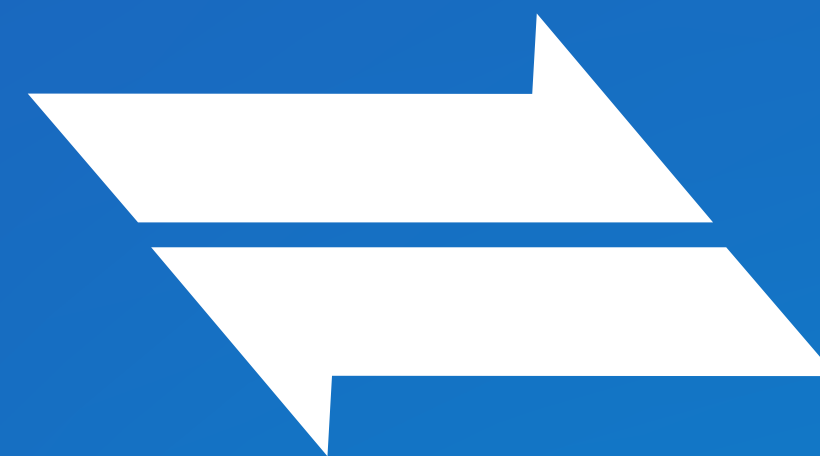




ONEMARKETER

RESHAPING THE FUTURE OF DIGITAL CHANNELS

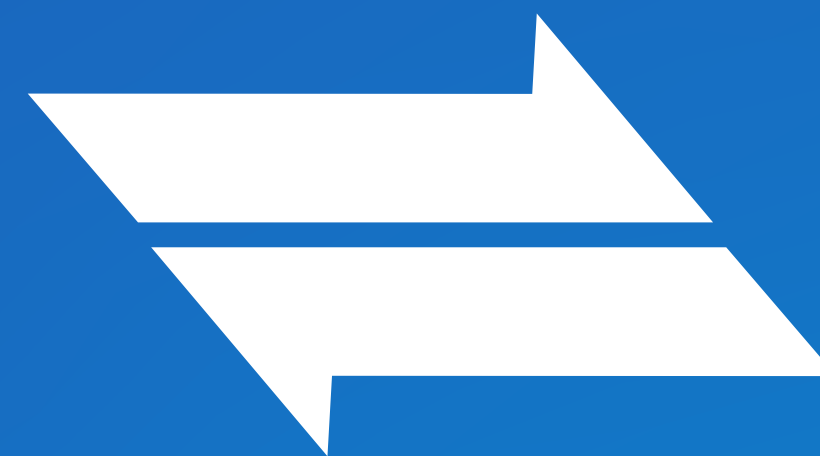
 @OneMarketerLATAM

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www.onemarketer.net



ONEMARKETER

RESHAPING THE FUTURE OF DIGITAL CHANNELS

OneMarketer

OneMarketer is a leading technology company, pioneer in business solutions for omnichannel communications, customer engagement and conversational commerce.

Based on proprietary technology and the ubiquity of social networks, our products allow companies to automate business processes to delight customers in every step of their customer journey.





About Us

- Develop Technology & Innovations to streamline business processes and customer engagement over Social Networks
 - Social Commerce
 - Powerful Customer Engagement Platform
- Regional Presence with HQ Chile & Brazil
- + 100 Corporate Customers across 16 Countries
- Industries: Telecommunications, Insurance, Financial Services, Retail, Utilities, among others
- Main Innovation Partner of Facebook Meta

Our Values



Innovation



Collaboration



Accountability



Passion for What we Do



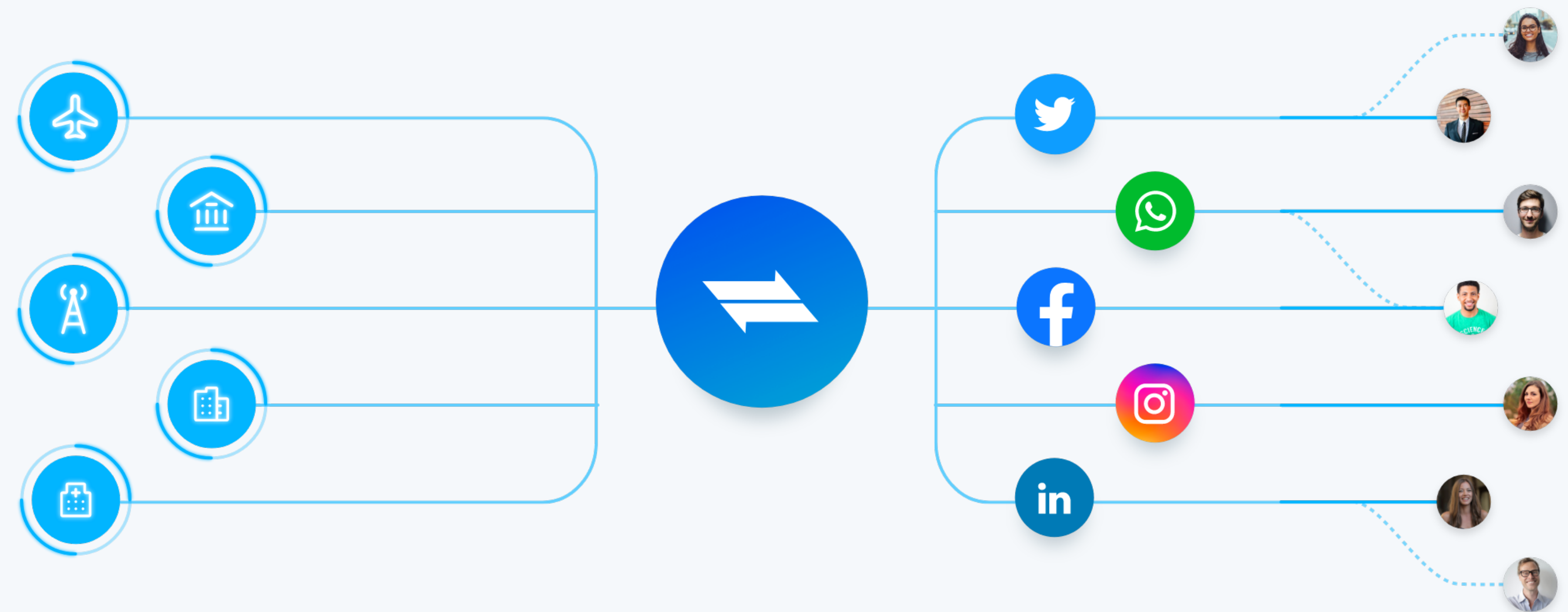
Customer Centric



Excellence

What We Do

Automate Core Business Processes



Running on Social Media, our proprietary technology allows companies to connect with customers & streamline business processes like social selling of insurance services, document screening for airline travelers, loan approvals for financial institutions, costumer care for utilities and much more.

Business Made Simple

Our Customers

CENTRAL AMERICA



BRAZIL



SOUTH AMERICA



Business Made Simple

Our Customers

FINANCIAL & BANKING

transbank.

