

ASYNCHRONOUS MESSAGING

Conversations anytime, anywhere

Be there when customers need you most

For customers, messaging is more natural than picking up the phone. It's part of their everyday lives. For customer experience teams, messaging provides richer insights into customer issues.

Asynchronous Messaging is a platform built for communicating with your customers how and when they want. It's personal, mobile, and gives them the ability to start and stop the conversation at their convenience.

Your customers no longer need to worry if life interrupts their interaction with your business. Asynchronous Messaging allows them to come back to the conversation with all the previous information intact.

This digital-first solution provides an easy and convenient way to communicate with your customers over their preferred channel. Supporting SMS/MMS, Facebook Messenger, WhatsApp, WeChat, and more. XP Messaging allows your customers to talk with you anytime, anywhere.



What you get



Multiple messaging channels

Use popular messaging channels to communicate with your customers in real-time



Performance metrics

Track KPIs and measure outcomes with real-time data and insights



Conversation designer

Use the bot designer to automate customer conversations



Easy to use APIs

Customize your UI and easily integrate with CRMs and other systems

Impact to your business

With accessibility across multiple messaging channels, you can engage with your customers in a whole new way to drive efficiencies, productivity, and customer loyalty.



85% of customers prefer messaging

Asynchronous Messaging empowers your advisors to engage with customers through their preferred messaging channel. Streamline customer conversations by integrating your CRM system with Asynchronous Messaging, allowing access to valuable customer details including case history, order updates, payment dates, appointment reminders, and more. With XP Messaging, technology and humans work together to drive exceptional customer experiences.



50% productivity gains

Messaging allows advisors to interact with multiple customers at the same time quickly and easily. With Asynchronous Messaging, some customer issues can be handled by a chatbot and resolved without the aid of a human advisor. This reduces the average handling time by unclogging support queues and shortening resolution times.



20% channel deflection to digital

Moving conversations away from voice to digital channels such as messaging has many benefits, including improved advisor productivity and increased customer satisfaction. With Asynchronous Messaging, customer conversations are handled quickly and easily with convenient and trusted messaging apps.



88% average CSAT scores

Messaging allows you to quickly address the customers' needs and questions with a digital-first solution. This direct business connection enables you to personalize customer experiences, an essential step in building relationships of trust.



**Want to learn more about
Asynchronous Messaging?**

Learn more about how we build scalable and resilient support teams to protect your customers' online experiences and your brand reputation:

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www.concentrix.com