

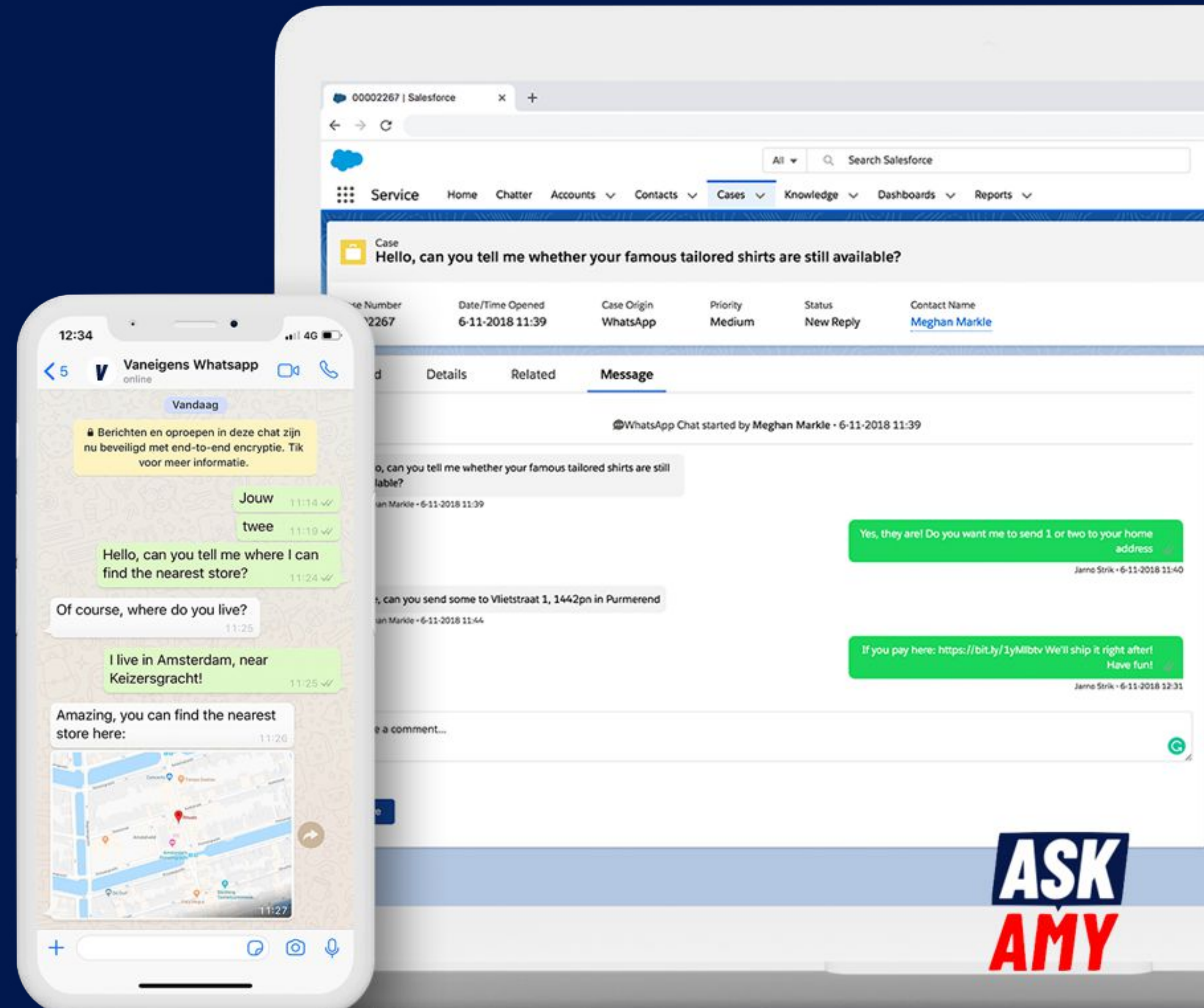
VANEIGENS ASKAMY

A native application to interact with your customers and social sell directly from your customer care centre.