banco ripley

Panacredit

sura
SEGUROS

GLOBAL
FINANCIAL FUNDS CORP.
GLOBAL BANK CORPORATION

Banco
Promerica

BAC
CREDOMATIC

Banco General
sus buenos vecinos

BMI

CAJA
LOS ANDES
SOMOS CChC

TELECOMMUNICATIONS

WOM

vtr.com

movistar

Claro

e) entel

vivo

tuenti

RETAIL

mallplaza

laPolar

TOTTUS

FRONERI

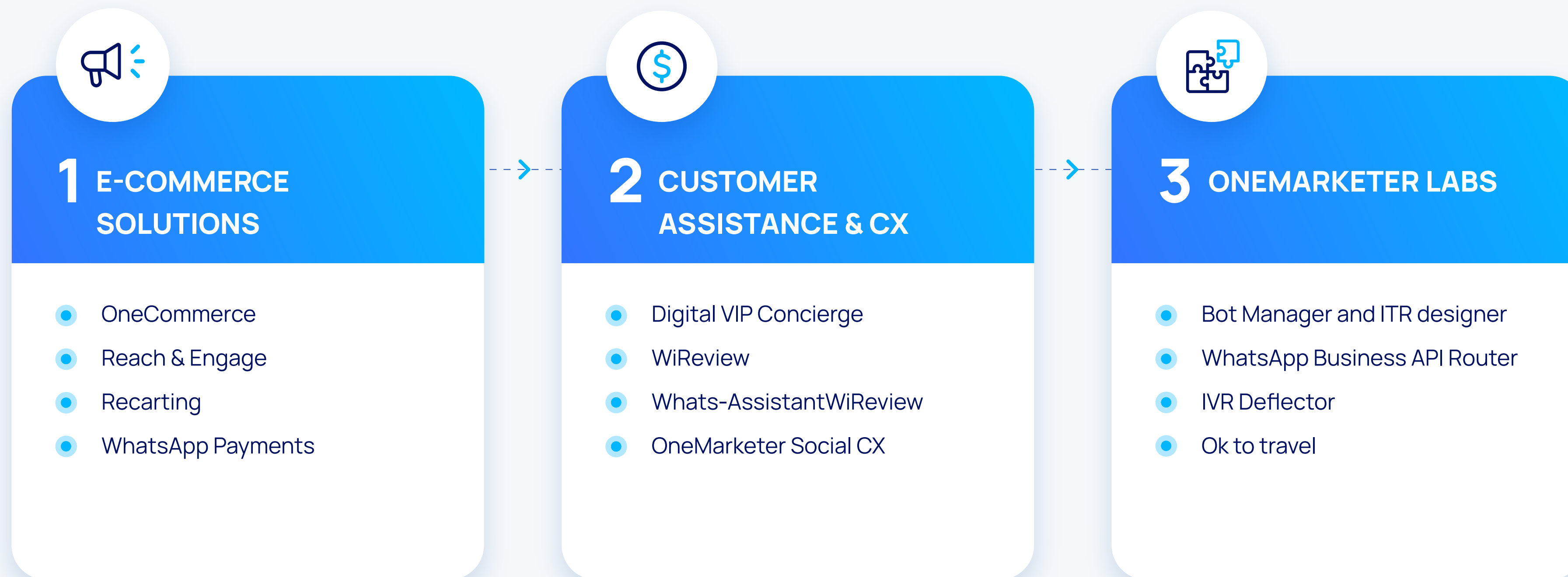
YOUNG LIVING™
ESSENTIAL OILS

AIRLINES & HOSPITALITY

POSADAS

LATAM
AIRLINES

In Every Step of the Customer Journey



OneMarketer Stats

+8 years
On the road

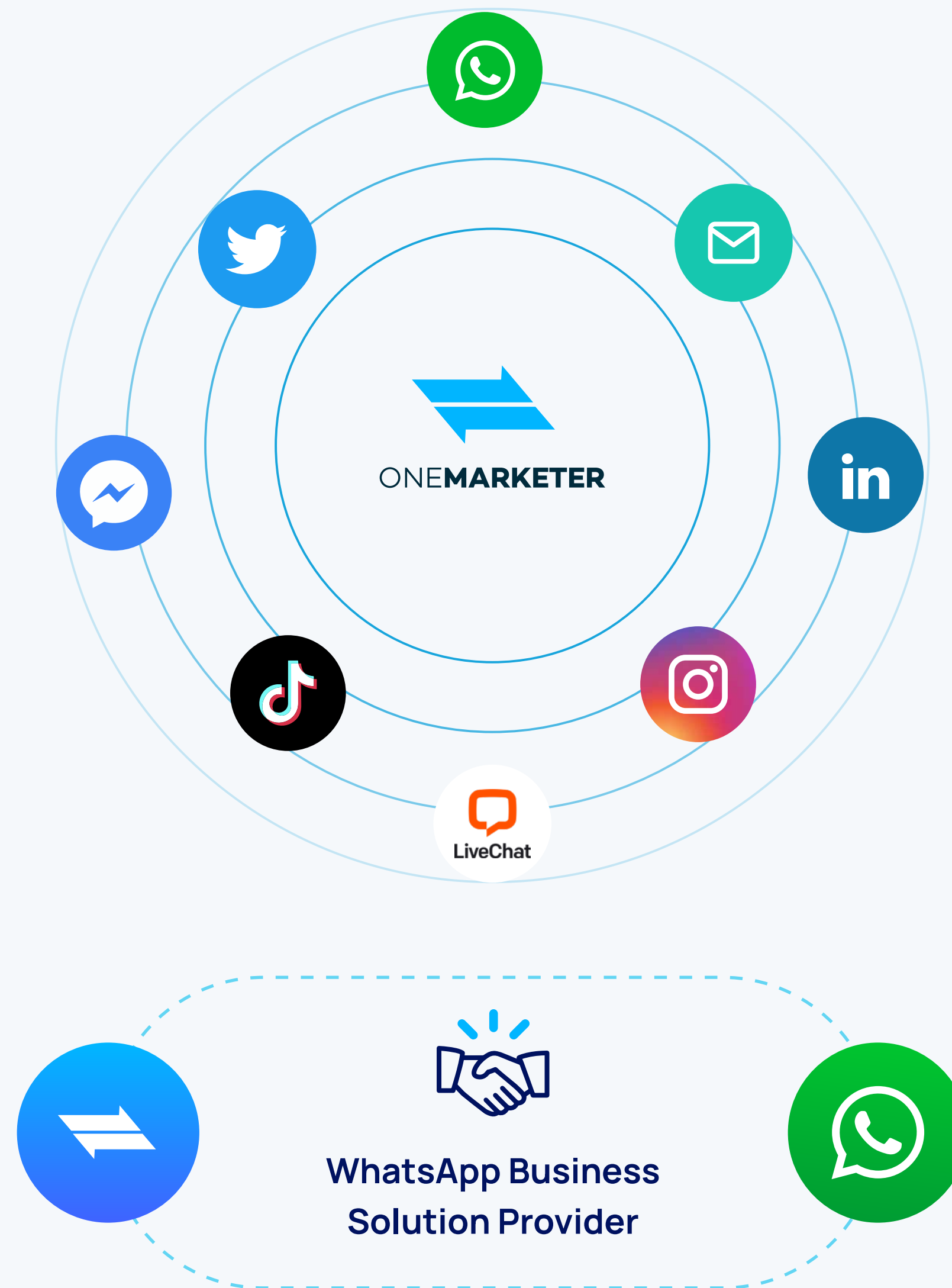
+16
Countries

+9
Industries

200 mil
Messages per month

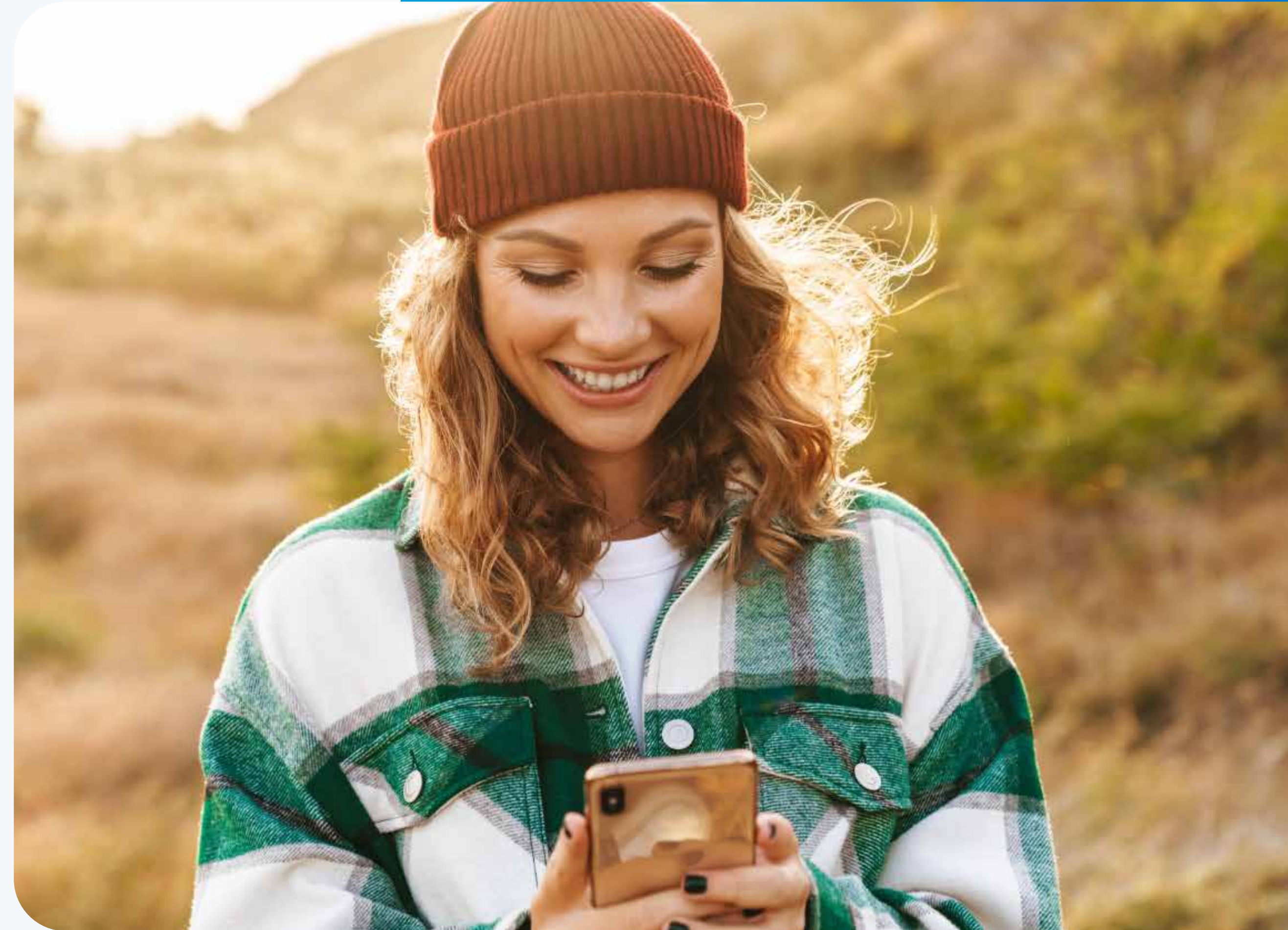
+100
Customers

Innovation at the Core



Conversational Commerce

From social marketing to conversational commerce on a large scale, OneMarketer powers the customer service centers of the main Telecommunications companies in Latin America and streamlines conversational commerce in large companies in Retail, Banking, Insurance and Utilities, among others.



A photograph of a man and two women looking at a smartphone together, smiling. The man is on the left, wearing a plaid shirt. The woman in the middle is wearing a blue patterned top. The woman on the right is wearing a blue tank top. They are all looking at the phone held by the man. The background is a soft, out-of-focus indoor setting with warm lighting. The image has a blue overlay on the left side where the text is located.

The Future of Communications are Conversational

An Active Ecosystem of Products and Services

E-commerce solutions

- Reach & Engage
- OneCommerce
- Abandoned Shopping Cart
- Interactive Account Billing

Customer Assistance & CX

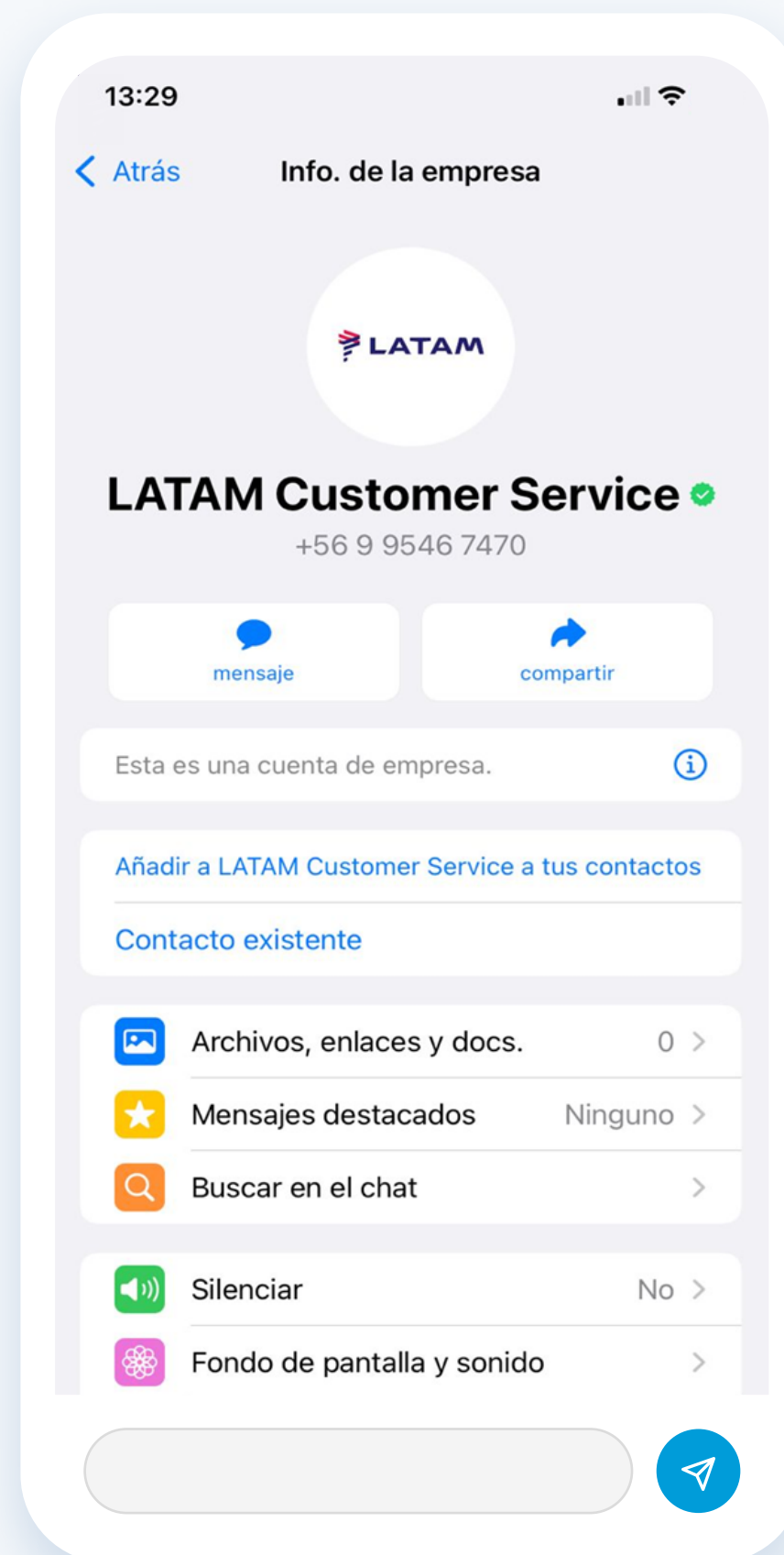
- Digital VIP Concierge
- Interactive Polls and Reviews
- Whats-Assistant/ Whats-Queue

Labs OM

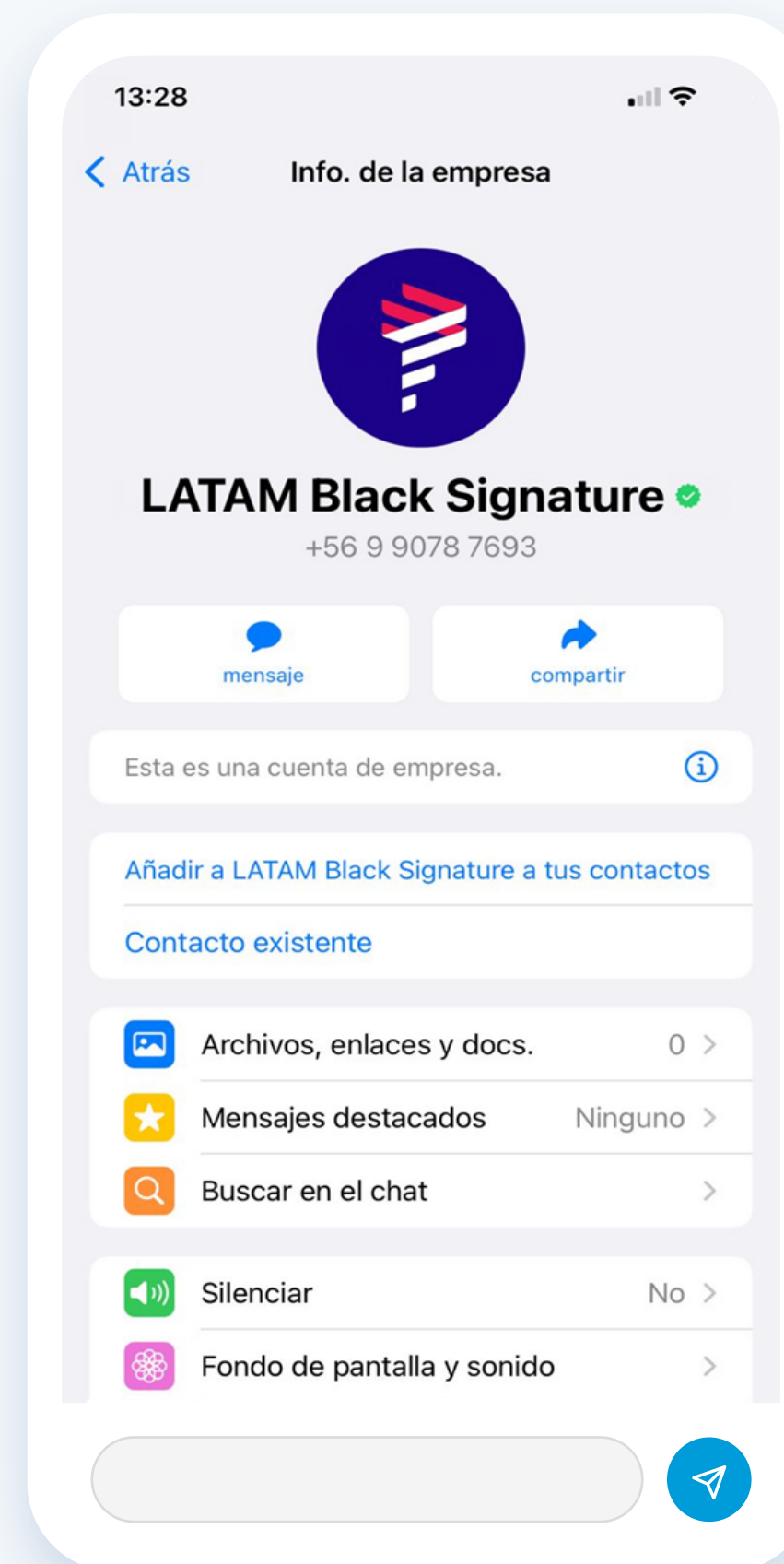
- Bot Manager and ITR designer
- WhatsApp Business API Router
- IVR Deflector
- OK to Travel



