

Bring modern messaging to websites and apps with Smooch Embeddables



The Messaging Revolution

Messaging is changing the way we communicate. With over 4 billion messaging accounts worldwide, consumers expect a modern messaging experience where session-based live chat is replaced with the rich, persistent and asynchronous conversations they know and love. That means businesses need better tools to serve customers on their own branded channels, from their websites to their mobile apps.



9 out of 10

customers want to communicate with businesses through messaging.¹



3x greater customer satisfaction

when businesses use messaging.²



As little as \$1

to solve a customer issue on messaging apps, compared to \$6-15 per phone interaction.³

Feature-rich messaging SDKs for software makers and their customers

Packed with the richest set of messaging features on the market, Smooch Embeddables for iOS, Android and Web allow software makers to power modern messaging experiences that bring together brands and customers in new and exciting ways.

Powering the ultimate user experience

Deliver the experience end-users have come to expect from the leading chat apps.

Designed for leading brands

Let your customers connect with users and deliver highly personalized experiences in a branded and secure environment.

Built for enterprise software makers

A breeze to implement and extend, you can re-distribute Smooch SDKs as your own with code-level branding.

Bot and AI ready

Automate and enhance conversations with bots and AI, which easily integrate with Smooch Embeddables.

¹ Global Mobile Messaging Consumer Report 2016

² Aberdeen's CEM Executive's Agenda 2017

³ Mckinsey

Key Features

Powering the ultimate user experience

Persistent conversations

Retain context over time, and across web and in-app messaging.

Agent avatars and identities

Let users know who they're speaking with, whether it's one or multiple agents, or a bot.

Support for the richest set of messaging features

Text, emojis, gifs, images, videos, file attachments, location sharing, links, buy buttons, quick replies, postbacks, and carousels.

New! Smooch Conversation Extensions

Extend conversations beyond the boundaries of the chat window to support more complex use cases. Combine the very best of conversational interfaces with the freedom and flexibility of traditional UIs.

Typing indicators, timestamps, read & delivery receipts

Deliver a modern real-time messaging experience.

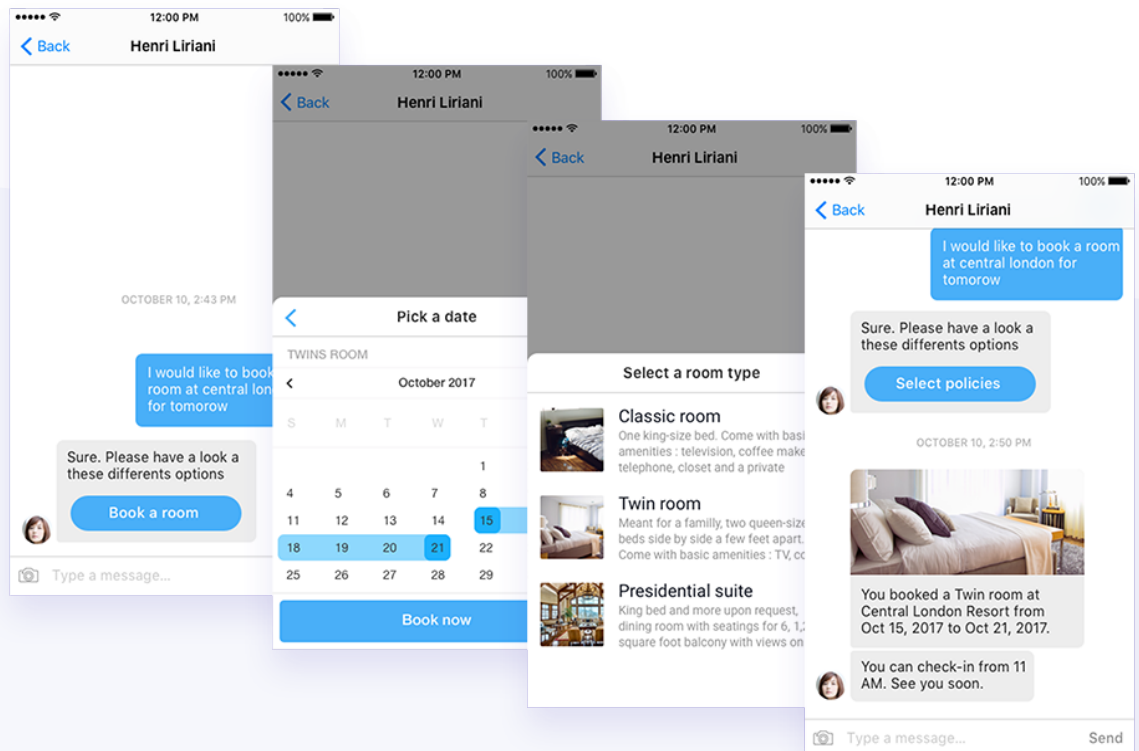
Real-time notifications

Notify users on their preferred channel when they receive a reply to a conversation they had to leave.