available on
AppExchange

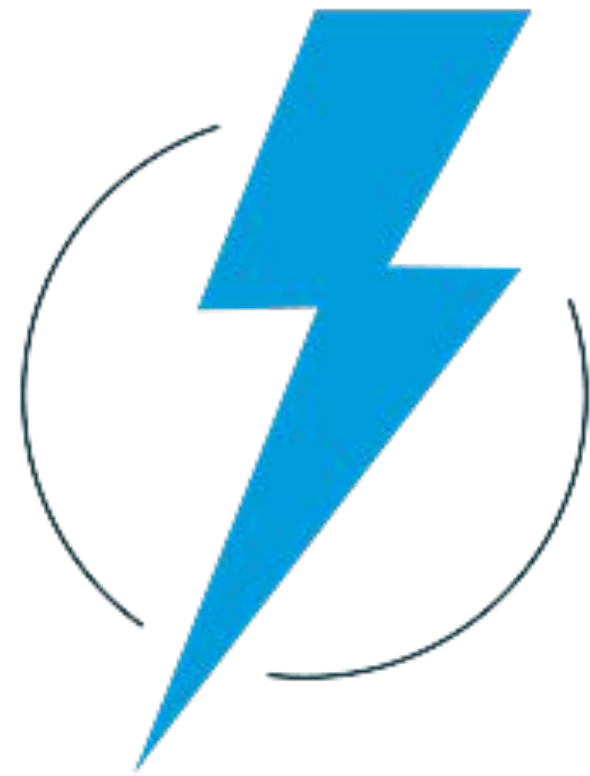


www.vaneigens.com
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**ASK
AMY**

STRIKING CHALLENGES



Some questions for you...

- Are you in need of a messaging system that integrates with both your CRM and social channels?
- Is it not possible to activate customers via chat to directly purchase one of your products or services?
- After chats and interactions, are your service agents spending too much time on registration and reporting?
- Are your service agents unable to offer proactive, personalized communication through social channels?
- Are messaging solutions often too expensive?

ASKAMY

Next level digital messaging

AskAmy is a highly versatile messaging platform. Enabling real-time conversations. With all conversation history in one screen. Connect to any channel of your choice. Built natively on Salesforce with seamless integration.



