livechat service

Conversation24

NPEX
Geld voor Ambitie

Online beleggersbijeenkomst LiveChat Service / Conversation24
22 december 2020 11:00 – 12:00

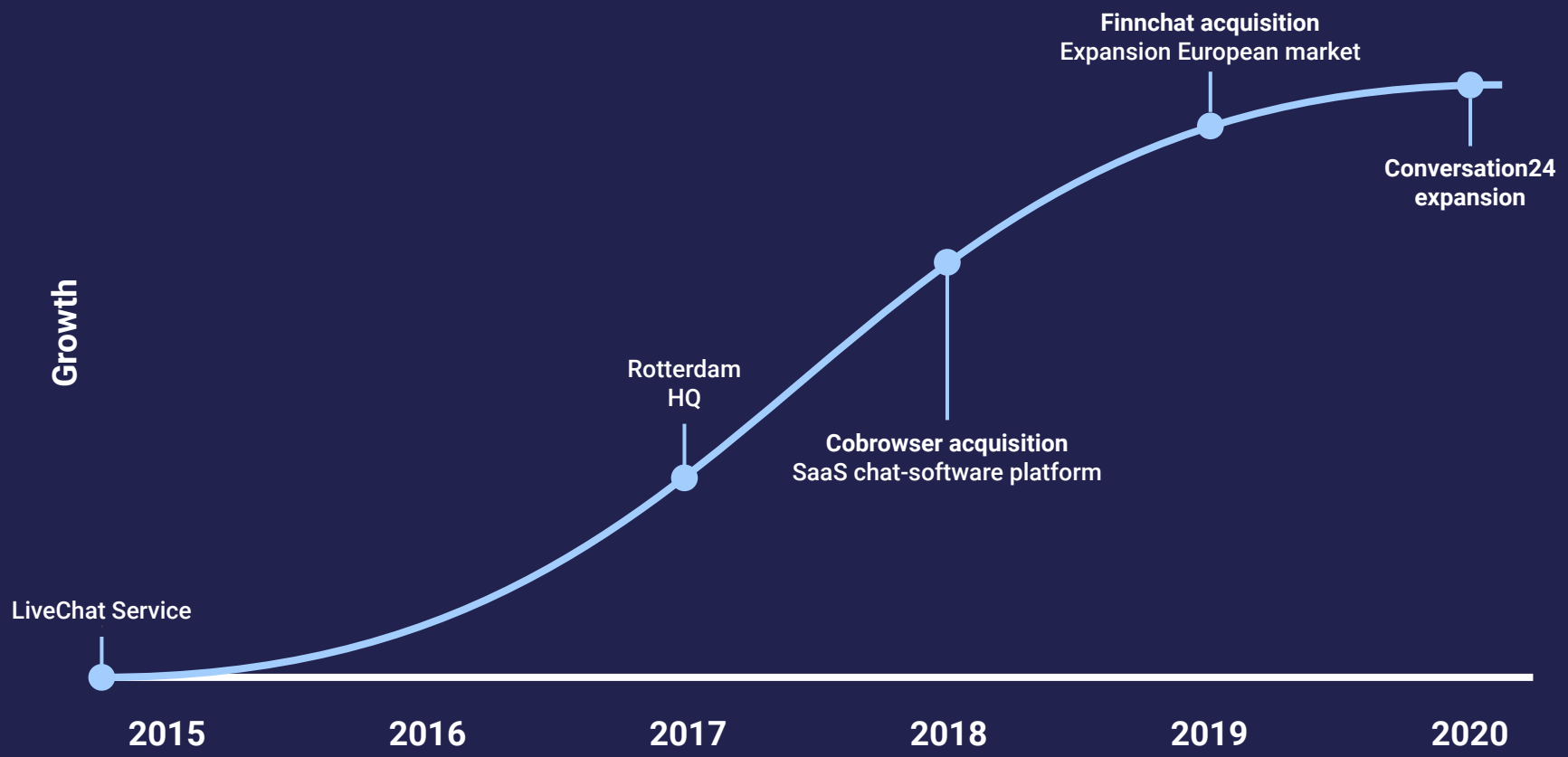
Let op! U belegt buiten AFM-toezicht.
Geen prospectusplicht voor deze activiteit.

NPEX

Conversation24

Conversational Service Provider

We see dialogue as the foundation of modern customer centric business.


Growth
LiveChat Service
Rotterdam
HQ
Cobrowser acquisition
SaaS chat-software platform
Finnchat acquisition
Expansion European market
Conversation24
expansion
2015
2016
2017
2018
2019
2020

