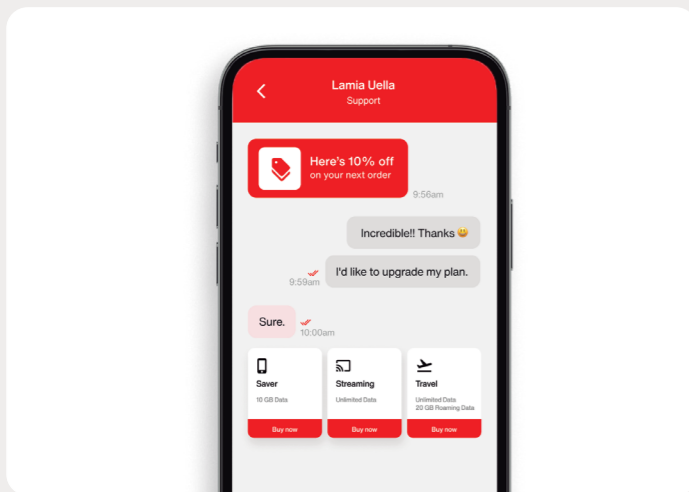


### In-app messaging drives real business results

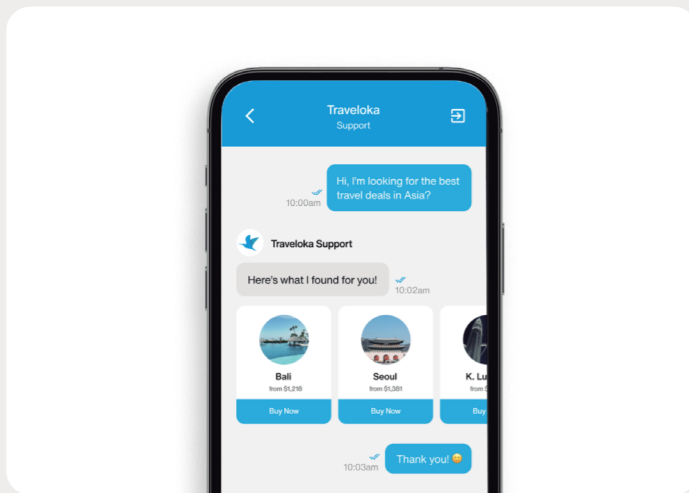
Brands that use Sendbird for customer messaging in their app consistently show faster first-response times, improve CSAT, and solve more tickets with existing resources—all while building an ongoing relationship with the customer.



With Sendbird we provide a 100% digital customer support experience for our customers with native in-app chat based interactions. Our customers are more engaged and consistently give us a CSAT score of 5/5.



Ozgur Gemici, Senior Manager,  
Virgin Mobile UAE



We started thinking about how we can build a better chat experience when customers communicate with customer service. Hence, we leveraged Sendbird to build this ideal chat that we had in mind...The chat we built upon Sendbird is the number one communication channel among all the channels that we provide to our users.



