



AI-powered customer communication & messaging platform

From AI to Hi, all your business conversations are in one place: interactions refined, time reclaimed, and unparalleled customer experience unleashed.



Stay connected



WHAT IS GLASSIX?

Experience the true power of unified communications powered by AI



Channels unification



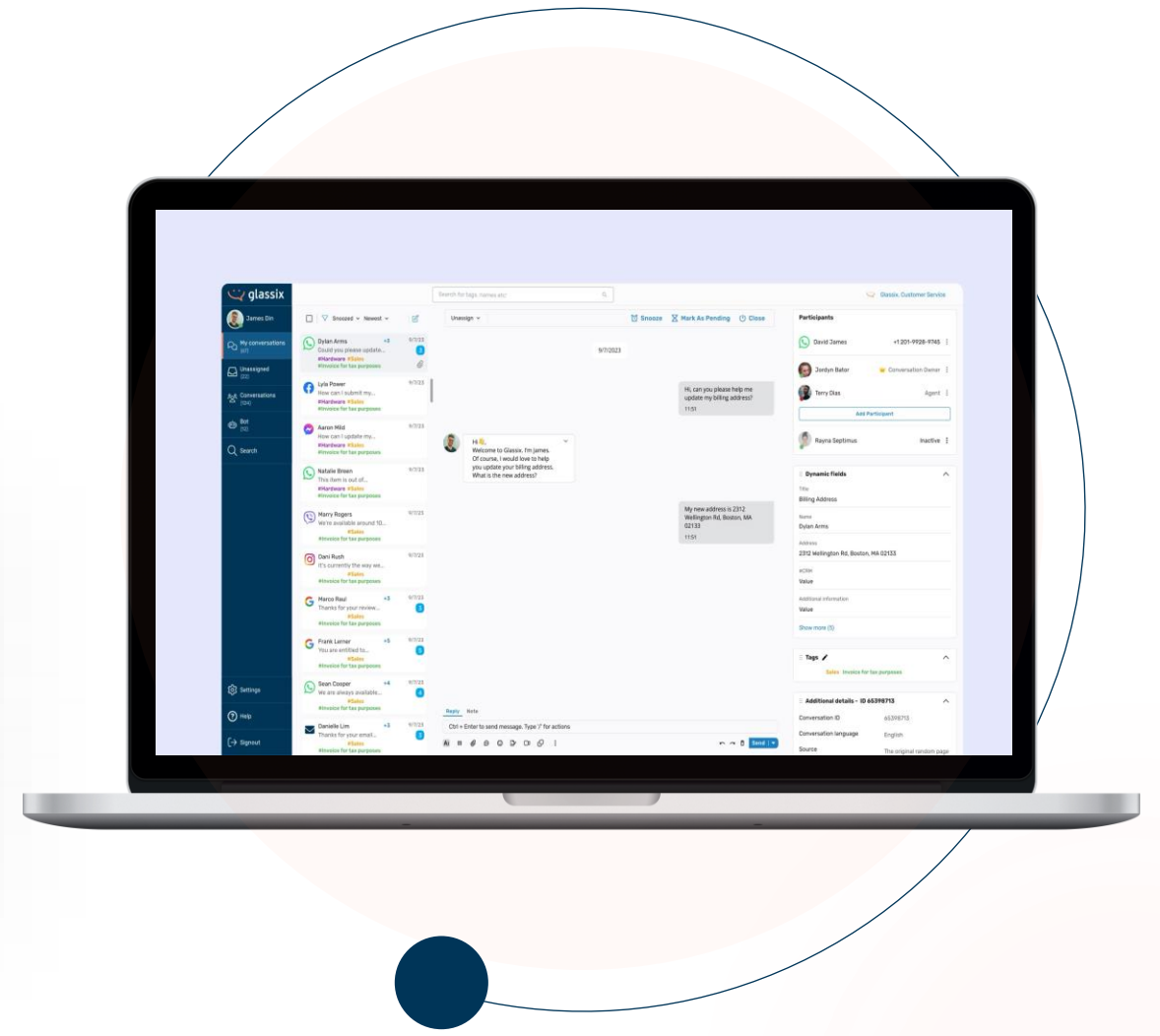
Canned responses And media