Conversation24

70
Employees

2
Offices

Rotterdam
Headquarters

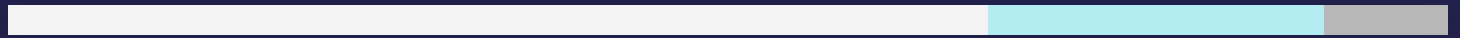
13
Countries

5
Languages

200+
Customers

Conversation24

2020
Omzetverdeling



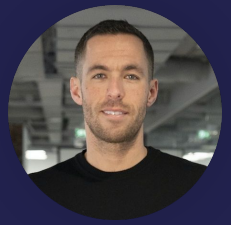
Chat	Software	Marketing
62%	31%	7%

2020 Prognose omzet €2.475.000

2020 Prognosegroups resultaat €190.000

Conversation24

Jeroen Mahler
International Partnership Director



Nick Blom
CEO

Mark Vrijvogel
COO

Moisés Belchín
CTO

UNDER ARMOUR

F-Secure

PLAMECO
PLAFONDS

a.s.r.
de nederlandse
verzekerings
maatschappij
voor alle
verzekeringen

VGZ

windhager

ROBECO

IMMO
HOLLAND IMMO GROUP

HNK

SCHOUTEN
ZEKERHEID

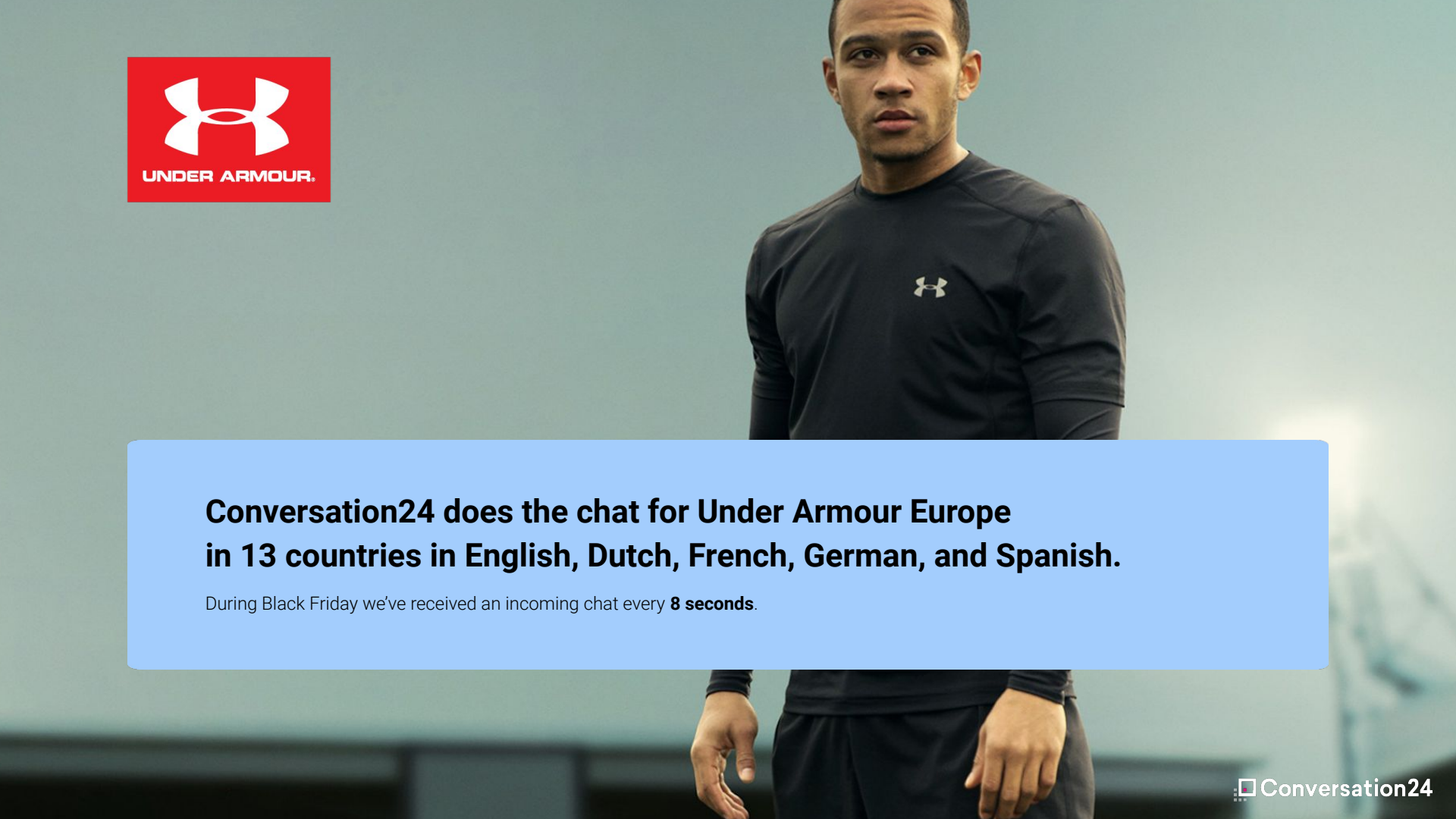
auping

Maxima
Betrouwbaar - Persoonlijk - Betaalbaar

efteling

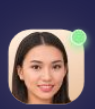
Immigratie- en Naturalisatiedienst
Ministerie van Veiligheid en Justitie

kadaster



Conversation24 does the chat for Under Armour Europe in 13 countries in English, Dutch, French, German, and Spanish.

During Black Friday we've received an incoming chat every **8 seconds**.



Customer Service is a 350+ Billion dollar market globally

Forbes, 2017

Conversation24

CPaaS demand is growing: In 2016 the CPaaS market was already worth $2 billion. As we head towards 2022, IDC predicts that this value will increase to $10.9 billion.

IDC, 2020

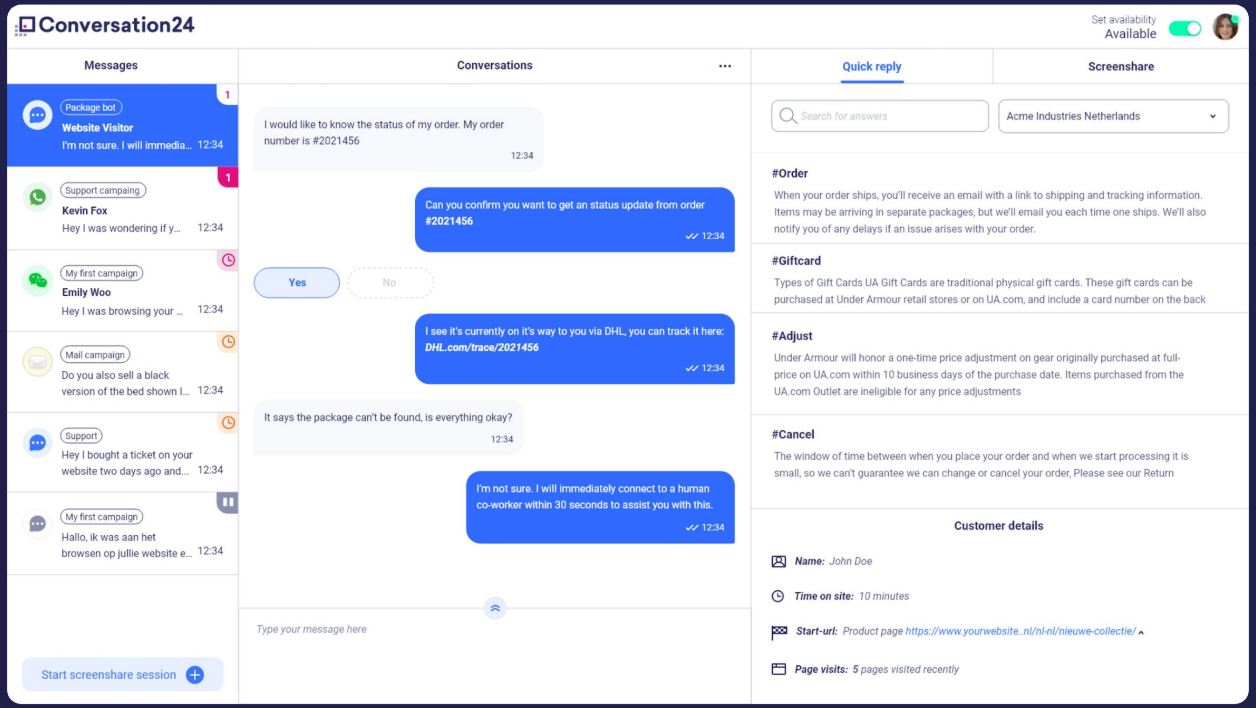
MessageBird, the ‘omnichannel platform-as-a-service,’ raises $200M Series C at $3B valuation

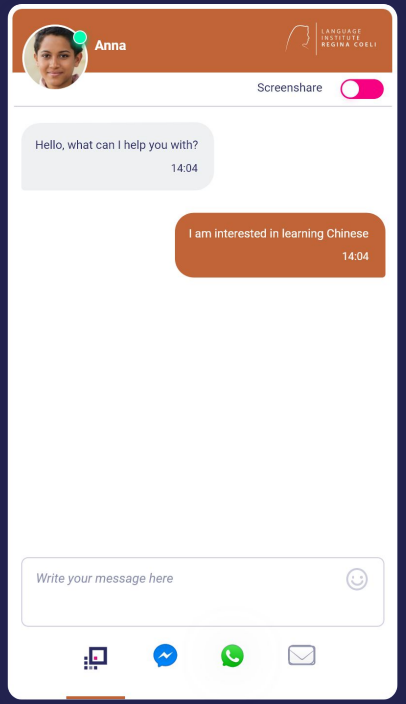
Techcrunch, 08-10-2020

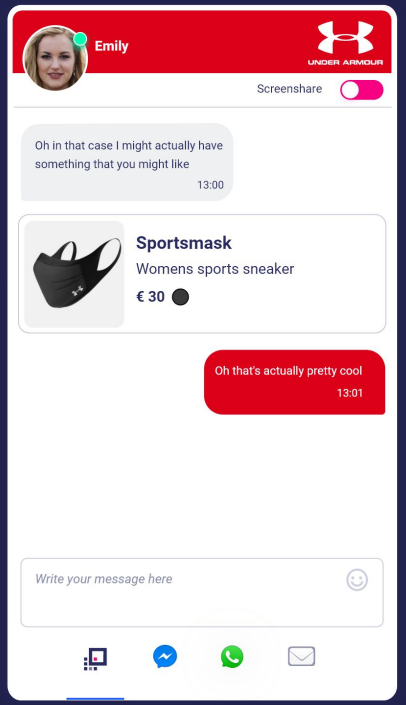
CM.com, the Conversational Commerce-platform successfully raised 31,8 million Euro