Adi Alimin, VP Platform Products,  
Traveloka

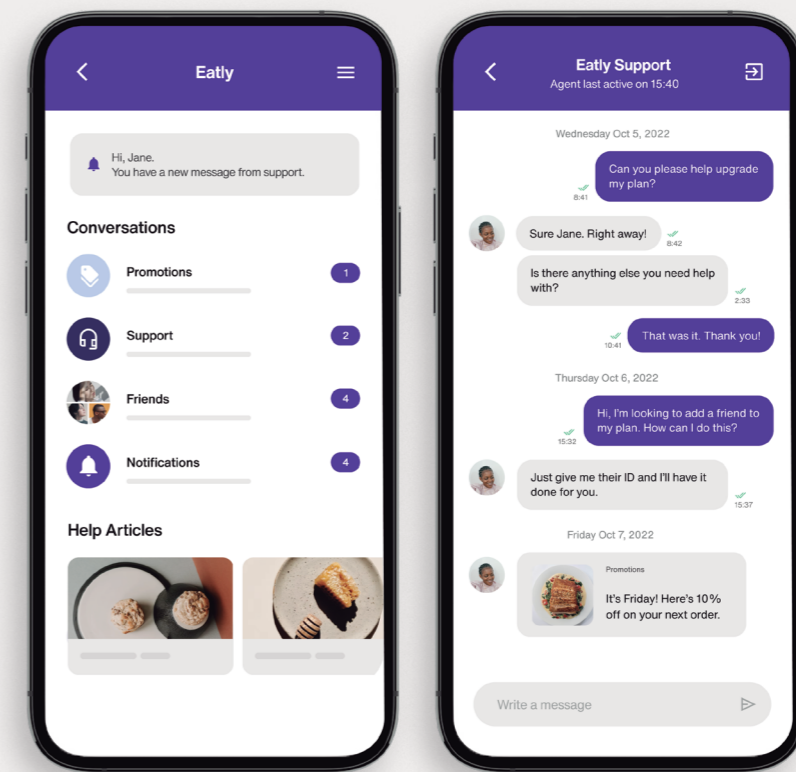
### Contact Us

Get in touch with one of our specialists on [sales@sendbird.com](mailto:sales@sendbird.com)

[Book a Demo](#)

## Deliver customer support in a powerful new way. In your app.

Businesses want agents to resolve more support cases faster, while customers yearn for a more human experience. Messaging-based support conversations give you the best of both worlds.

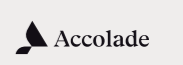


### Businesses drive real results with Sendbird

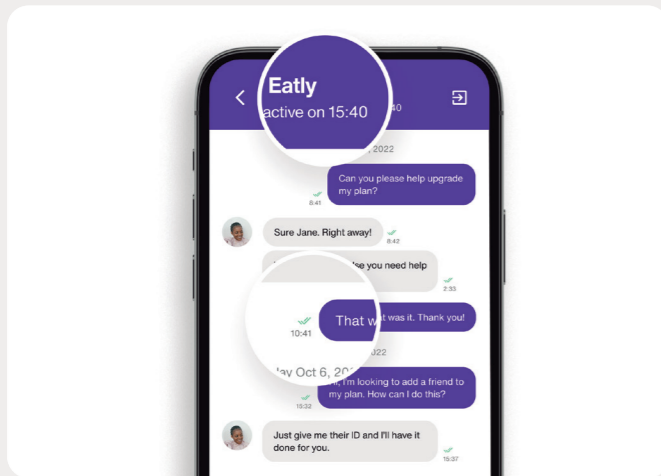
Handle a higher number of tickets per agent