Implemented in one day



Realtime conversations



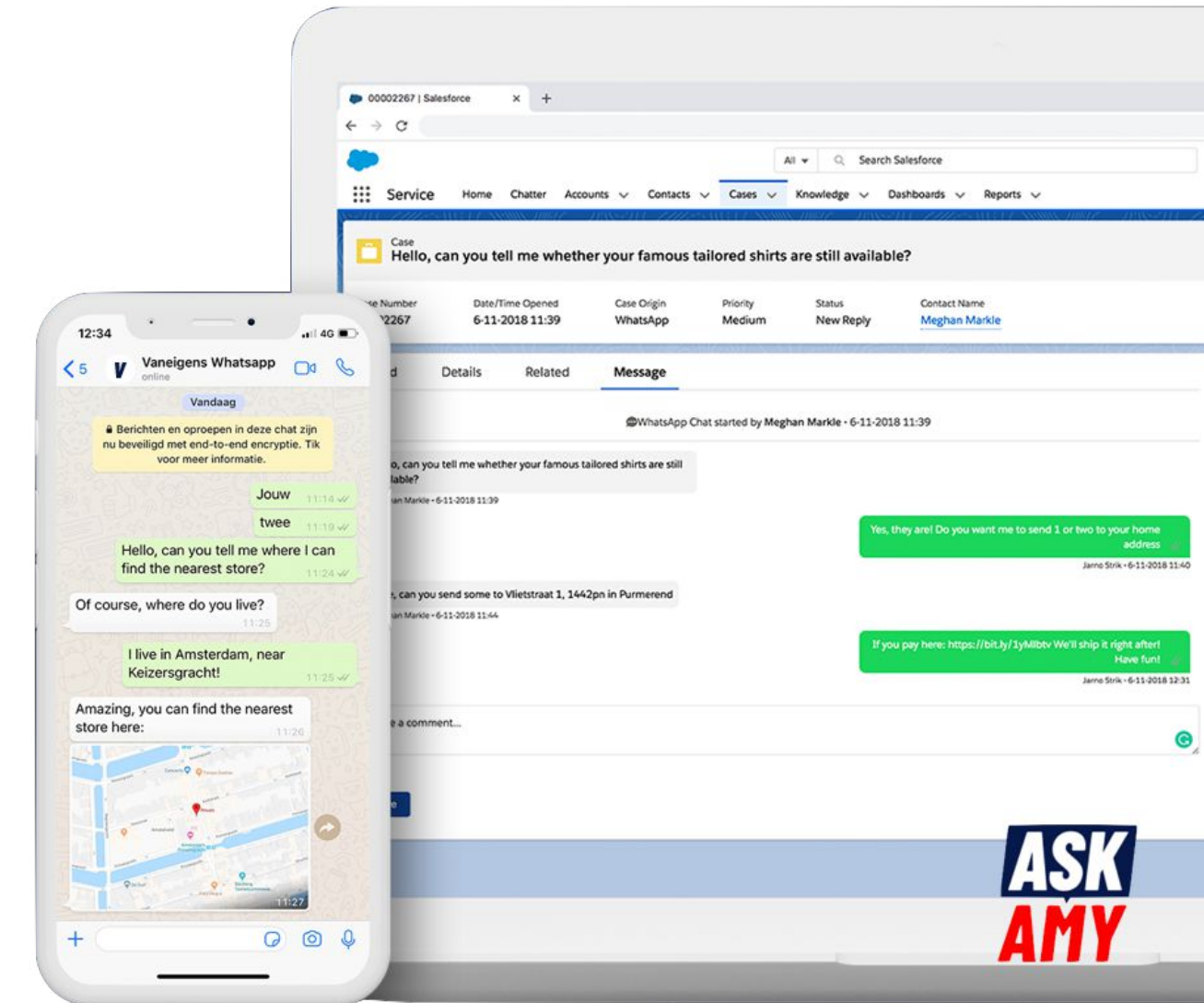
Transactional messaging



All favorite channels

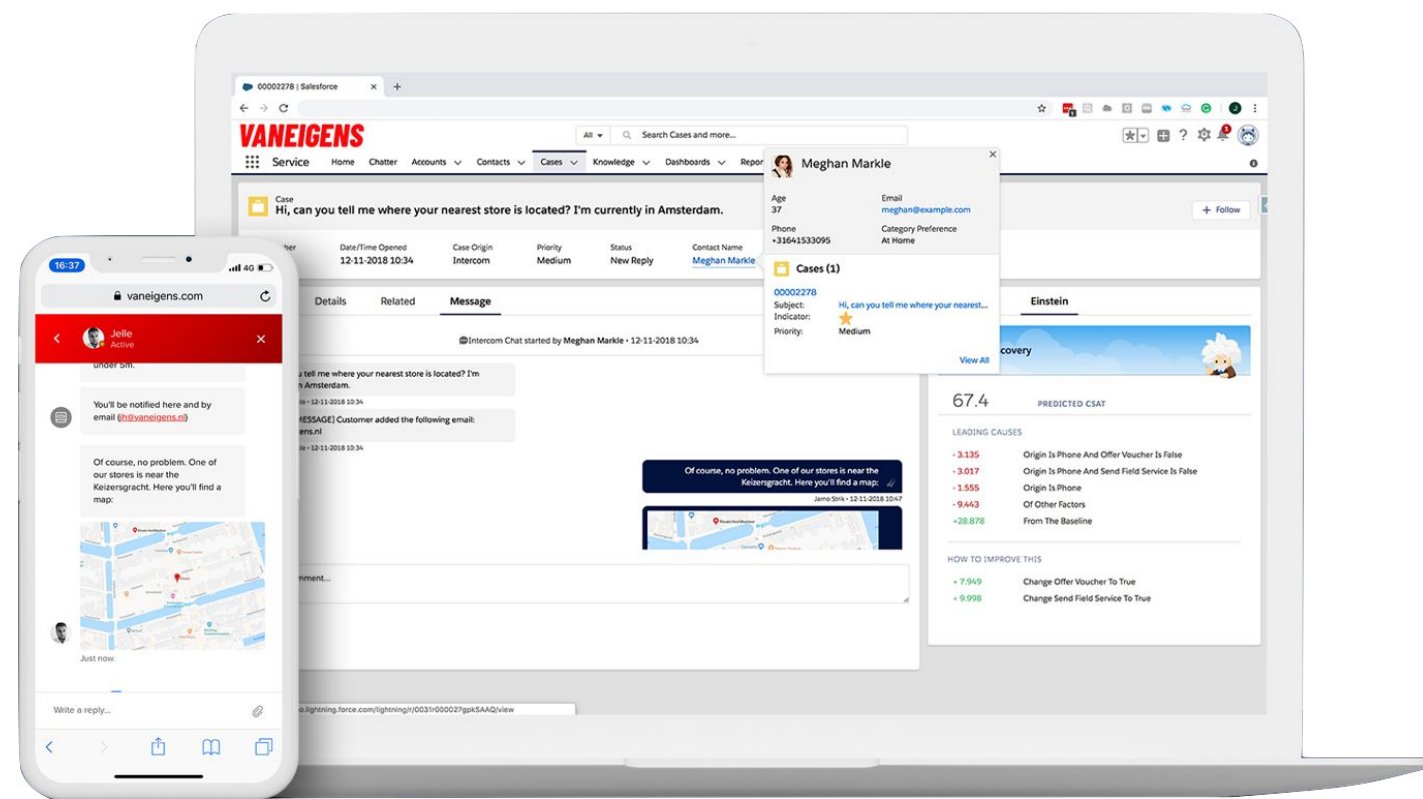
INSTALL, MANAGE AND INTERACT ON THE SALESFORCE PLATFORM

AskAmy is directly installed and available in your existing Salesforce org. The Messaging App is seamlessly integrated with your Service Cloud. Therefore, it is possible to have your customer care center interact with customers via the most favorite (social) channels, like WhatsApp and Facebook Messenger, through just one interface in Salesforce.