Intelligent routing





360 customer journey

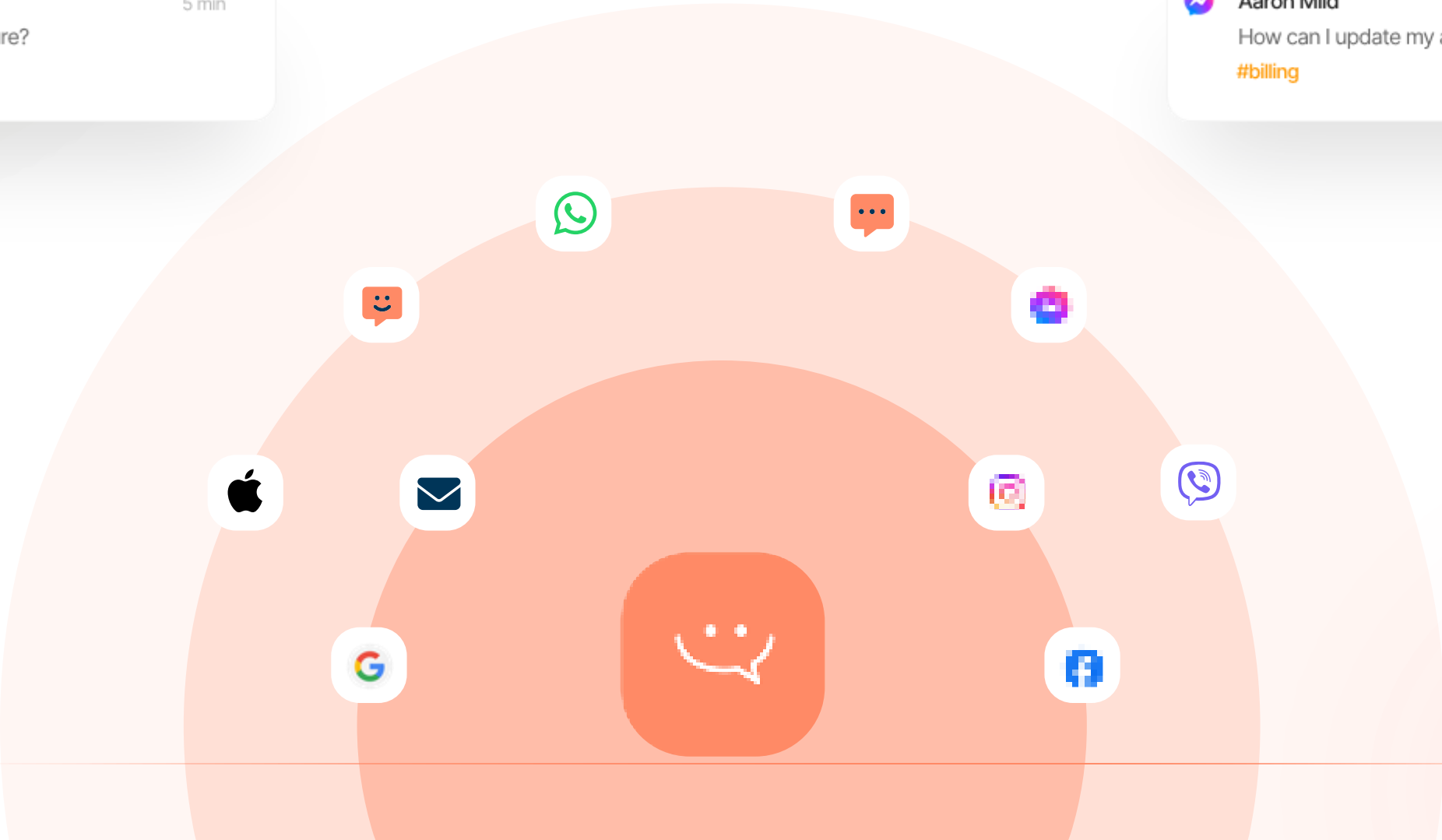


NAVIGATE CONVERSATIONS ACROSS EVERY CHANNEL **15+ CHANNELS** COMMUNICATION CHANNELS



 **Stephanie Jones** 5 min
Is this a new feature?
#sales


 **Aaron Mild** Just now
How can I update my address?
#billing



GLASSIX CHATBOTS: ADAPTIVE, SMART, AND GENUINELY UNDERSTANDING *POWERED BY GPT-4*

TRADITIONAL & GENERATIVE AI-POWERED CHATBOTS