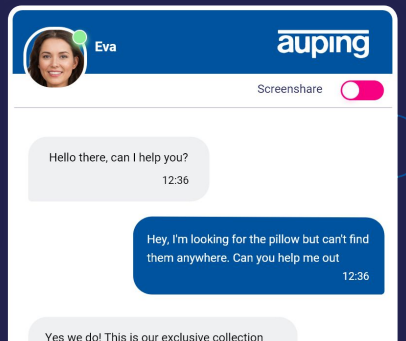
Dutch IT Channel, 17-09-2020

Why does our Software perform better?









We work on large scale with our own software.

Our chatoperator teams do thousands of chats every day

Of course fully GDPR compliant

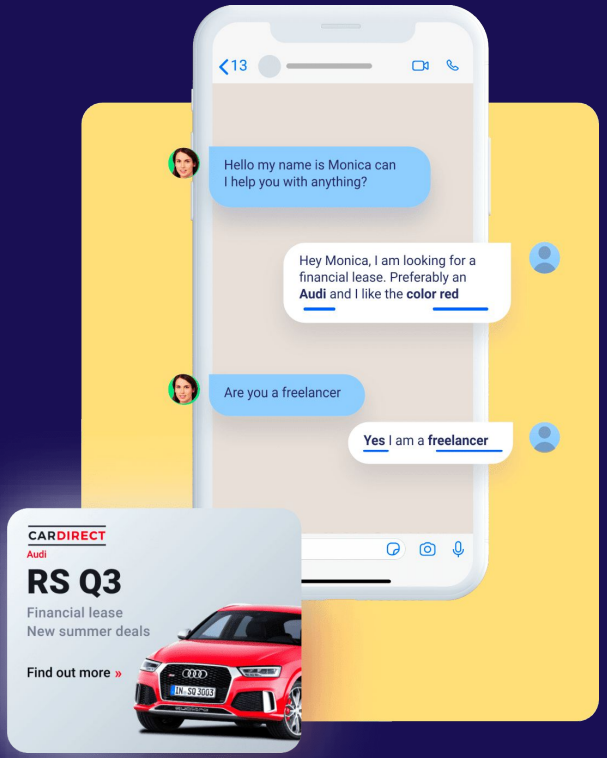
Conversation24

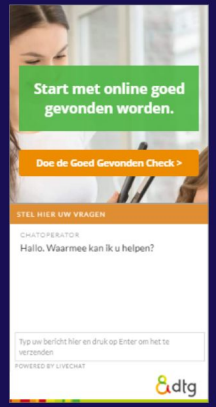
Conversational Support

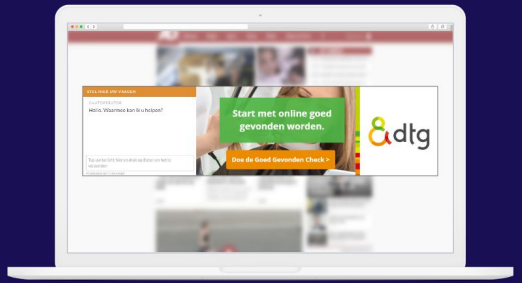
Kostenreductie - CX flow optimalisatie

Conversation24

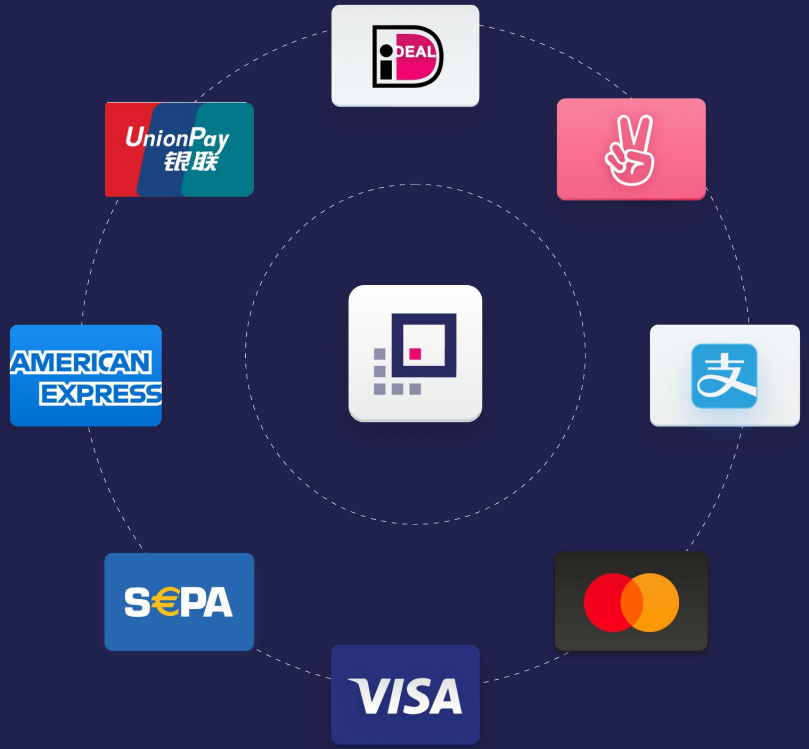
Conversational Marketing







Conversational Payments / Refunds



Conversation24

We support all relevant channels

And add upcoming channels really quickly

WebChat

WhatsApp Business

FB Messenger

SMS

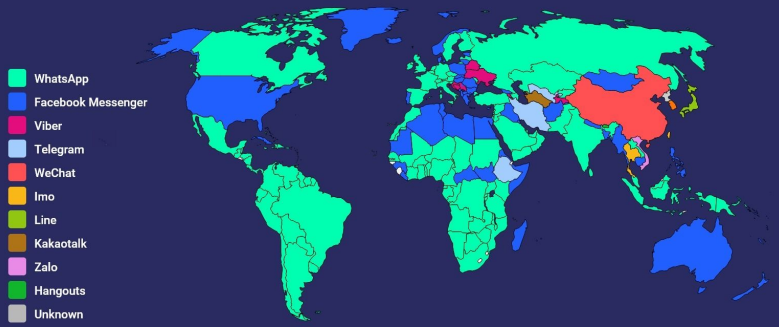
WeChat

Telegram

Viber

E-mail

WhatsApp and Messenger are the most popular messaging apps



Source: Based on SimilarWeb's research on active app users from Google Play store. (December 2018)

LINK Mobility en Conversation24 (voorheen LiveChat Service) bundelen krachten met partnership

Rotterdam, 20 december 2020

Na het eerder al bekend gemaakte global partnership met de Nederlandse payment provider Adyen, pakt Conversation24 (voorheen LiveChat Service) nu door met een global partnership met de Noorse mobile messaging provider LINK Mobility.