Asynchronous messaging

Offer a sessionless experience that allows users to engage on their own time while optimizing agent productivity.

CONVERSATION EXTENSION



Designed for leading brands

Fully brandable and customizable UI

Enable your customers to implement their own branded user experience.

Compatible with any third-party authentication system

Authenticate users to provide a secure and trusted environment for conversations.

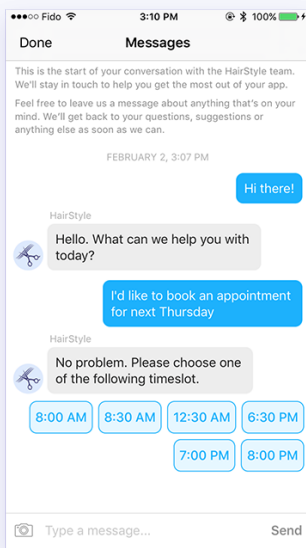
Metadata capture from websites, applications or messaging channels

Combine user activity and existing profile data together, and leverage that context for tailored and personalized experiences.

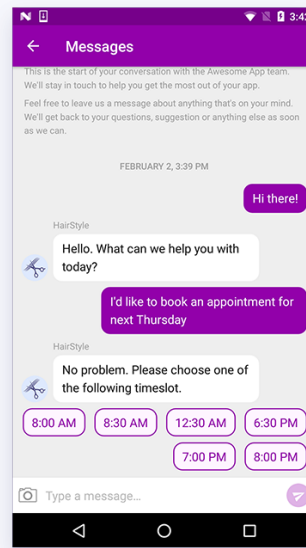
End-to-end encryption ready

Encrypt conversations for brands needing full data privacy and security.

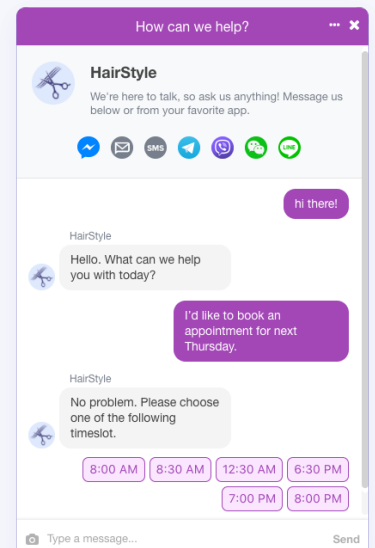
CUSTOMIZED QUICK REPLIES



iOS



Android



Web

Built for enterprise software makers

Easy to implement

Developer-friendly docs, guides and support.

Source access available

Further extend our SDKs and develop features specific to your product.

Full distribution rights

Offer as your own SDKs with code-level branding.

Backed by high-performance infrastructure

Deliver messages with minimal latency in real-time.

Bot and AI ready

Automate conversations

Easily add bots, orchestrate flows and bot-to-human handoffs.

Build conversational intelligence

Augment conversations by easily integrating with leading translation, NLP and AI engines.

Manage conversation participants

Individually identify multiple agents, bots and other conversation participants in the messaging UI.

Better understand user intent

Leverage application and web site context to inform automated flows, detect intent and fill in slots more easily.

Use Cases

Smooch Embeddables make it easy to integrate messaging into your customers' apps and websites, enabling a multitude of use cases and user experiences.



Live chat for customer support

Offer sessionless, persistent messaging to optimize the experience for both businesses and consumers and reduce costs for the business.



Sales lead qualification

Pre-qualify website leads through conversation and connect them with the right resource to optimize your sales funnel.



Bots

Seamlessly hand off customer interactions between bots and human agents while allowing multiple systems to stay up to date on the conversation in real time.



Capture feedback

Bring NPS and CSAT surveys directly to your conversations to measure the health of your customer relationships.



In-product chat for user engagement

Send targeted messages to drive product usage, make announcements and re-engage customers.



Conversational commerce

Extend the conversation beyond traditional chat. Let users make purchases, book appointments and everything in between, all within the conversation.

Smooch Embeddables are powered by the Smooch Conversation Cloud

Smooch is a complete messaging platform to power omnichannel conversations in your software. Get all the tools you need to integrate modern messaging experiences directly into your products.

Smooch Embeddables integrate seamlessly with all your supported third-party messaging channels, from Facebook to WeChat, to SMS, email and voice assistants — unifying all of your messaging through the Smooch API.

Support cross-channel conversation transfers with Smooch SDKs. When a user starts a conversation on the web outside of business hours, allow the brand to follow-up via any mobile messaging channel, not just email. Allow businesses to seamlessly transfer conversations that start on social chat apps or SMS to their private, secure and branded messenger.