Some References



Contact Center
CUSTOMER CARE



Special Services
BLACK SIGNATURE



Latam OK to Travel
CUSTOMER CARE

Our Strengths



Robust Platform

Proven and used by extremely large operations like the ones of WOM, Movistar, VIVO Brazil, LATAM Airlines.



Depth of Solutions

Streamline business workflow from front to back end, like SURA insurance workflow, or LATAM Travel Document Screening.



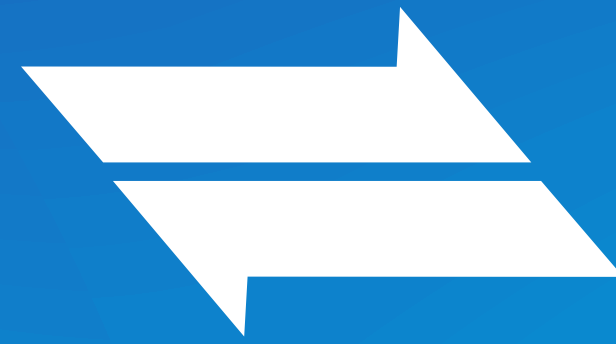
Innovation

Agile engineering and proprietary technology has allowed us - and our customers - to be the first to market in most of products.



Knowledge

Local market & best industry practices



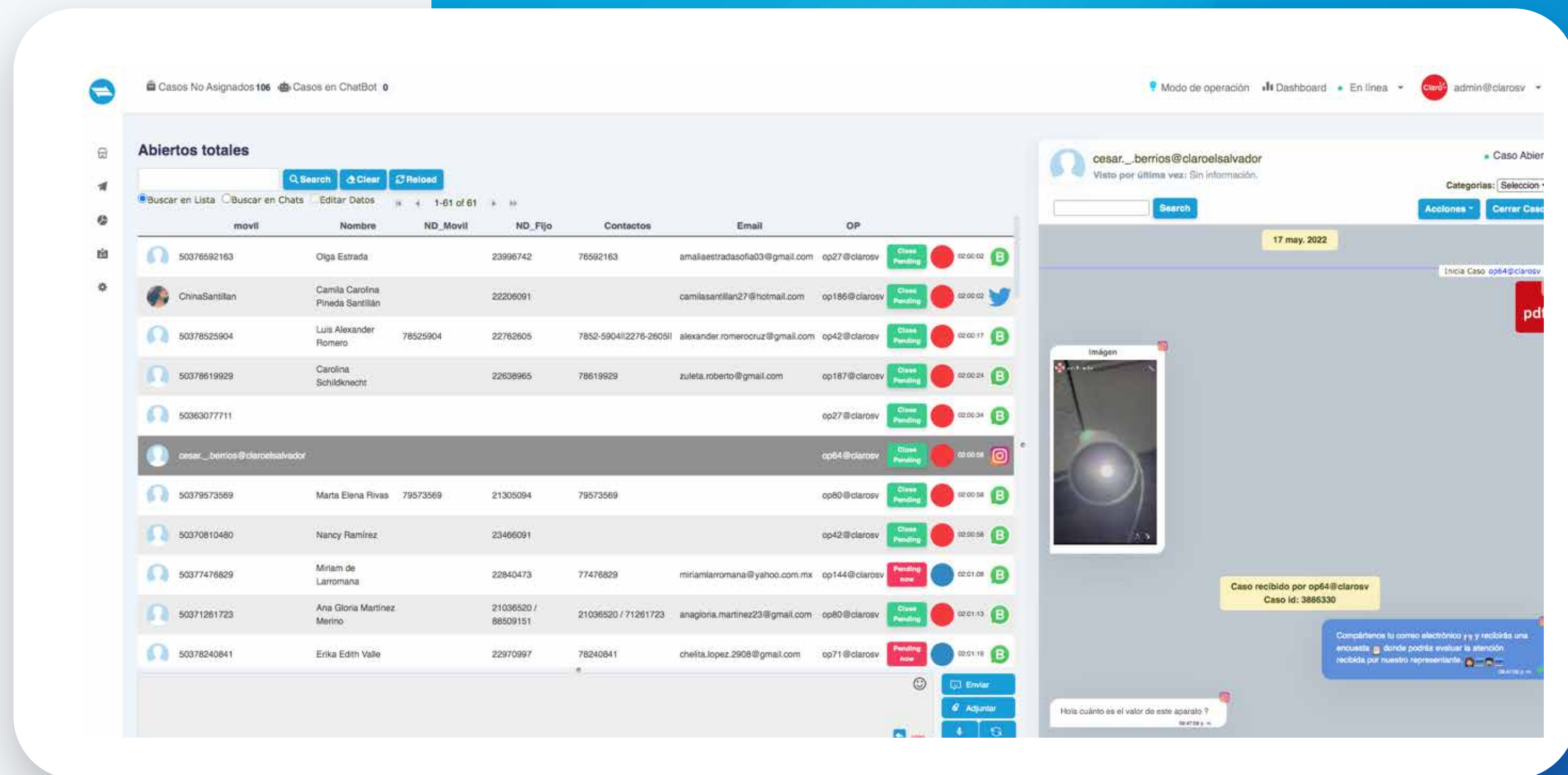
ONEMARKETER

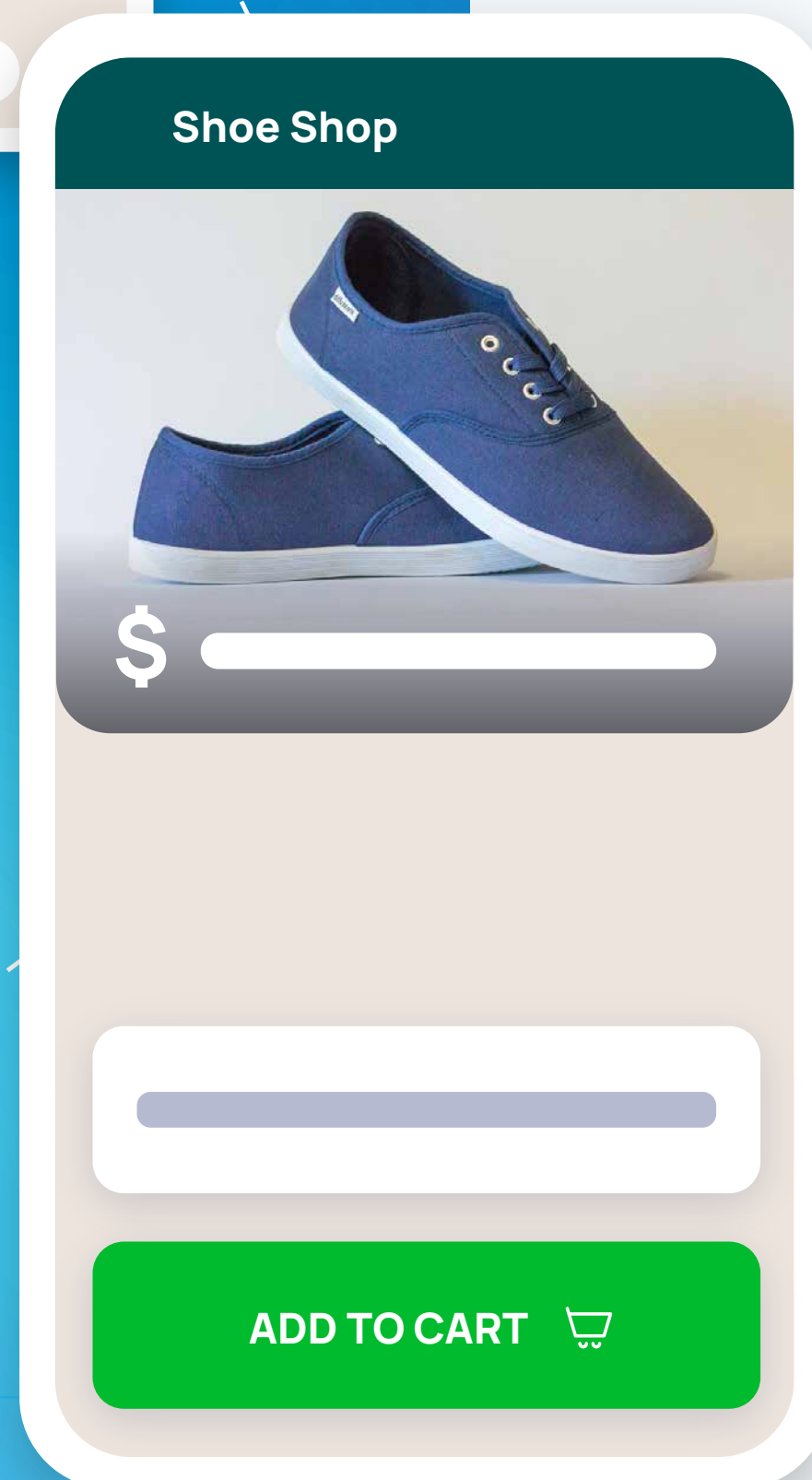
Thank You!

RESHAPING THE FUTURE OF DIGITAL CHANNELS

OneMarketer Social CX

- Interact with your customers through a multichannel or omnichannel experience.
- Optimize and monitorize your customer care, customer support and customer service process in real-time
- Integrate with your CRM, ERP or any system via APIs
- Design your whole end-2-end workflow including Skills, polls, timeouts, pending cases, queue management, hand overs, among many other features.
- Program alerts and alarms for specifics events
- Include tools for your agents to accelerate and improve their work.
- SaaS and on-premises versions
- ISO27001 and PCI compliance