Groeimarkt

Omdat de markt voor conversational commerce explosief groeit, hebben beide bedrijven besloten hun CPaaS (communicatieplatform as a service) oplossingen op elkaar aan te sluiten. Zo wordt communiceren via onder meer WhatsApp for business, E-mail, Viber en SMS mogelijk vanuit één platform. Door deze samenwerking nemen de bedrijven samen direct een vooraanstaande positie in in de wereld van de Conversational Commerce.

Wereldwijde schaal

LINK Mobility is een van Europa's toonaangevende leveranciers van mobiele berichten- en communicatie oplossingen voor 'customer engagement'. Op 30 juni 2020 had de Groep meer dan 33.000 klantaccounts en in 2019 wisselde LINK 9,5 miljard berichten uit. Door dit volume te ontsluiten voor de gecombineerde oplossing met Conversation24, wordt direct een wereldwijde schaal bereikt . 'De basis van LINK Mobility is onze zeer stabiele lokale footprint binnen Europa voor kleine en middelgrote ondernemingen die ons voornamelijk gebruiken voor marketing- en notificatie use-cases. We zijn erg verheugd om onze klanten door middel van deze samenwerking een derde belangrijke use-case, namelijk chat, of customer care, te bieden. Omdat klanten deze functie al bij ons hebben aangevraagd, verwachten we samen snel tractie krijgen.' aldus Fredrik Nyman, CCO

Categorieën
- Axxicon
- Be Informed
- BOB Autowas
- Bouman Industries
- CTOUCH
- DBS2 Factoring
- De Vegetarische Slager
- DG Press
- Diract IT
- Ecovat
- Felloo
- Freshbed
- HyGear

link mobility
Global Partnership
33.000
Global clients
450+
Employees
24
Offices worldwide
20+
Years of experience

Technology

Link Mobility Becomes Europe's Newest Unicorn Startup

By Swetha Gopinath
21 oktober 2020 09:25 CEST

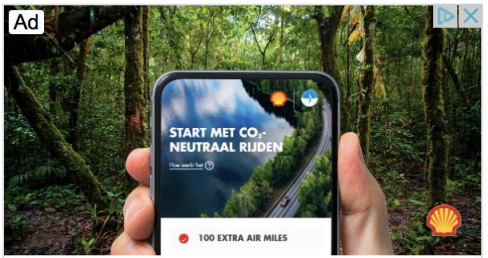
- Firm, shareholders raise $653 million in stock offering
- IPO is largest in Norway since Elkem's debut in March 2018

SHARE THIS ARTICLE
Share
Tweet
Post
Email

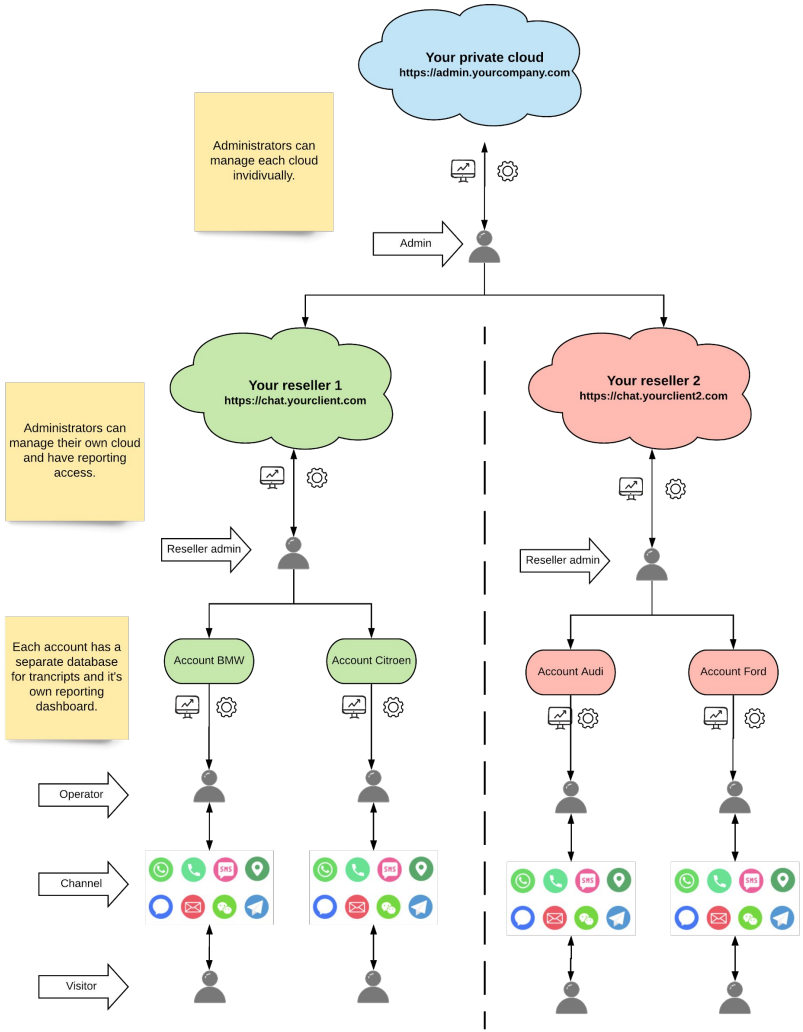
Mobile messaging platform Link Mobility Group Holding ASA rose as much as 19% on its first trading day in Oslo amid surging demand for the company's services as more people embrace e-commerce during the pandemic.

The stock climbed 11% to 52 kroner at 9:24 a.m. in Norway from the 47-kroner sale price of its 6 billion-krone ($653 million) initial public offering.