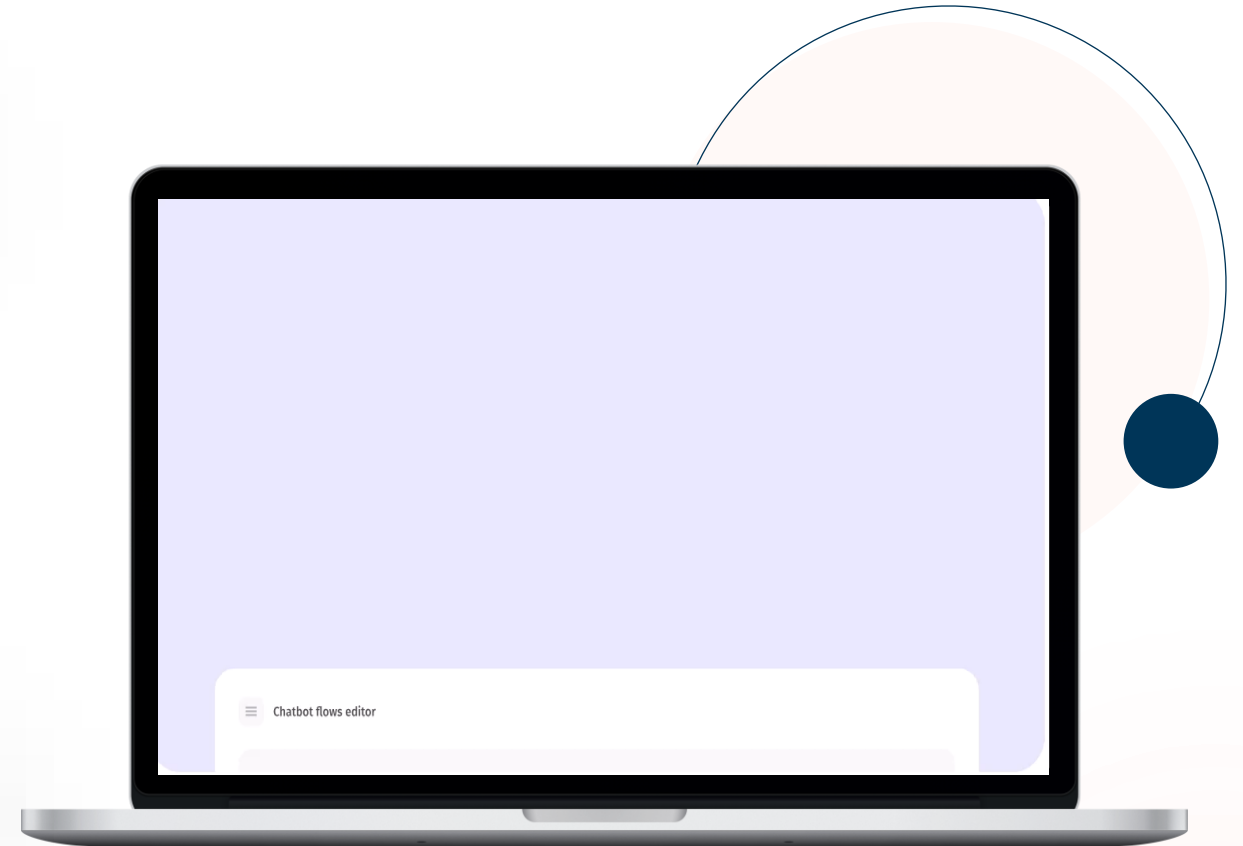




DRAG & DROP CHATBOT FLOW EDITOR

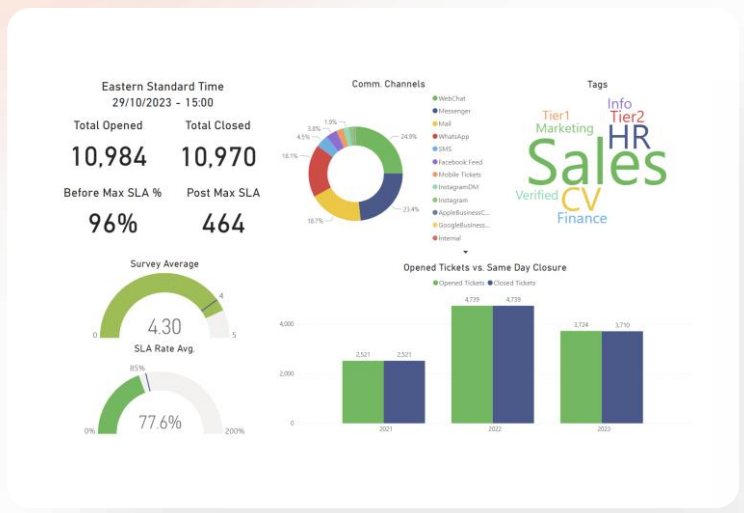
PRE-CONVERSATION	IN-CONVERSATION
Collect initial data	Digital assistant
Self-service	Process automation
Stay message-ready 24/7	Post conversation

- Utilize our pre-made templets
- Integrate with any software
- One flow across all channels
- Enhance flow with custom code