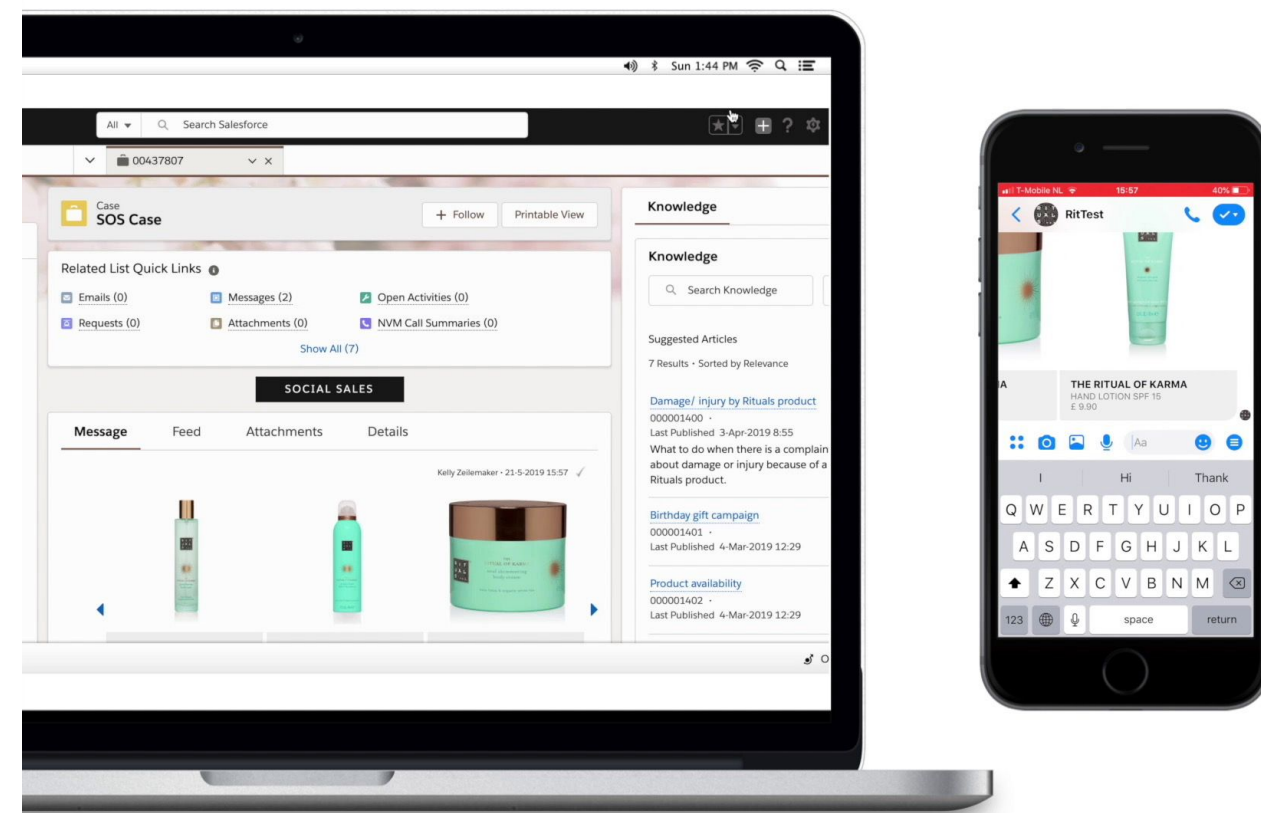
ALL FUNCTIONALITIES TO INTERACT THROUGH JUST ONE INTERFACE

The AskAmy offers key functionalities required for any modern high-volume interaction department, whether it's for consumer-facing sales and service, or for communications between internal departments. Through only one interface, you are able to provide the best possible service to your customers and colleagues.



ALL DATA & FUNCTIONALITIES FOR 360° PROACTIVE SERVICE

In AskAmy you are able to provide the best possible proactive service, as you have the 360° view available of your customers. With all purchase and interaction history available, the service agents can personalize their approach and proactively support and advice the customer in its query. For example, by providing store and stock locator information on specific brands and products to the customer via the chat.