LIVE ON BLOOMBERG
Watch Live TV >
Listen to Live Radio >

Ad


CO2-neutraal rijden

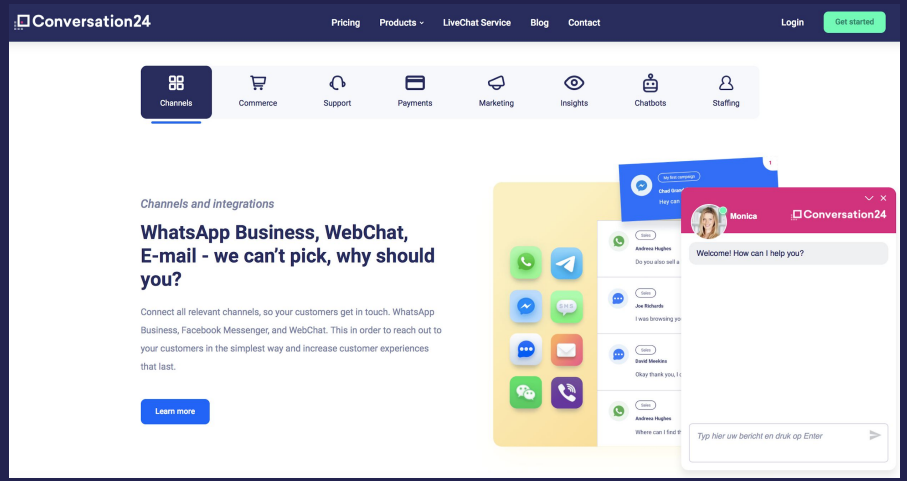


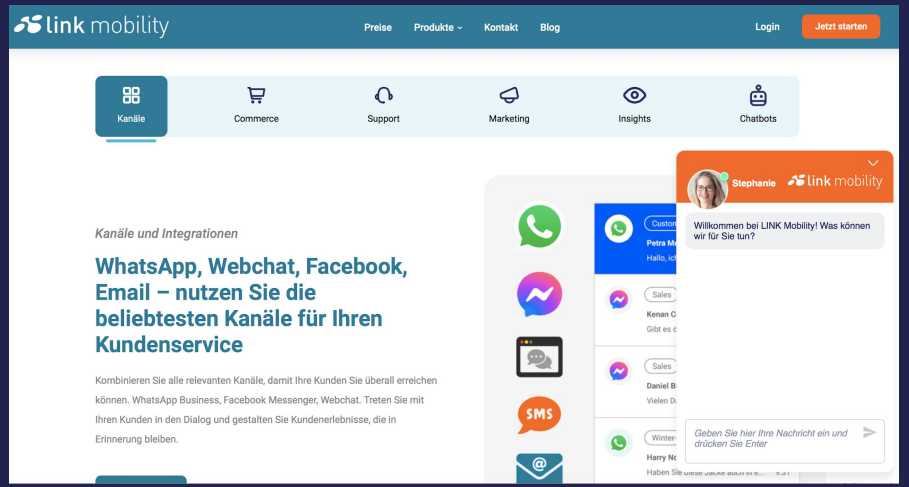
Conversation24

Zoek de verschillen :-)

Conversation24

link mobility





Conversation24 eco-system

Channels

tyntec · link mobility · KeyReply

Tyntec: 2.000+ enterprise customers, 30B platform transactions annually.
Link Mobility: 33.000+ customers, 24 offices worldwide

Payment Services

adyen · Worldline

Adyen: 22 offices, € 239.6B processed
Mollie: 100.000 customers
Worldline: € 2.3B revenue, 30+ countries

AI / Chatbot

KeyReply

Market leader in Asia on AI chat & automation for enterprises

E-Commerce

BIGCOMMERCE

One of the leading e-commerce platforms worldwide. 120+ countries served, $ 25B+ In Merchant Sales

