

Redefining Customer Experiences with Conversational AI

A Leader in Conversational AI

Understand what your customers mean—not just what they say. [24]7.ai is consistently ranked a leading conversational AI vendor by independent research firms, thanks to our leadership in contact center operations, deep libraries of domain-specific intents and quick-start bots for verticals. We make it easier for customers to reach you in their preferred channels, and power some of the most advanced messaging experiences on the market. Our solutions integrate with all major enterprise systems, so you can leverage the investments you already have, and deliver personalized, predictive experiences faster.

Measurable Outcomes*

Voice automation:
\$80-150M annual savings

Self-service containment:
\$10M annual savings

Repeat call reduction:
-30%, reducing service costs by 20%

NPS: +10-point increase

*Actual client results, based on volume

About [24]7.ai

[24]7.ai is transforming the digital customer experience (CX), driving customer loyalty and revenue for the world's leading brands. We combine deep vertical expertise, human insight, and years of contact center experience to make every interaction more satisfying—and cost efficient. Take conversational AI to the next level, predict consumer intent with precision, and keep customers coming back. Whether you choose our cloud platform, agent services, or a managed service for your organization, [24]7.ai is the partner you can trust to redefine your customer engagement strategy and deliver consistent, easy, personalized conversations across channels and time.

Driven by intent

As the only platform that combines behavioral, transactional, and historical data to anticipate intent, [24]7.ai understands what your customers mean—not just what they say. Better intent prediction means better service, saving time and money.

Best of both worlds

[24]7.ai blends human insight and experience with machine learning and efficiency to take customer experience to new levels. Our holistic approach plays to both strengths, with bots supporting agents and agents training bots, maximizing agent productivity and satisfaction, in turn, boosting CSAT.

Customers and Industries

We serve over 250 enterprise clients spanning 12 key verticals: Banking, Education, Financial Services, Government, Healthcare, Insurance, Retail, Services, Technology, Telecommunications and Cable, Travel and Hospitality, and Utilities.

Offices

[24]7.ai is headquartered in San Jose, California, with offices, R&D centers, and contact centers around the world.

Capabilities

1.3B

self-service interactions/year

200M+

virtual agent inquires/year

150+

patents and patent applications

10K+

global employees

Management Team

PV Kannan

Co-founder and
Chief Executive Officer

Shanmugam Nagarajan

Co-founder and
Chief People Officer

Brent Bowman

Chief Financial Officer

Rohan Ganeson

Chief Operating Officer

Animesh Jain

Chief Delivery Officer,
India and Americas

Patrick Nguyen

Chief Technology Officer

Rienzi Ramirez

Chief Delivery Officer,
Philippines

Dan Reed

Chief Customer Evangelist

Leonard Stephens

Chief Human Resources Officer

John Wanamaker

Chief Revenue Officer

Dr. Rebecca Wynn

Chief Information Security Officer

Solutions

Cloud-based solutions for end-to-end CX.

Platform

[24]7.ai Engagement Platform

Our open platform predicts intent and provides resolutions consistently across any channel. Whether you engage customers on your website, via popular messaging platforms, or through voice, you can effortlessly manage interactions, drive cost efficiencies, and elevate CX—all with a single, powerful, cloud-based platform.

[24]7 AIVA

Meet your new CX superstar. Our industry-leading AI-powered virtual agent lets customers engage naturally, and help themselves more efficiently, on their time. Enable continually better experiences on digital and voice (IVR) channels with our build once, deploy anywhere, self-learning model that reduces costs and boosts first contact resolution.

[24]7 Messaging

Messaging makes it easier for consumers to reach you. Enrich your messaging channels such as Apple Business Chat, Google RCS and Facebook Messenger with industry-leading conversational AI, sophisticated routing capabilities, and disambiguation of complex intents.

[24]7 Answers

Organize FAQs, policies, product information, and more into an interactive CX using advanced algorithms that bring search functions to life. Deploy in a conversational messaging-like experience that enables a seamless connection to agents when needed.

[24]7 Active Share

Let your agents interact with callers using this “digital canvas” to push rich, interactive content right to their screen, making it easy

to fill forms, view options, and make payments. Boost sales, reduce AHT, and improve compliance.

[24]7 Chat

Deflect contacts from higher cost channels and give chat agents all the tools and information they need to provide efficient, effective support—right at their fingertips. Our smart chat platform increases sales and CSAT up to 30%.

Agents

[24]7 Agent Services

Outsource or extend your customer service contact center to our industry-leading digital and voice agents. We align agents to your brand and guarantee to outperform your best site by 10% or more.

Analytics

[24]7 Customer Journey Analytics

Gain instant insight into how your customers are interacting across touchpoints and time and make it easier for them to do business with you. Optimize CX and drive efficiency with this SaaS solution.

[24]7 Personalization

Design and deliver smarter, better-targeted ad content in real time. Drive 400% better engagement and 75% conversion lift by getting it right—right message, right consumer, right channel, right time.

[24]7 Professional Services and Consulting

Keep your [24]7 solutions performing at optimal efficiency. We'll help you operationalize your technology, analyze customer journeys, improve efficiencies, and continually increase CSAT and NPS.

Contact us today

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About [24]7.ai

[24]7.ai is redefining how artificial intelligence and human insight are combined to produce satisfying customer experiences. Our conversational AI platform predicts consumer intent to create frictionless interactions, across every channel, that strengthen relationships and increase brand loyalty, at the lowest cost per resolved conversation.

For more information visit: www.247.ai