Reach & Engage

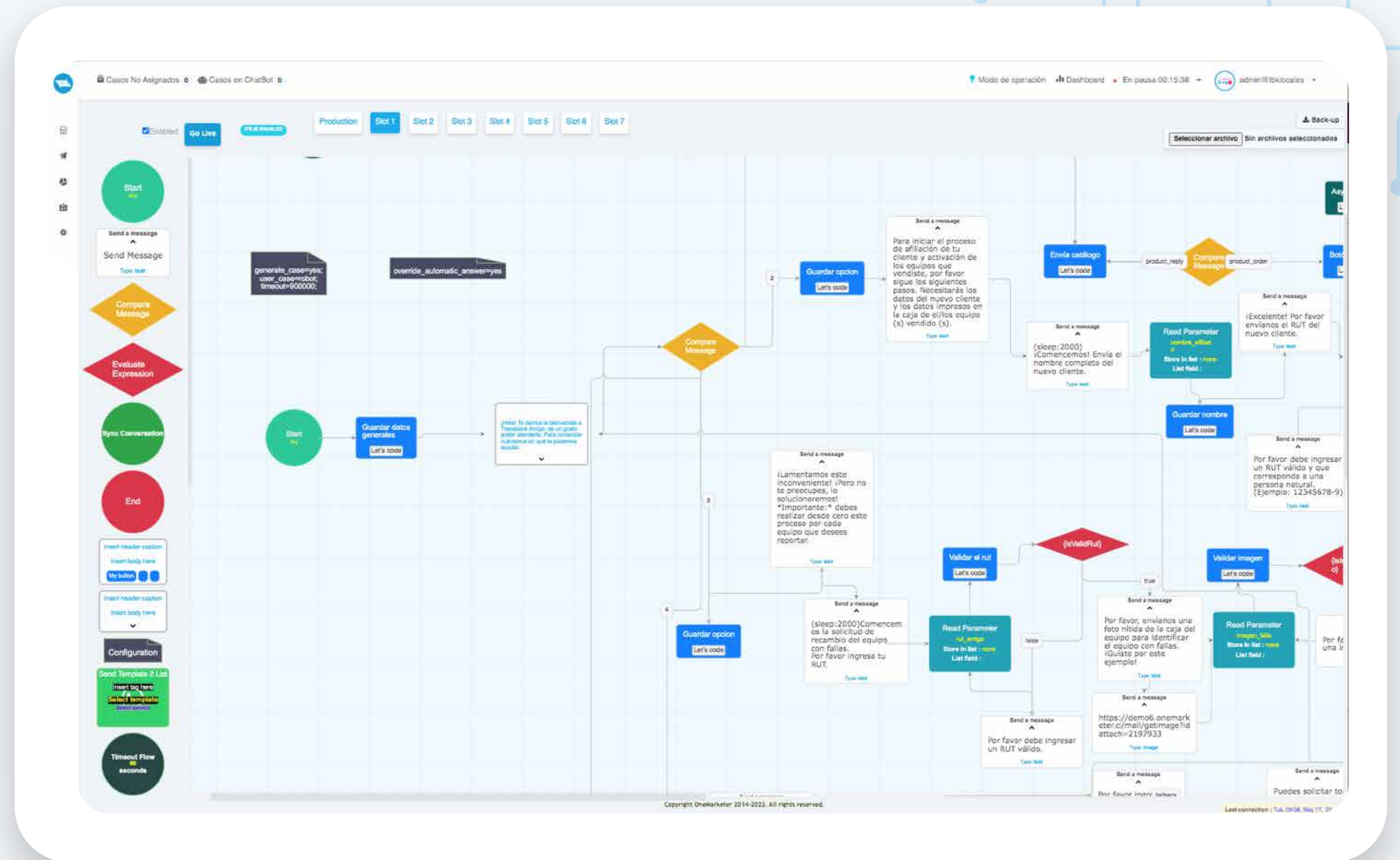
Ask your customers about significant benefits

- Continued rollout to allow businesses to send more types of proactive notifications to people that opt-in to receive them.
- Send non-transactional notifications such as:
 - Product recommendations related to a customer's previous purchases
 - Helpful informational alerts
 - Relevant offers
 - Back in stock alerts for browsed products
- We want to also ensure that people continue to have a valuable experience when chatting with businesses. We continue to invest in user controls, quality signals and enforcement systems to limit low-quality messages.

BotManager and ITR designer

Build and program complex interactive
Bots in minutes

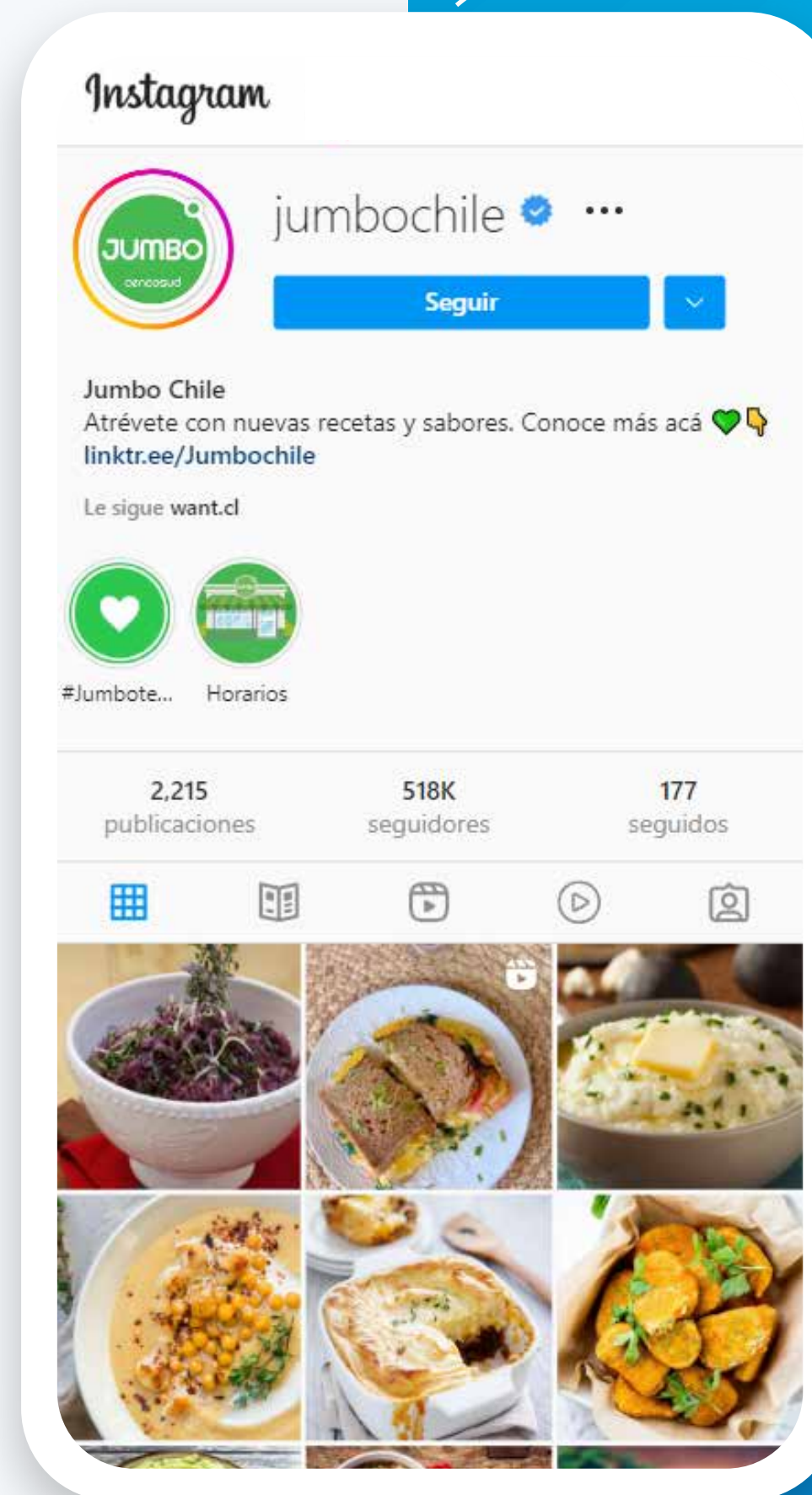
- Powered by an easy-to-use interface
- Drag and drop Bot components for quick deploy
Hold and maintain several versions
- Program fast integrations with your systems
- Compatible with Dialogflow, Watson and several others
- NPL engines (optional)



Instaleads

Capture reactions and likes from your instagram account and convert them into real leads

- Instagram is the **next generation digital showcase** for your products and services
- Take advantage of real time reactions and likes on your posts or reels
- Answer comments by instagram direct
- Initiate an automatic conversation and convert them into active leads
- Program custom flows by adding hashtags to your posts
- Integrate with your CRM, sales tool or ticketing system.



Jumbo Chile



WiReview

Capture online reviews for your ecommerce

- Get insights about your products, sale process or delivery process
- Integrate the review and customer's answers directly on your ecommerce or CRM
- Create a loyal community by getting feedback from customers
- Generate upsell opportunities on key products such as complements or extended warranties.



EXCLUSIVE FOR WHATSAPP

Ripley

Hola Max 🤖

¡Ayuda a los demás a saber cómo te fue con tu compra! 📺 y participa por una GiftCard de \$100.000

¿Te gustaría evaluar tu Polera Gabbana comprado el 23 de Abril de 2022?

SíNo

Si

✓ ¿Con cuántas estrellas calificarías este producto?
(Siendo 1 muy malo y 5 excelente)

Opciones

Ripley

Opciones

1

★

2

★ ★

3

★ ★ ★

4

★ ★ ★ ★

5

★ ★ ★ ★ ★

ENVIAR

Ripley

3 ★ ★ ★

¿Quieres dejar algún comentario sobre el producto? Compartiendo tu opinión puedes ayudar a otros compradores ❤️

SíNo

Si

Coméntanos...

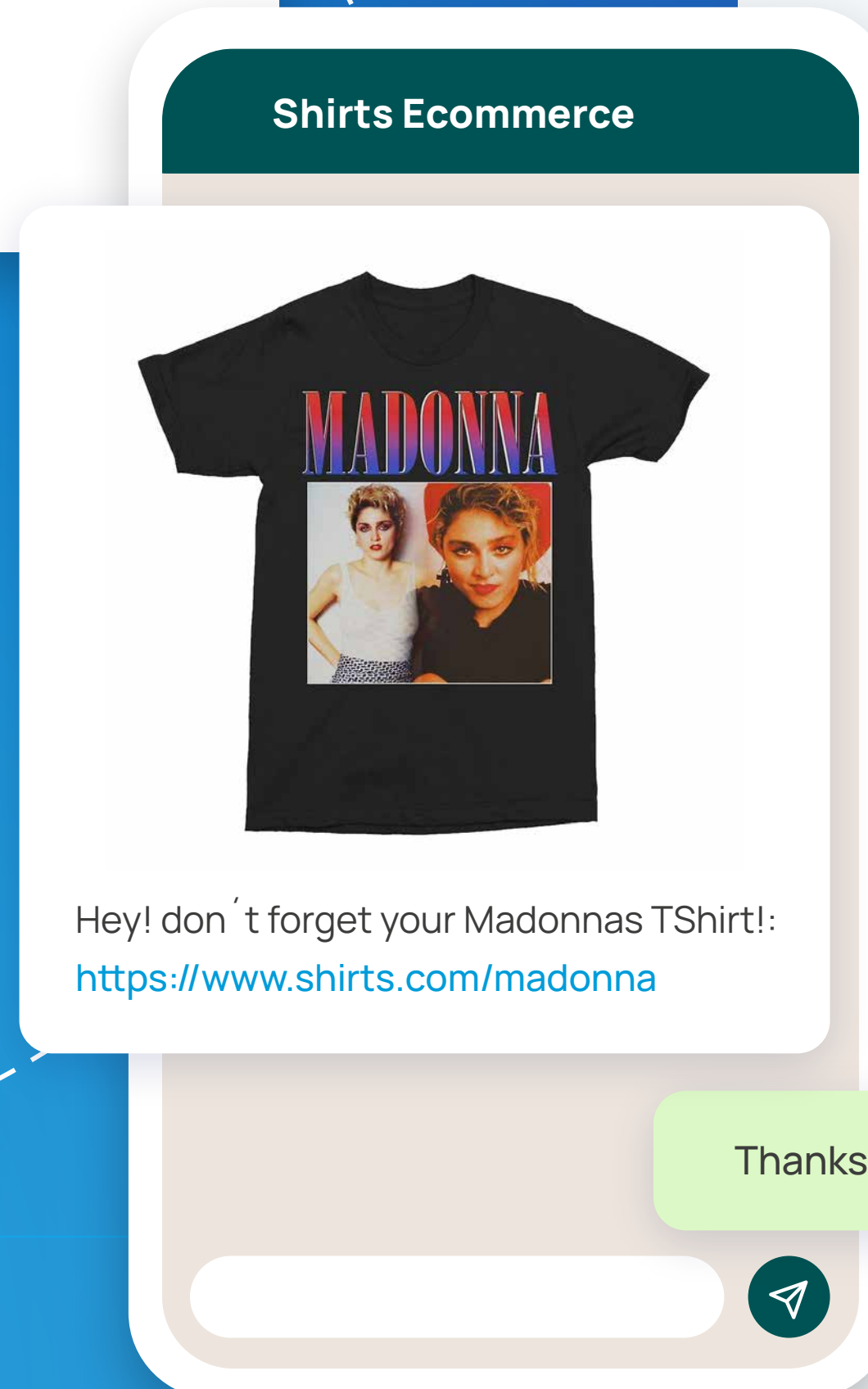
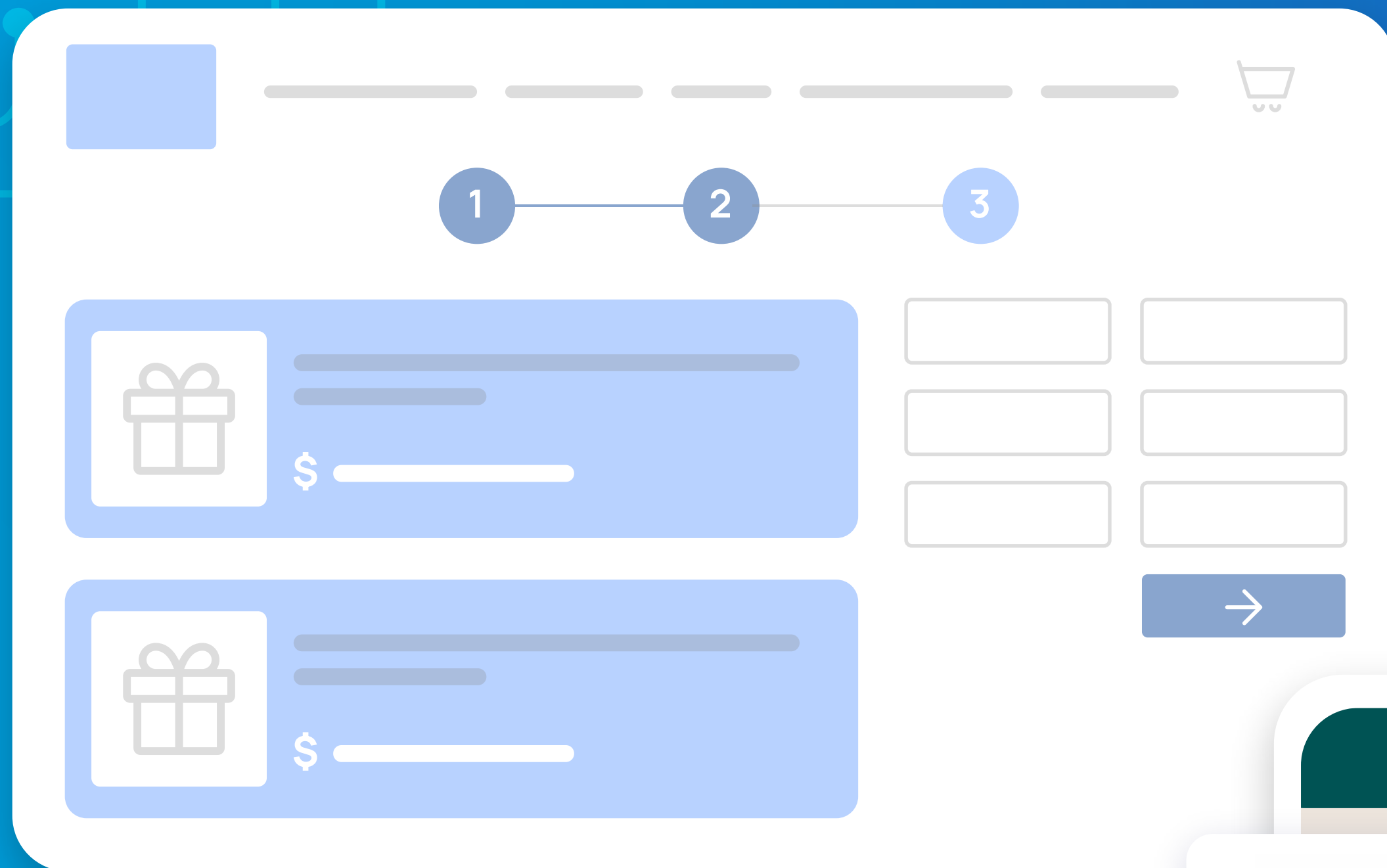
Está buena pero no tanto

