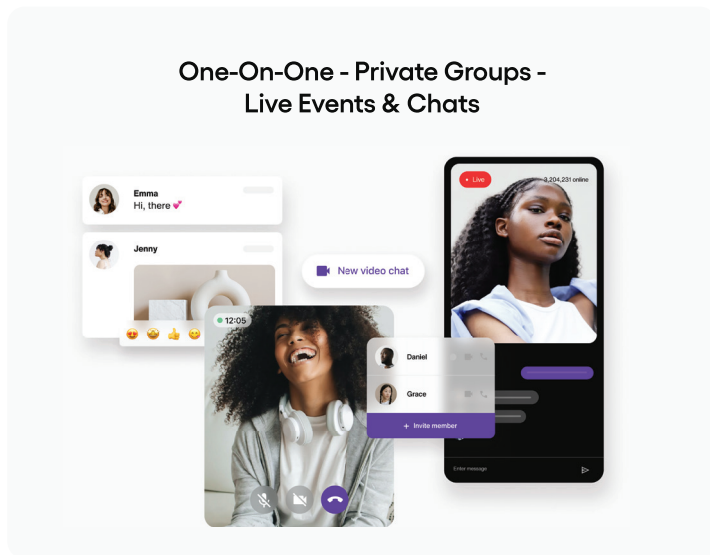
Email ✗ SMS ✗ Public Messengers ✗ Sendbird ✓



Any Conversation You Need: From Fostering Communities To Direct Customer Engagement

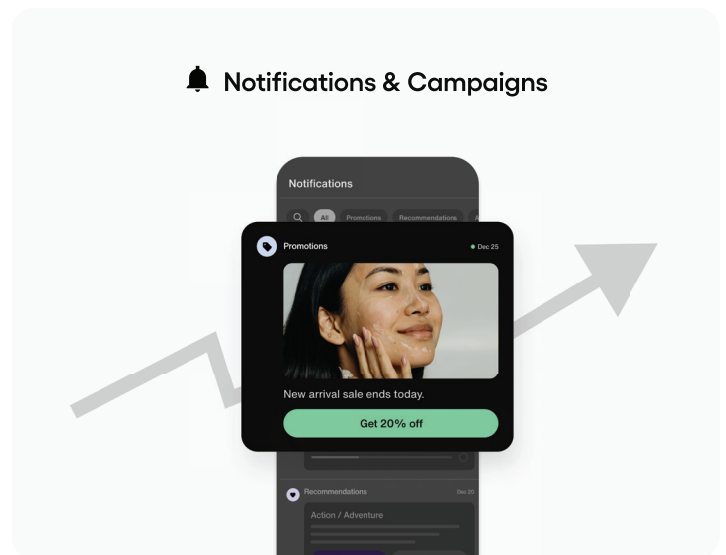
Opt for a safer, more scalable, and easier-to-deploy global solution than email, SMS, and public messengers combined.

Enable any engagement type



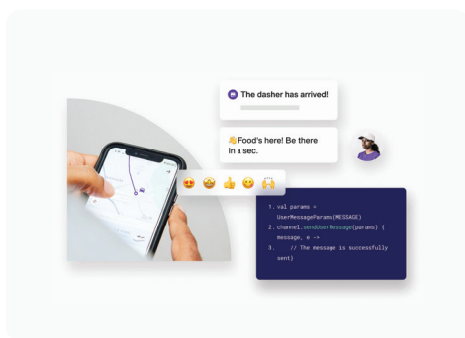
Live events of up to a hundred thousand participants to community chat and private groups of millions.

Launch successful campaigns



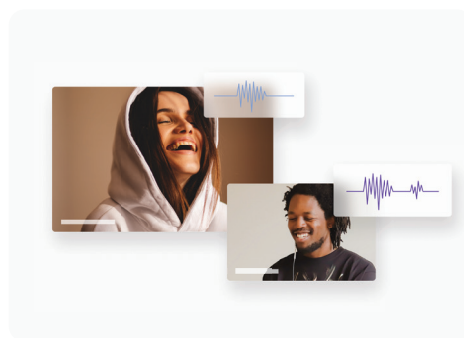
Drive sales with high-scale, high-conversion promotional campaigns that you can measure in real time.

One-Stop-Shop For Everything In-App Conversations



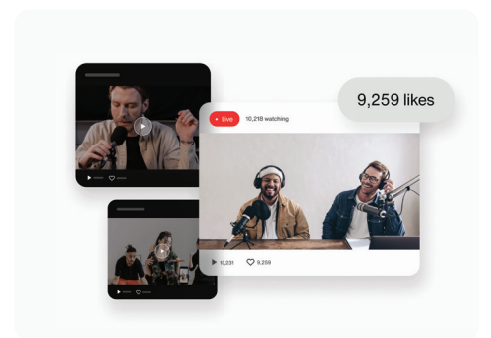
sendbird chat

The most feature-rich, trusted, and scalable chat API worldwide.



sendbird calls

The most authentic and secure way to engage online, like in real life.



sendbird live

The most scalable and interactive channel for brands, influencers, and marketers.