CRM

DSP

Conversation24

Conversational Service Provider

Data

Marketing

Telecom

Staffing

livechat service

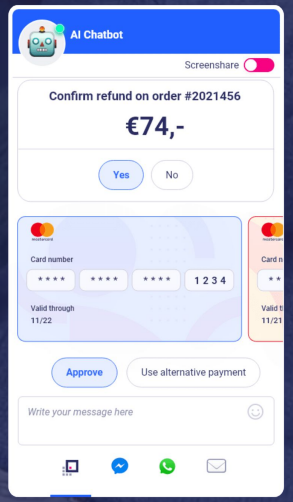
Videochat

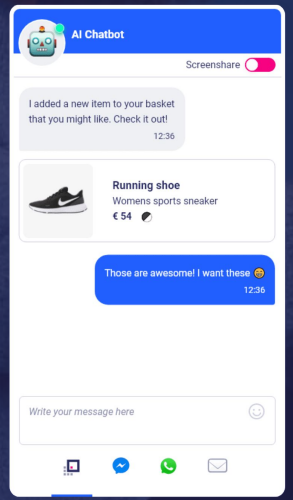
Consulting

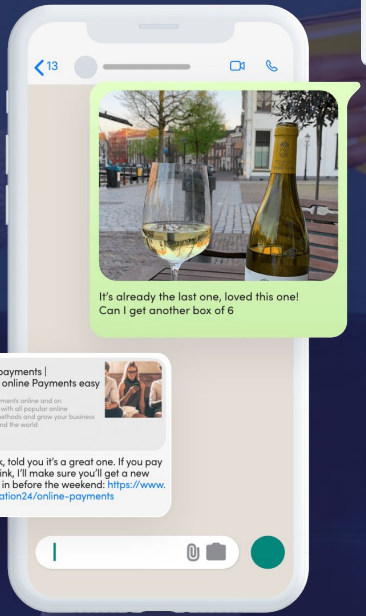
LCS agency

adyen

Global Partnership







BIGCOMMERCE

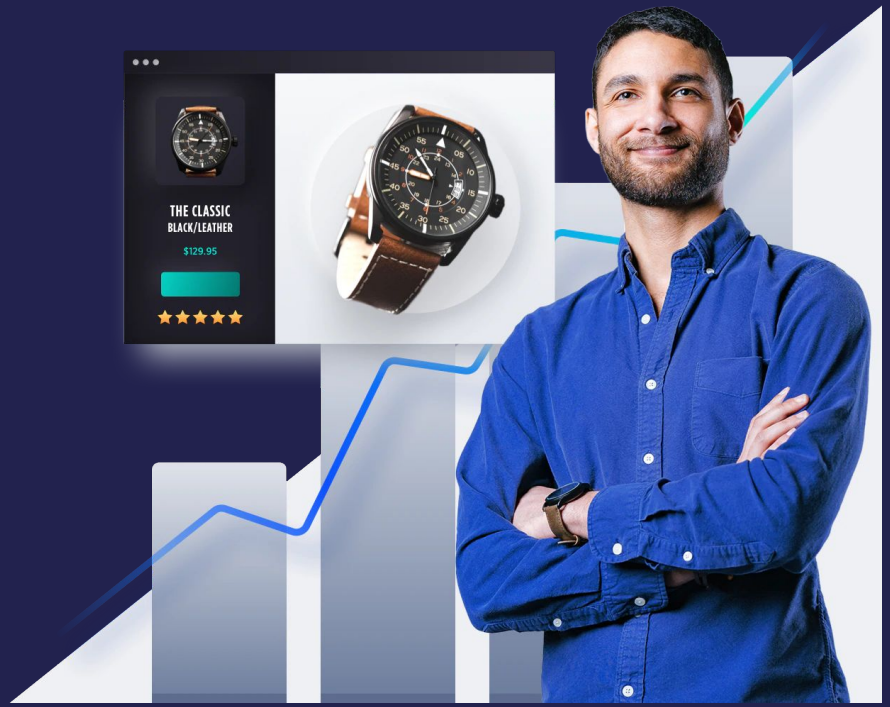
Integration

Challenger

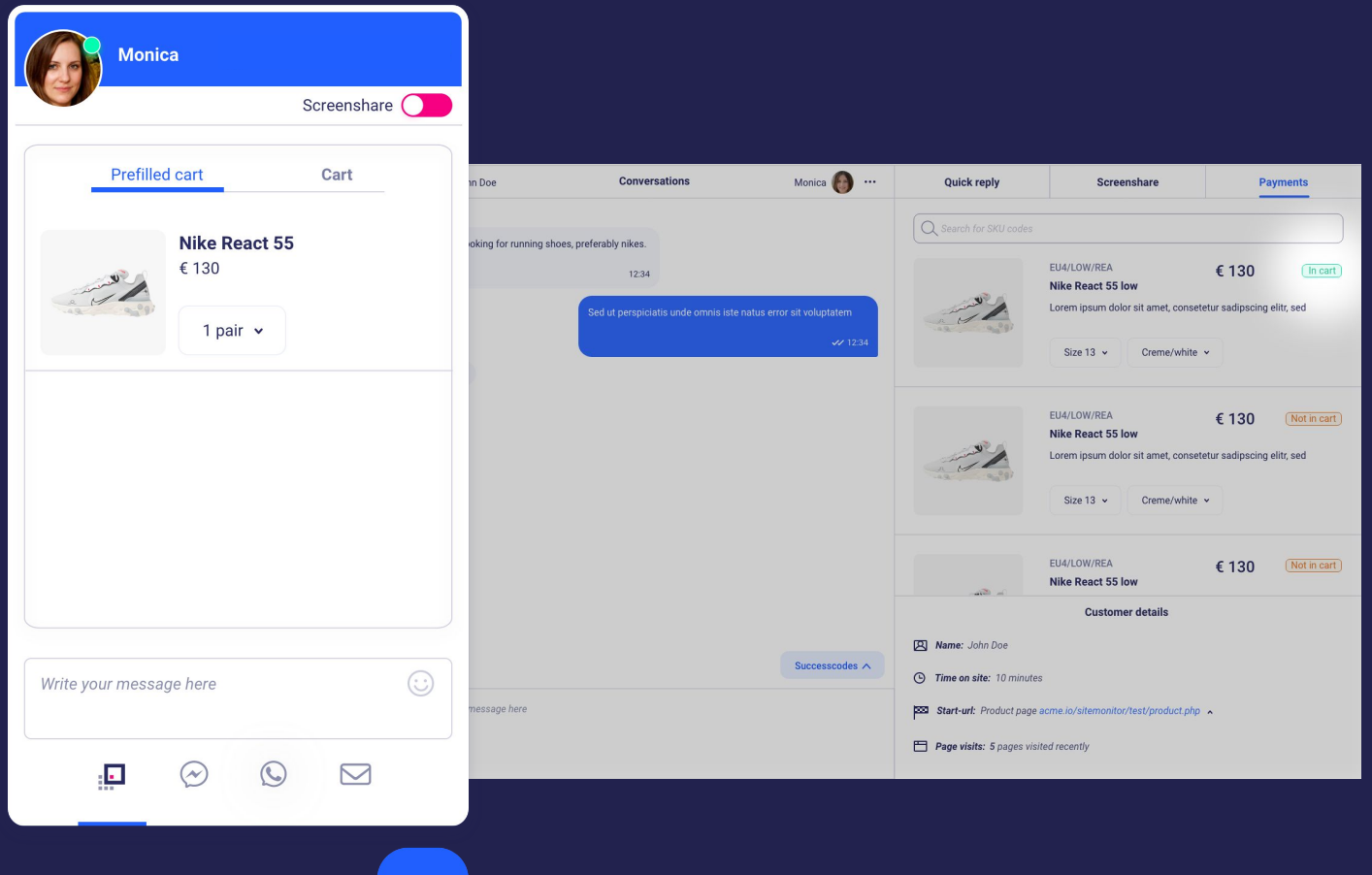
2020 Gartner Magic Quadrant

$25B+

In merchant sales



Shopping cart



← Back

Checkout 1

Nike React 55

Mens sports sneaker

€ 130

Size: 44 EU

Color: Cream

Show details

Dandelion White

100% Cotton Womens Tshirt

€ 39.90

Size: M

Color: Cream

Show details

Prefilled cart | Cart

← Back

Checkout 1

Quantity

1 pair

Size

44 EU

Colorway

Nike React 55

Mens sports sneaker size 13

€ 130

The Nike React Element 55 SE borrows design lines from heritage runners like the Nike Internationalist, adds reflective graphics, then places it all on Nike React technology.

Add to cart

Hide details

Prefilled cart | Cart

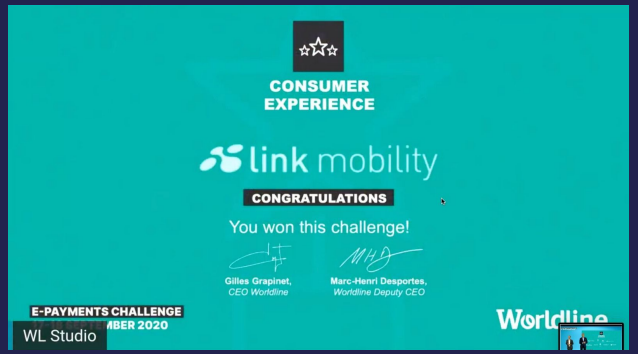
CPaaS ECO-SYSTEM

Example 1	**(WorldLine Customer)**									
Bank Belgium want to improve customer contact										
Chatbot	+	Interface	+	Channels	+	Signing product				
Worldline		Conversation24		Link		Worldline				
Example 2	**(Conversation24 Customer)**									
Insurance company wants to be able to be available during peek months with their customer service										
Interface	+	Channels	+	Staffing	+	Consulting	+	Chatbot		
Conversation24		Link		Conversation24		Conversation24		Key Reply		
Example 3	**(Conversation24 lead)**									
German Retailer wants an all in one platform for text, telephone and staffing										
Interface	+	Telephone	+	Bot	+	Staffing	+	Channels	+	Payments
Conversation24		x		Key Reply		Conversation24		Link		Adyen