Q W E R T Y U I O P

A S D F G H J K L

⬆ Z X C V B N M ⬇

123 space Go



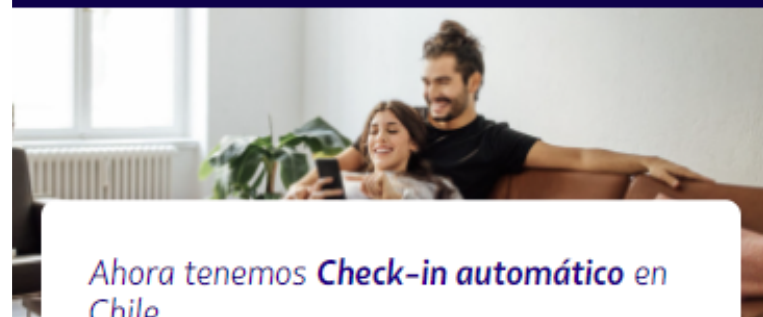
ReCarting

Recover sales from abandoned carts on your ecommerce platform

- Do not lose effective sales.
- Reinsert your customer in your sales funnel.
- Resend Catalogues
- Send custom discounts and last time offers.
- Integration with **Google Tag Manager** for hot-plugin updates.



Iniciar sesión



Ahora tenemos **Check-in automático** en Chile

- Si compraste un **viaje nacional** en nuestra nueva experiencia ¡Tu **Check-in** estará listo!
- Para vuelos **internacionales**, comprados en **nuestra versión clásica, agencia u otro sitio web**, deben completar los datos de viaje a las 72 horas para activar el Check-in automático.

¡Ahora solo deberás preocuparte de disfrutar tu destino!

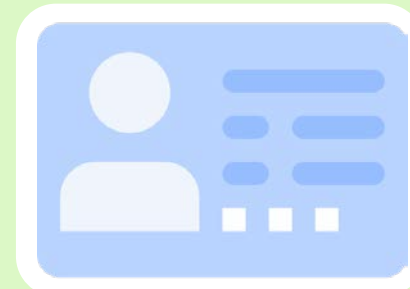
[Infórmate sobre el Check-in Automático](#)



SEND COMPLETE DOCUMENTATION



OK TO TRAVEL



Ok to Travel

The perfect solution for document review and validation on WhatsApp

- Accelerate dramatically your process of document validation and verification
- Introduce automatic validation
- Improve customer experience avoiding lines and queues
- Increase your levels of satisfaction and NPS
- Integration with your CRM or Internal record system



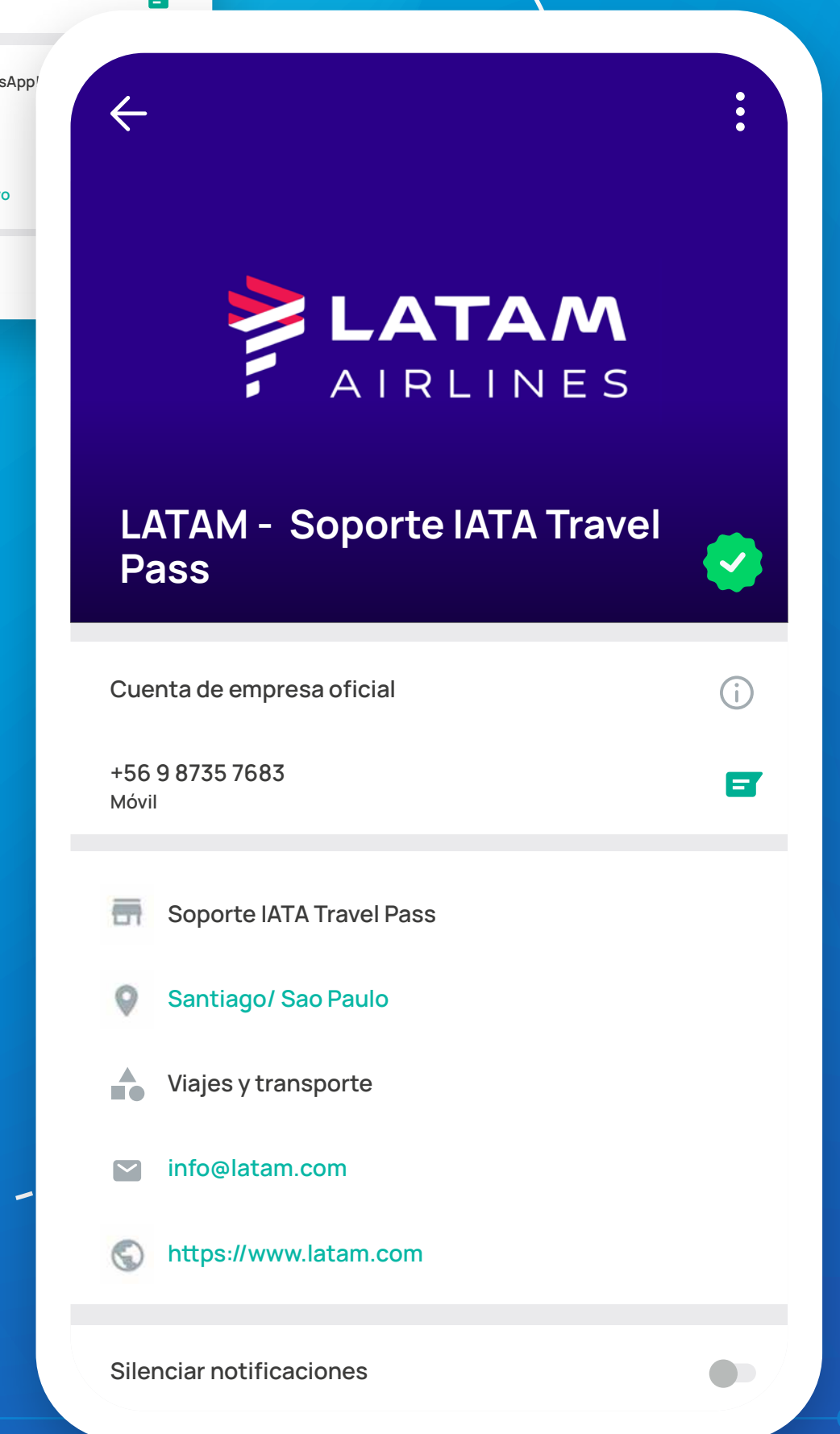
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OUR SOLUTIONS

WhatsApp API on premises

Connect to the most used instant messaging network and reach 2B users around the world

- Integrate the API directly in your business processes
- High scalable solution in muticonnect and / or multi shard modes
- ISO27001 compliance
- TLS 1.2 SSL certificates support
- Get your verified WhatsApp account in hours
- OneMarketer is a Premiere BSP and it is trusted by the most significant brands in the world.