Enjoy higher CSAT

Lower time to resolution

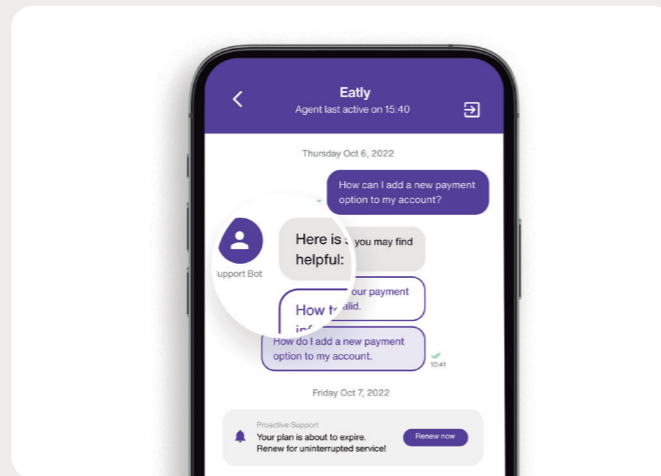


## Power personal customer support at scale



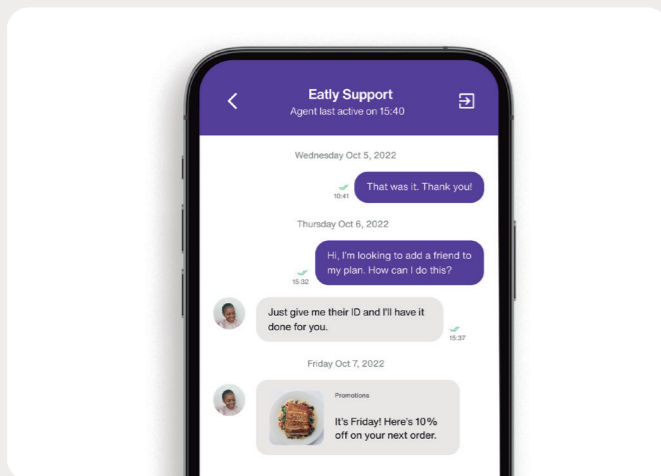
**It's live. It's asynchronous. It's messaging.**

Messaging-based support conversations allow customers to communicate with your business on their own time, without waiting on hold or repeating support issues to multiple agents. It's a better experience for customers, more cases solved for agents.



### Proactive messages and automation for faster value

Send proactive messages that anticipate support requirements and reduce inbound flow. Address common questions through a FAQ bot before seamlessly transitioning to an agent.

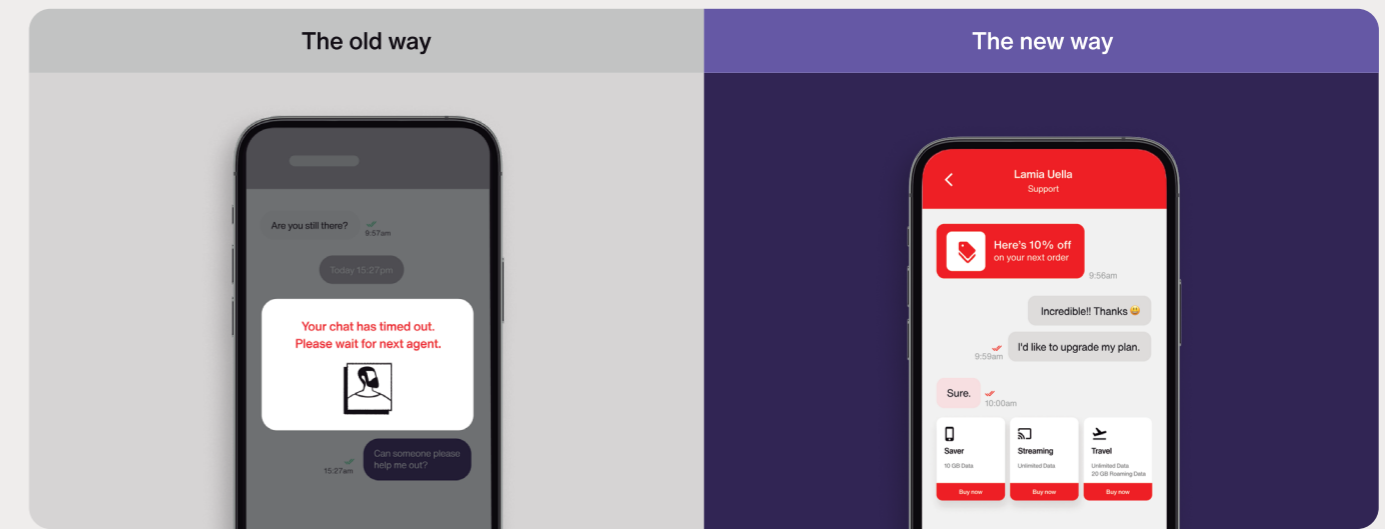


### Ongoing customer engagement

The conversation remains persistent and is easily accessible for re-engagement with the customer, new support questions, or handover to another agent.

## Customer messaging that looks like your brand

Deliver a consistent brand experience that immerses customers in your brand. It's fast, flexible, and fully configurable to your needs.



## Integrate with support tools you already use

Sendbird integrates with your existing CRM and ticketing support software so you get the best of both worlds—a better support experience for customers and support teams, and a back-end your support team can thrive in.