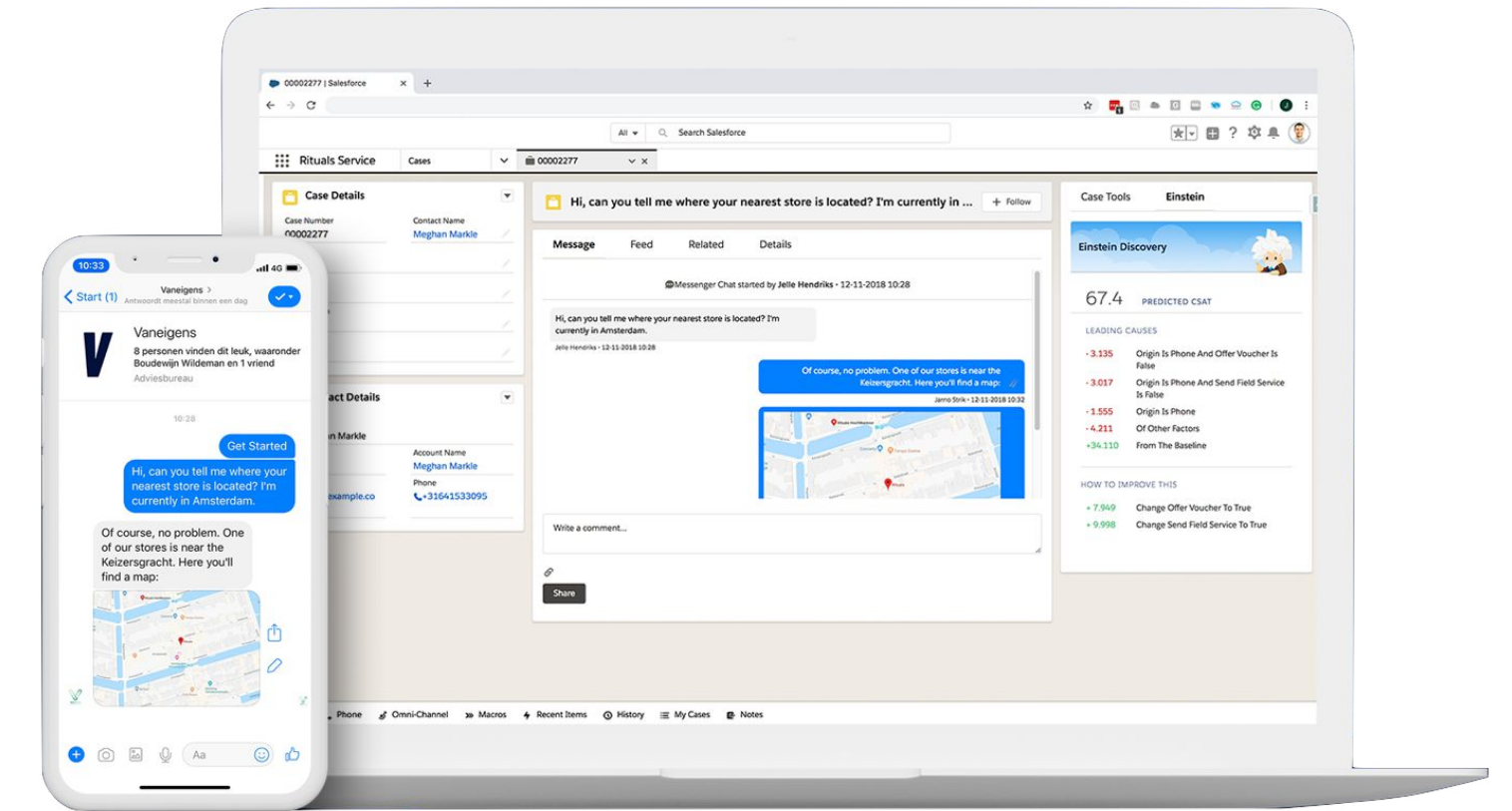


A CUSTOMER SERVICE APP THAT GENERATES SOCIAL SALES

AskAmy enables your customer service in directly selling products to the customer. Through connecting with the online store, products can be selected for social sales, offered via AskAmy and the relevant channel and immediately being ordered. Payment can also be done through the app to complete the order. And best of all? All customer data is directly available and updated.

ACHIEVE HIGH CSAT SCORES THROUGH **EINSTEIN INTEGRATIONS**

Through the integration of Einstein Next Best Action, your service agents are able to receive recommendations to improve customer satisfaction. The creation and displaying of offers and actions that are tailored to your business and customer needs, makes proactive customer service happen to achieve optimal customer engagement.



INTERACT THROUGH ALL OF YOUR FAVORITE **AVAILABLE CHANNELS**

As a complete platform, AskAmy integrates with the most important (social) communication channels, like WhatsApp, Facebook Messenger, Apple Business Chat, Telegram, Intercom.io and SMS. Select the channel that is most relevant for your customers and start interact as social company. Make your customers' life easier and interacting more fun with the extensive application of AskAmy.

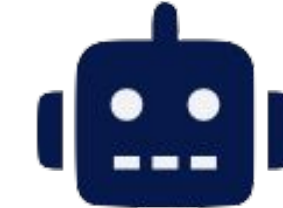
FEATURES



Can be implemented in one day



Realtime conversations



Bot integration supported



Rich media supported



Transactional messaging



Salesforce platform can be fully utilized



Language recognition



One interface, but with a native view



Data securely stores in your own SF platform

OUR SERVICES



Consulting

Digital transformation and development, IT and solution design, business requirements.



Implementation

Configuration, development, journeys, training, testing, data migration and integrations.



SAAS

Innovation and development of product add-ons, recurring license, support and maintenance.

15+

Years of experience

65+

Successful projects

55+

Certifications

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