Worldline

E-PAYMENTS CHALLENGE 2020

USER EXPERIENCE WINNERS 2020

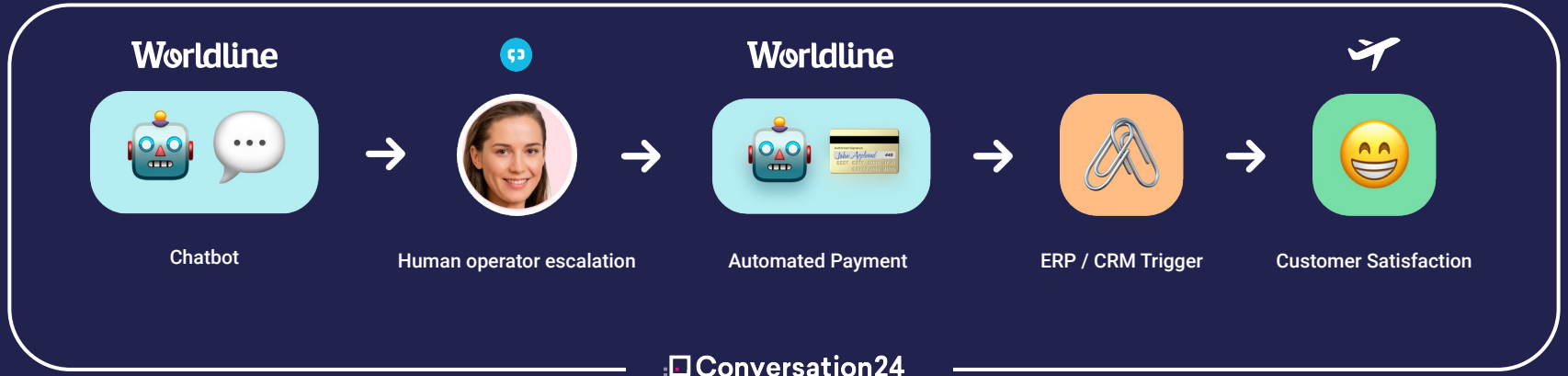


Conversation24 link mobility

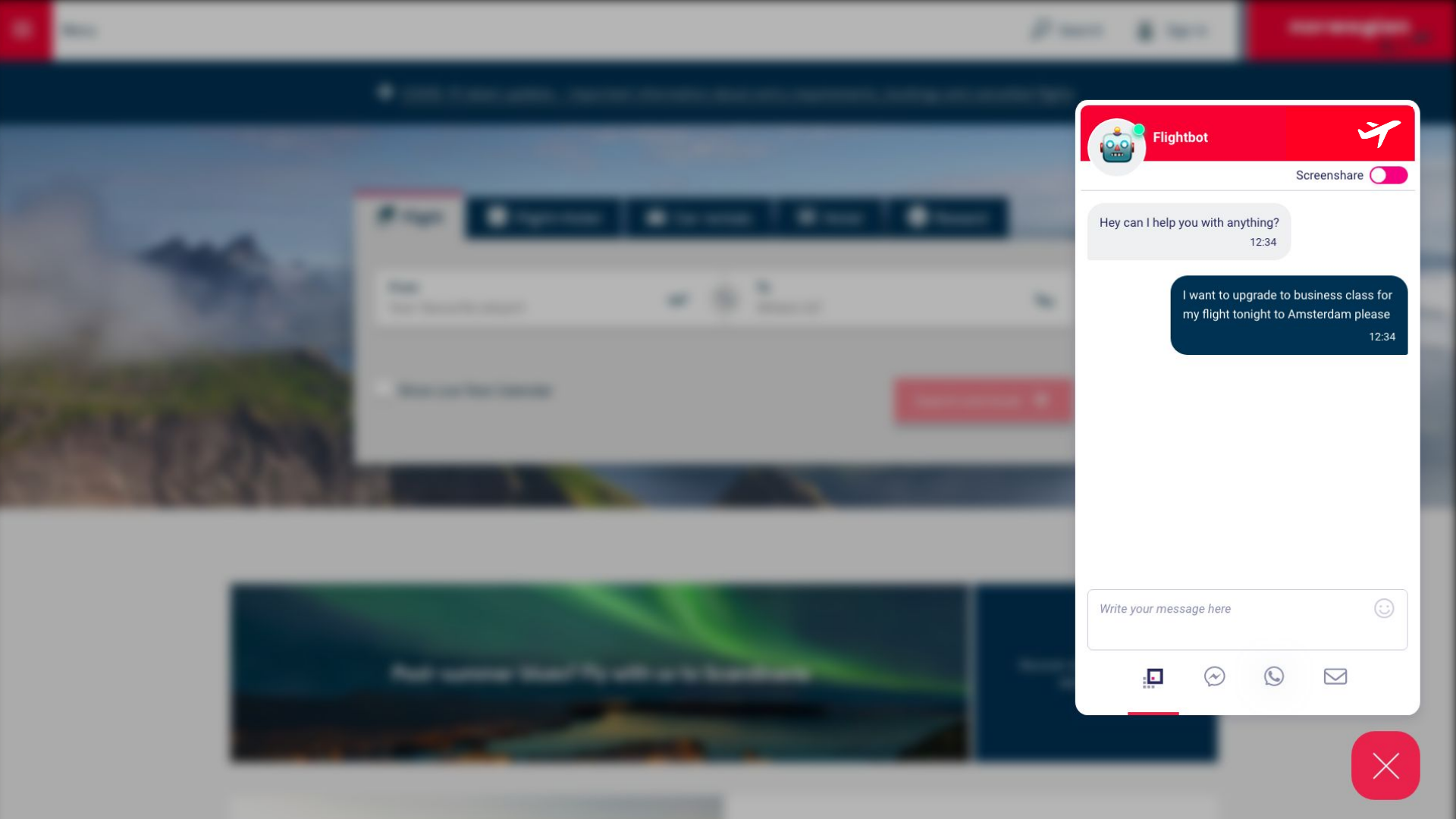
Worldline

E-PAYMENTS CHALLENGE 2020

USER EXPERIENCE WINNERS 2020



Conversation24


Flightbot
Screenshare
Hey can I help you with anything?
12:34
I want to upgrade to business class for my flight tonight to Amsterdam please
12:34
Write your message here

Set availability
Available

Messages

1 Norwegian Support
Website Visitor
I'm not sure. I will immedia... 12:34

1 Norwegian Support
Pietje Puk
Hey I was wondering if y... 12:34

Start screenshare session

Conversations

Hey can I help you with anything? 12:34

I want to upgrade to business class for my flight tonight to Amsterdam please 12:34

Hello, we can make sure this happens. Is it correct it is about flight **FA-123** booked for **21:00** tonight? 12:34

Yes | No

We can offer you business class or business class plus (extra meal) for this flight. The upgrade will cost you **€250** or **€350**. Which one do you prefer? 12:34

Does the plus option also give me access to the exclusive lounge on the airport? 12:34

I'm not sure. I will immediately connect to a human co-worker within 30 seconds to assist you with this. 12:34

Type your message here

Quick reply

Search for answers

Acme Industries Netherlands

#Change
All bookings can be changed in accordance with the applicable fare rules. You can change your booking online with My Travels. All you need is your booking reference and surname.

#Taxrefund
If you have an unused LowFare ticket, you can apply for a refund of government taxes and charges.

#ChangeCost
You can change the date and time, the destination and the name of the ticket holder (against a fee) up to 30 minutes before scheduled departure for most destinations online (occasionally you'll need to phone our Contact Centre to change a booking).

#Changable
If you would like a ticket that offers you more flexibility, we recommend that you purchase our Flex ticket. You may also have the ability to make changes to our restricted tickets, however additional charges may apply.

Screenshare

Customer details

Name: *John Doe*

Time on site: *10 minutes*

Start-url: *Product page acme.io/sitemonitor/test/product.php*

Page visits: *5 pages visited recently*

I'm not sure. I will immediately connect to a human co-worker within 30 seconds to assist you with this.