EXCLUSIVE FOR WHATSAPP

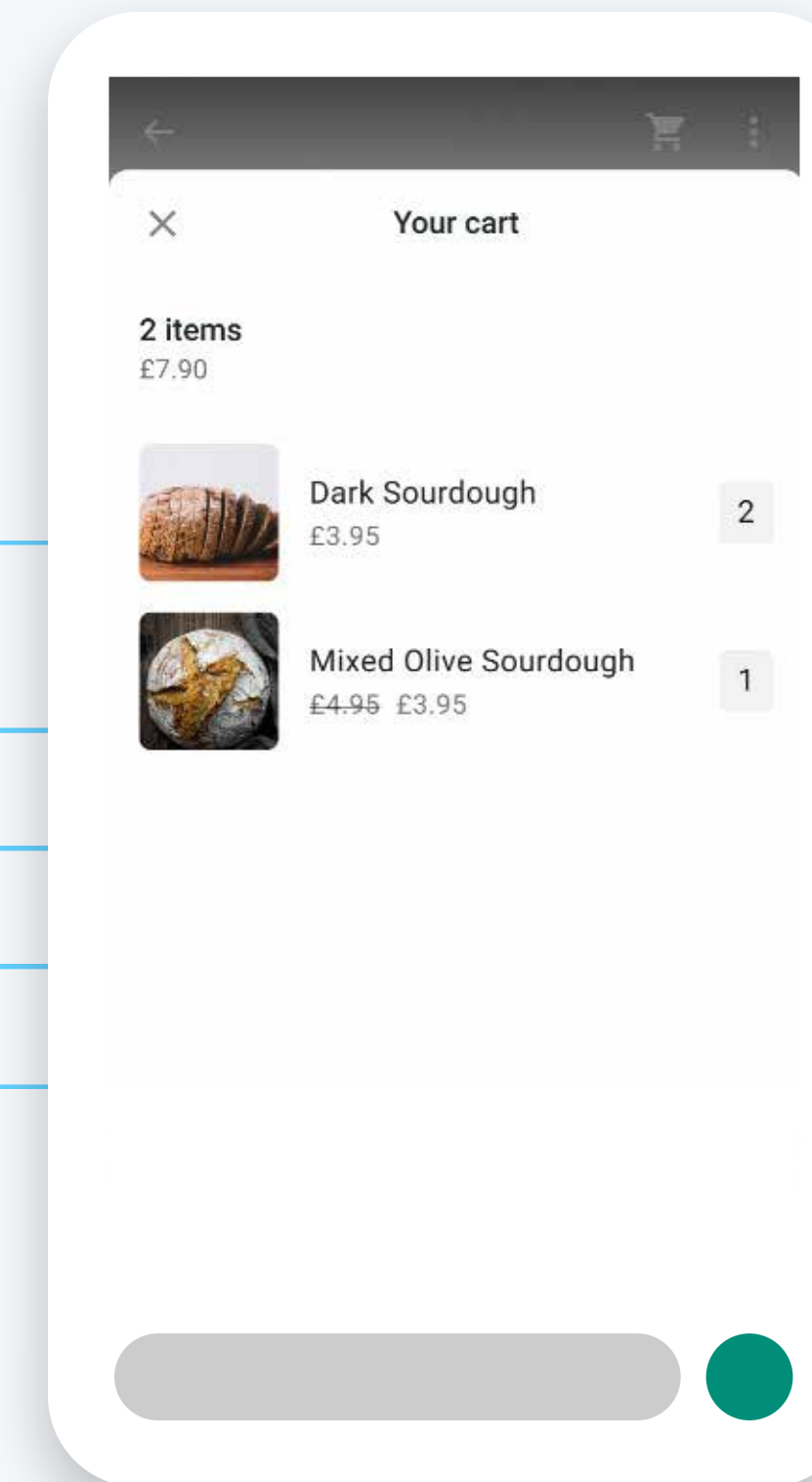
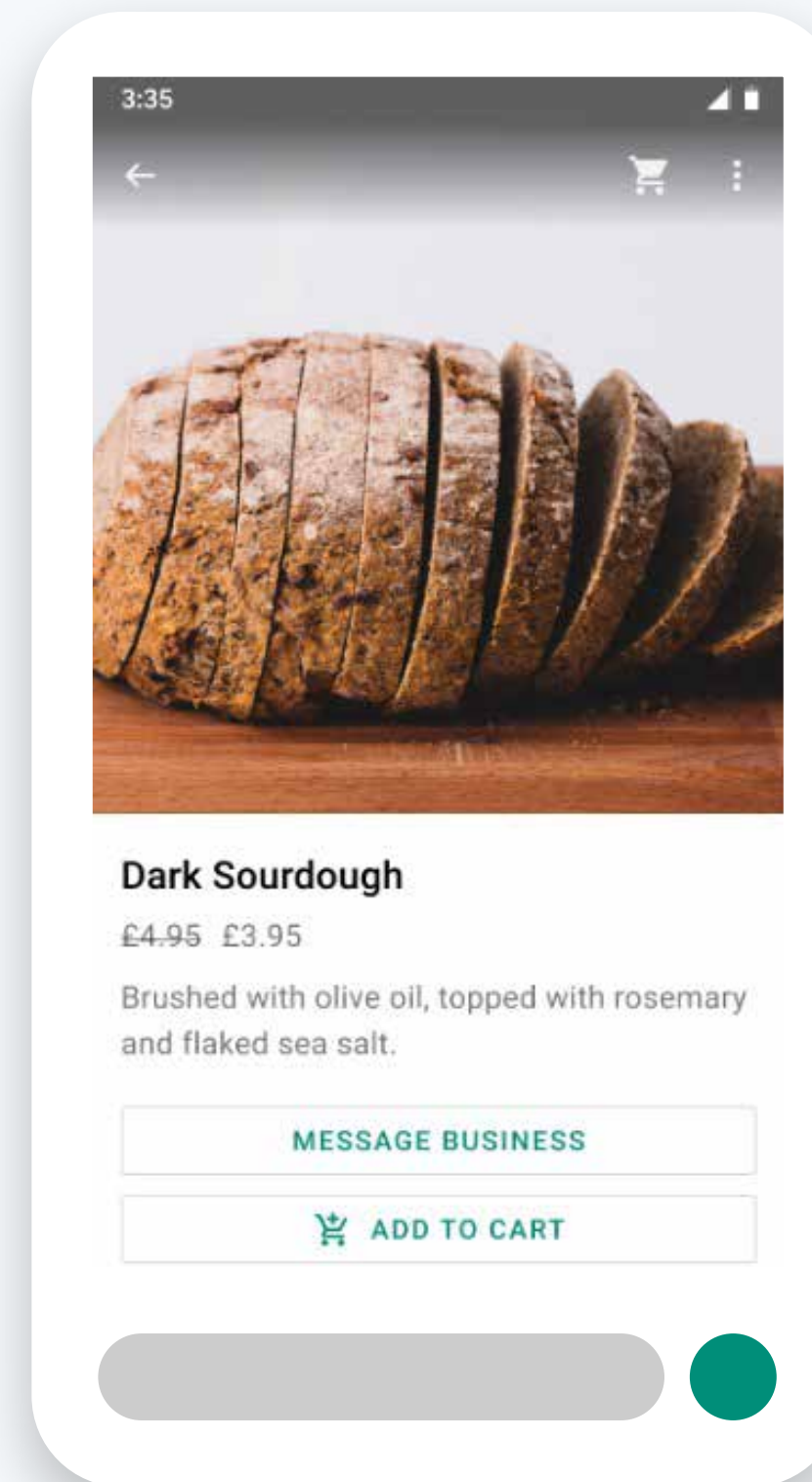
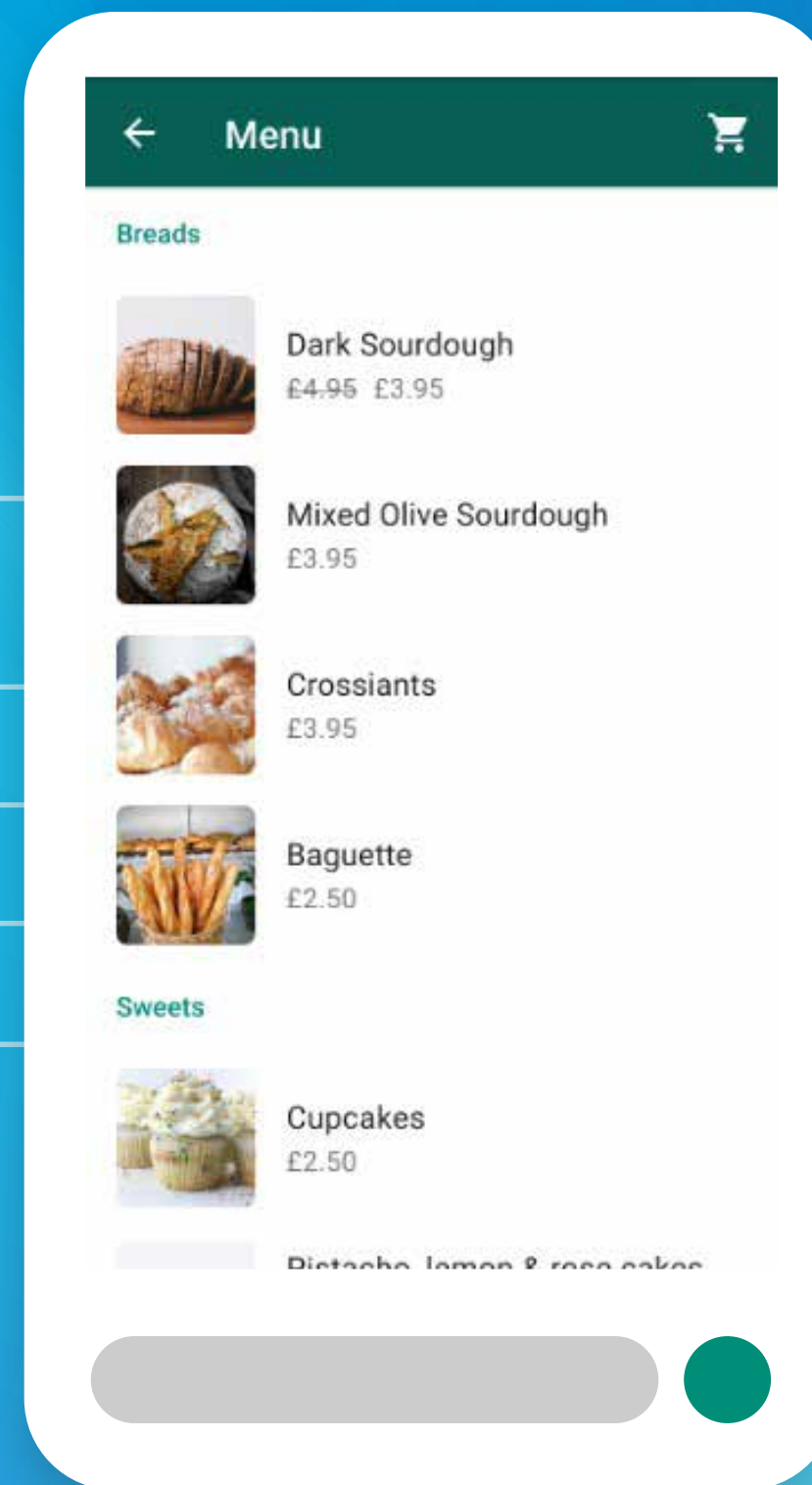
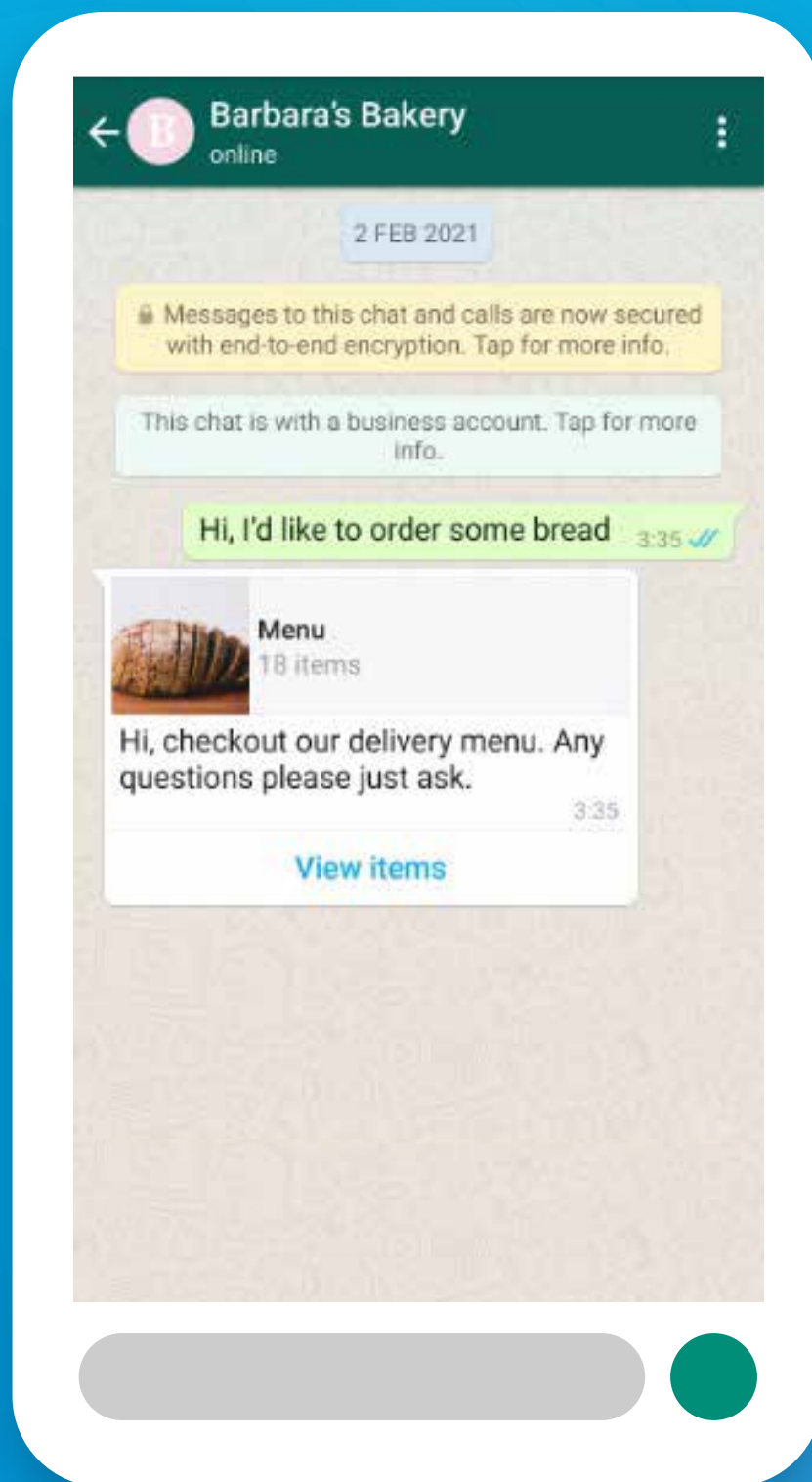


Digital VIP Concierge

Make it easier to interact with your travelers and customers inside your resort, cruise, golf club or country club.

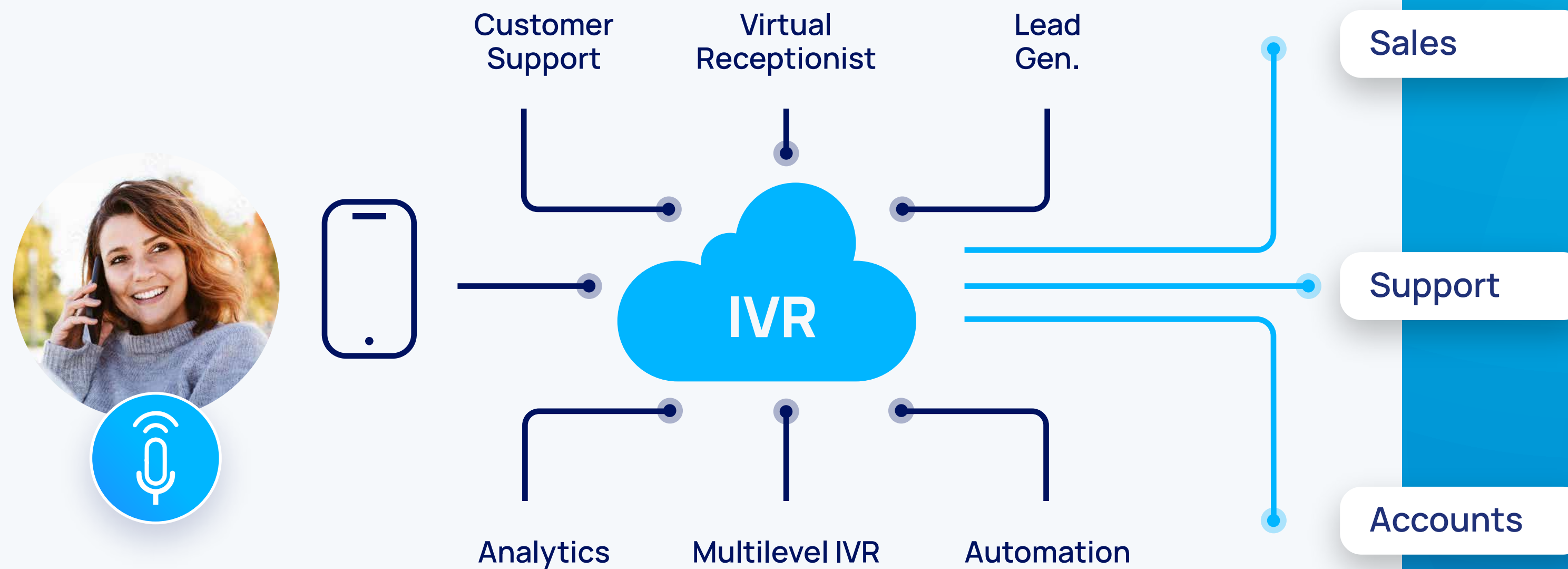


EXCLUSIVE FOR WHATSAPP & TELEGRAM



Intelligent API Deflector for IVR

Translate customers from Voice Channel to Text Channel (WhatsApp)



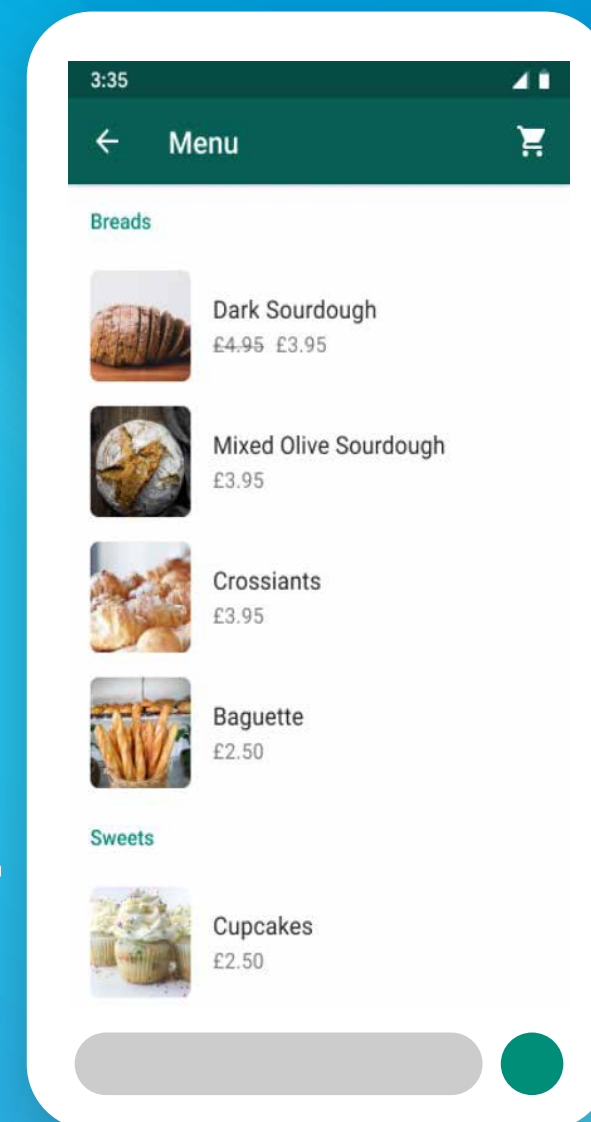
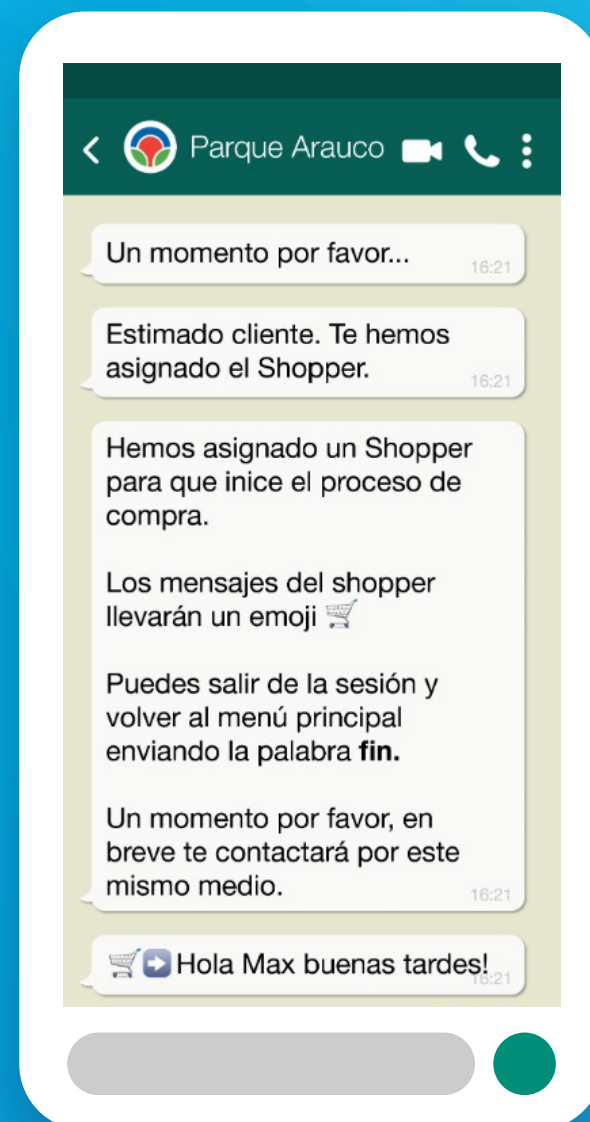
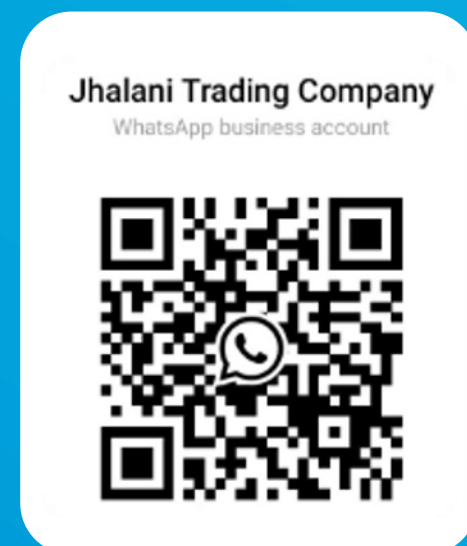
EXCLUSIVE FOR WHATSAPP