✓✓ 12:34

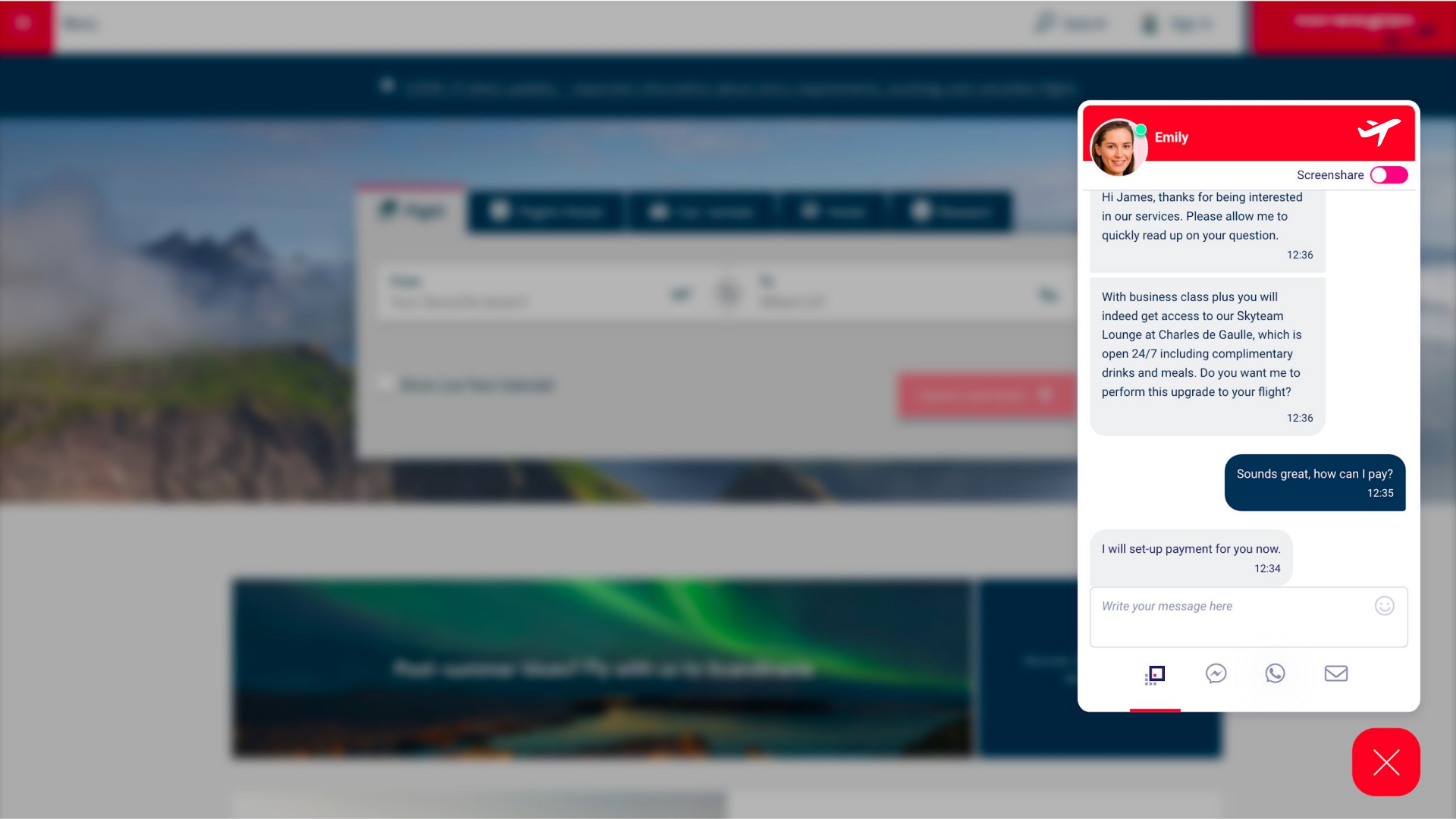
This chat has been transferred to Emily

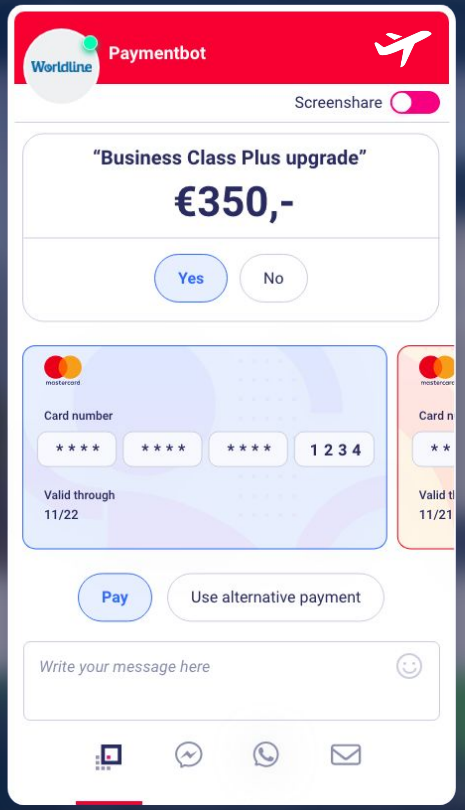
You are now talking to a human

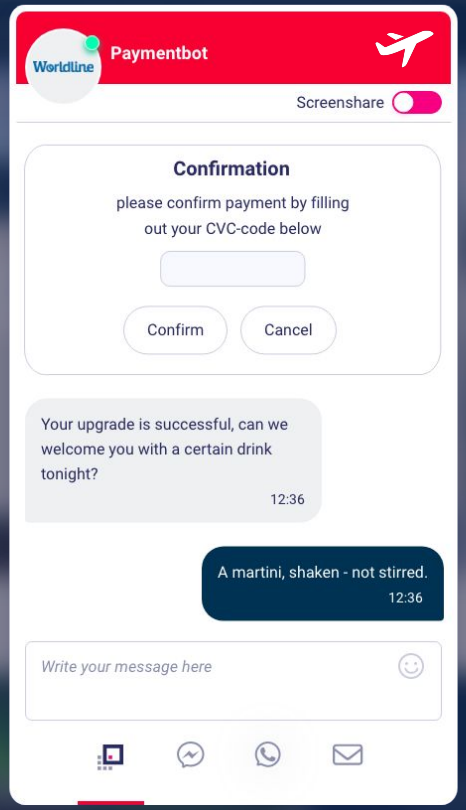
12:35

Hi James, thanks for being interested in our services. Please allow me to quickly read up on your question.

12:36


Emily
Screenshare
Hi James, thanks for being interested in our services. Please allow me to quickly read up on your question.
12:36
With business class plus you will indeed get access to our Skyteam Lounge at Charles de Gaulle, which is open 24/7 including complimentary drinks and meals. Do you want me to perform this upgrade to your flight?
12:36
Sounds great, how can I pay?
12:35
I will set-up payment for you now.
12:34
Write your message here


Worldline
Paymentbot
Screenshare
"Business Class Plus upgrade"
€350,-
Yes
No
Card number
* * * *
* * * *
* * * *
1 2 3 4
Valid through
11/22
Pay
Use alternative payment
Write your message here


Worldline
Paymentbot
Screenshare
Confirmation
please confirm payment by filling
out your CVC-code below
Confirm
Cancel
Your upgrade is successful, can we welcome you with a certain drink tonight?
12:36
A martini, shaken - not stirred.
12:36
Write your message here

Conversation24

Prognose omzet 2021 **7.5 - 9.5 mln euro**

Conversation24

Verdienmodel

1. Software SME
2. Software Enterprise
3. Whitelabel propositions
4. Channels
5. Payments
6. AI / Chatbots
7. Telecom software
8. Data
9. Staffing
10. Video chat
11. Marketing
12. Consulting

Conversation24

a.s.r.
de nederlandse
verzekerings
maatschappij
voor alle
verzekeringen

Allianz

Questions?

Conversation24