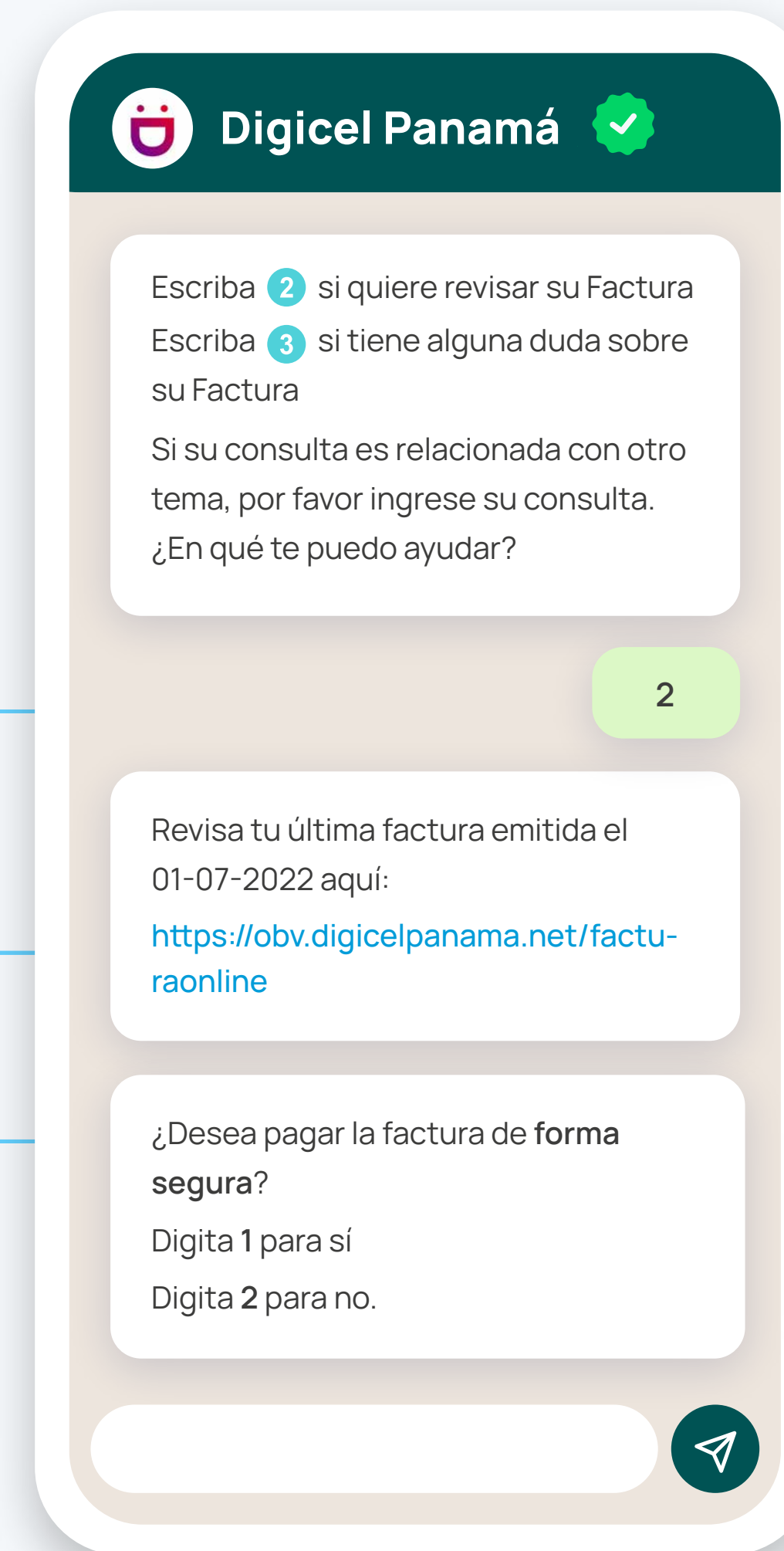
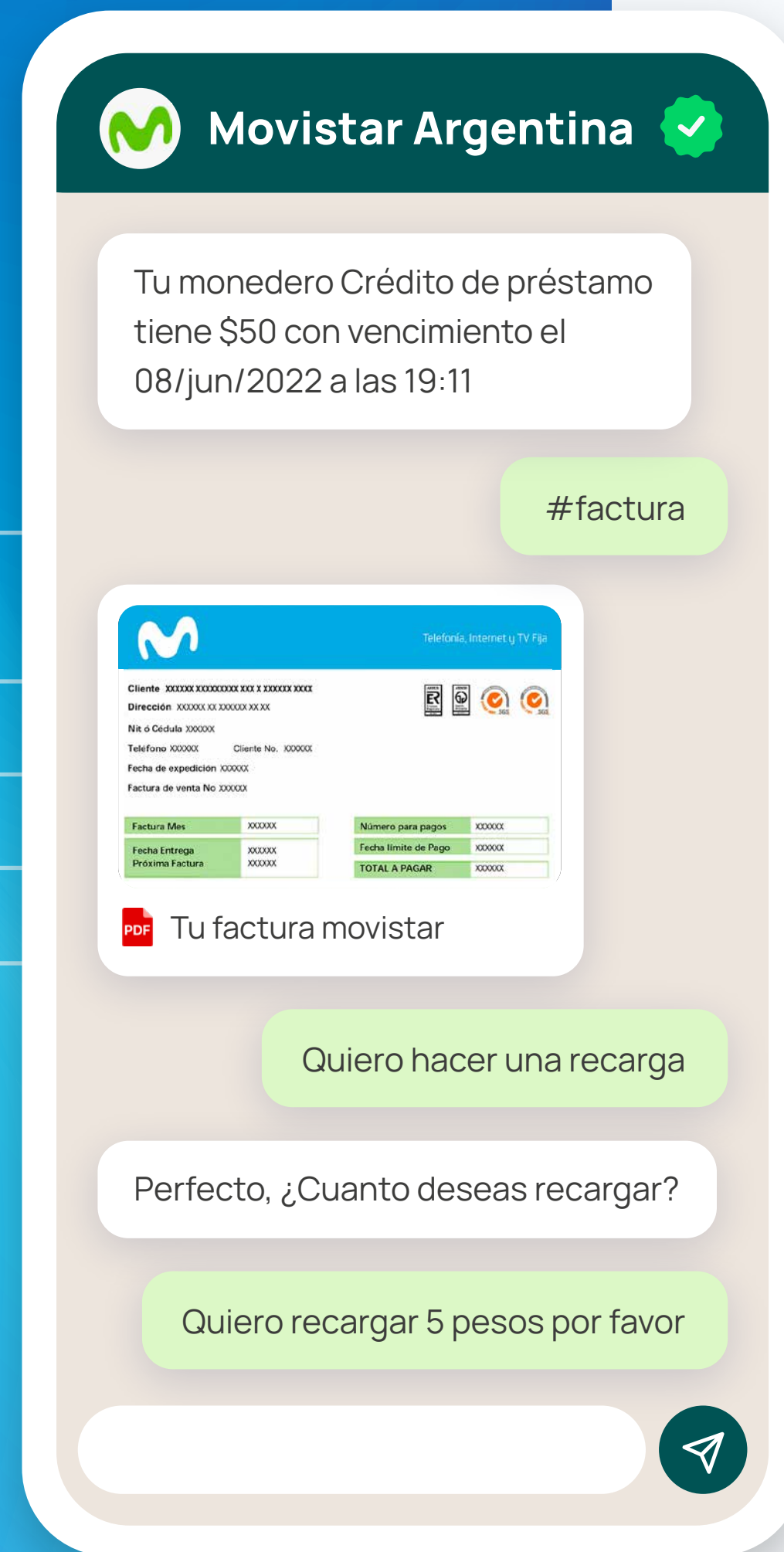
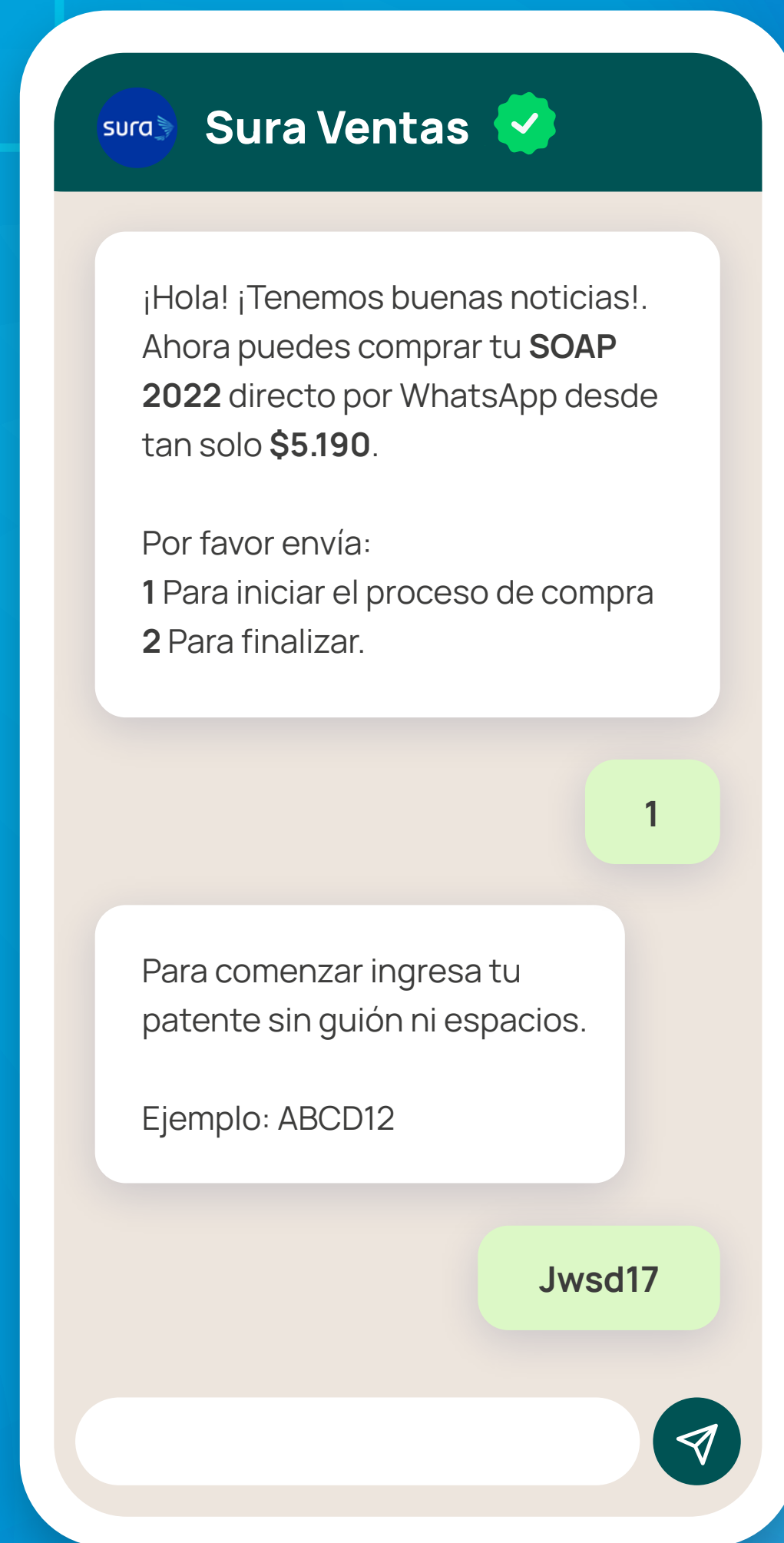
WhatsAssists

Provide conversational commerce support to your customers once they are active at your Retail, store or shopping mall

- Provide inside support and information of stores, retailers or products
- Connect your customers with specialized and remote advisors for specific brands or products.
- Send catalogues according to customer's requirements
- Send opportunity marketing offers
- Send custom discounts and last time offers.
- Come along with your customers in their shopping experience in store



WhatsApp Payments



webpay plus



hipu

cielo

Computer Vision Support

Support for several kind of applications

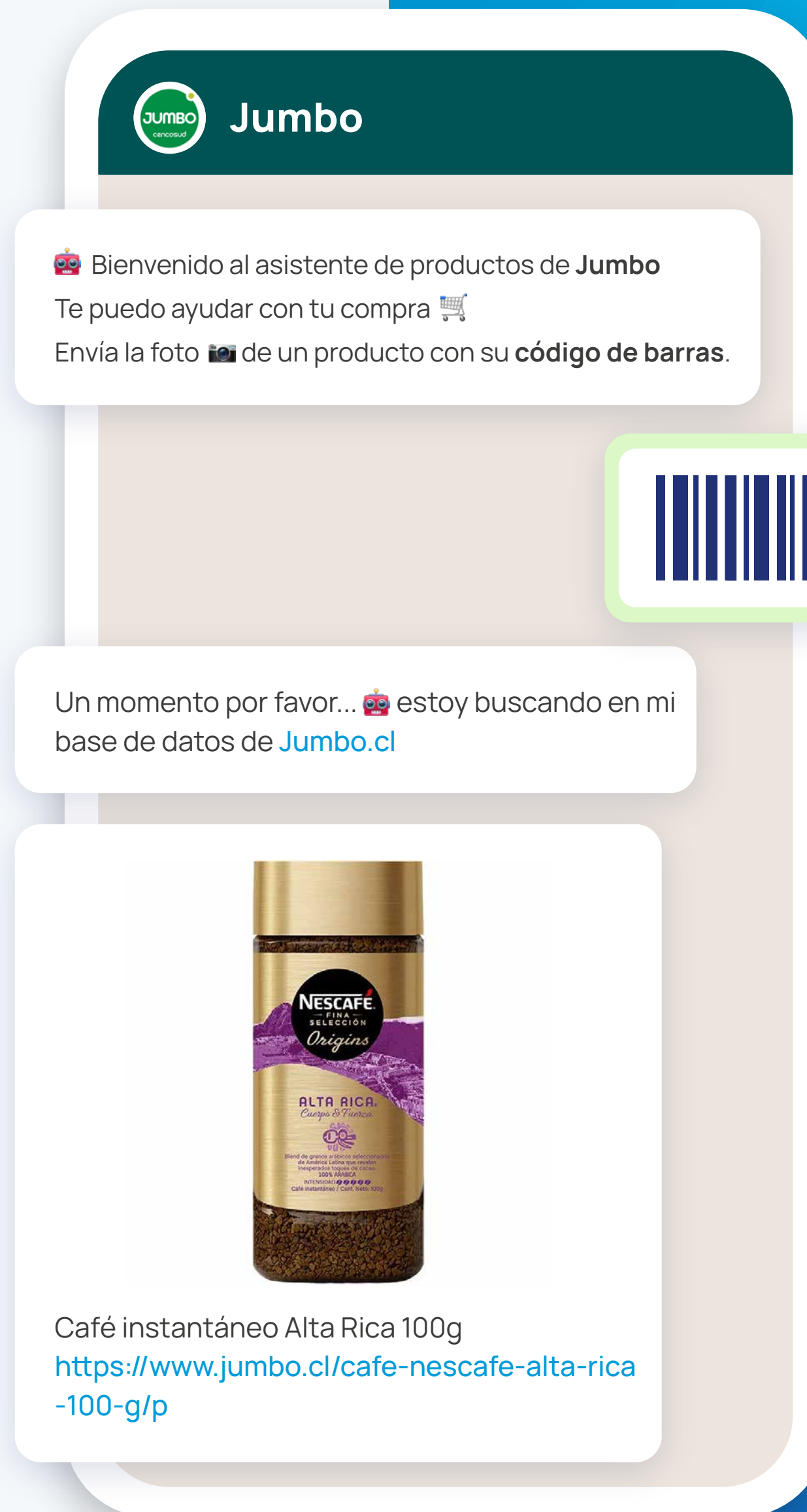
- Medical insurance process
- Car insurance check process
- Identification and biometrical scanning (future support for NFC)
- Proof-of-life mechanism
- Bar code reader and information system in field



EXAMPLE

Computer Vision Support

Virtual WhatsApp Assistant inside a retailer



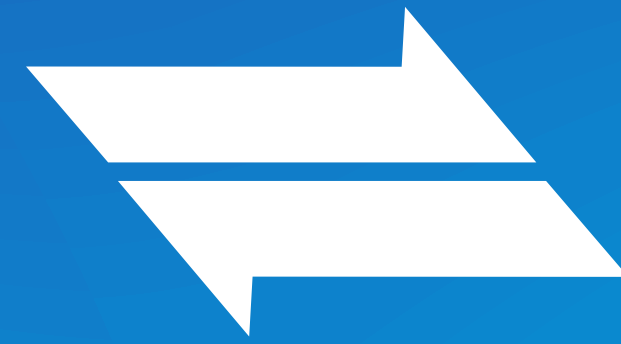
Mobile Contact Center for WhatsApp Business API

- Dynamic assignation
- High scalability service

Applications:

- Sales task force management
- Technical task force management
- Overflow for the input queue





ONEMARKETER

Thank You!

ONEMARKETER IS A PREMIERE WHATSAPP BUSINESS SOLUTION PROVIDER (BSP)

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