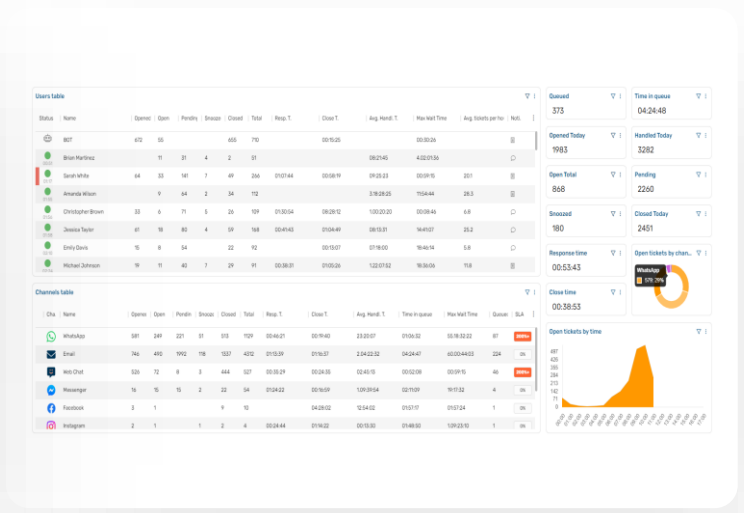


LEVERAGE VALUABLE INSIGHTS TO ANTICIPATE AND ADDRESS TRENDS BEFORE THEY UNFOLD

REAL-TIME REPORTING & BI



User Name	SLA	Total Conversations	Closed Conversations	Open Conversations	Pending Messages	Second Conversations	Outgoing Messages	Incoming Messages	Outgoing Media	Incoming Media	Survey Avg.	SLA Response Time Avg.	SLA Response Time Avg. Ref.	Next
Chadler	29/10/2023	1427	1423	1422	0	0	0	7524	0	241				
Chadler	24/10/2023	2140	2134	2137	0	0	0	8823	0	227				
Chadler	29/10/2023	1390	1386	1391	0	0	0	4823	0	122				
Chadler	26/10/2023	1881	1872	1867	0	0	0	3968	0	132				
Chadler	27/10/2023	780	782	780	0	0	0	2282	0	128				
Chadler	24/10/2023	1540	1531	1527	0	0	0	4800	0	222				
Chadler	29/10/2023	1840	1829	1833	0	0	0	2857	0	265				
Chadler	30/10/2023	885	886	883	0	0	0	4221	0	46				
Michael Johnson	29/10/2023	10	8	2	0	0	0	23	48	1	332.69	439.42		
Michael Johnson	24/10/2023	10	9	2	0	0	0	9	8	0	0	0	3142.22	247.02
Michael Johnson	29/10/2023	1	1	0	0	0	0	0	0	0				
Michael Johnson	26/10/2023	1	1	0	0	0	0	1	0	0				
Michael Johnson	29/10/2023	2	1	0	0	0	0	9	8	0				
Sarah White	29/10/2023	17	9	28	0	0	0	33	78	1	10.8151	321.03		
Sarah White	24/10/2023	46	25	53	0	0	0	122	22	0	44	5	1156.49	155.21
Sarah White	29/10/2023	42	36	36	0	0	0	95	127	0	11	5	107.25	128.46
Sarah White	29/10/2023	30	28	23	0	0	0	54	79	1	18	5	254.68	102.24
Sarah White	26/10/2023	18	0	18	0	0	0	11	24	0	4		11.827	1.552
Sarah White	29/10/2023	35	36	40	0	0	0	66	148	0	14		124.44	138.23
Sarah White	30/10/2023	17	9	1	25	1	101	109	2	101			113.13	226.58
Brian Martinez	29/10/2023	299	144	252	0	0	0	542	1428	2	44	4380.00	440.24	139.56
Brian Martinez	24/10/2023	186	124	223	0	0	0	381	258	4	16	4288.00	422.92	549.24
Brian Martinez	29/10/2023	40	17	1	0	0	0	125	226	0	10	3.80113	151.21	111.08
Brian Martinez	26/10/2023	170	139	131	0	0	0	434	1856	6	75	3.125	147.34	141.57
Brian Martinez	24/10/2023	186	124	223	0	0	0	381	258	4	16	4288.00	422.92	549.24
Brian Martinez	28/10/2023	15	0	15	0	0	0	80	82	0	1		12.422	623.28
Brian Martinez	26/10/2023	40	32	3	0	0	0	125	139	1	24	5	638.09	195.22
Brian Martinez	30/10/2023	43	9	0	0	0	0	125	294	1	12	5	3412.28	298.28
Brian Martinez	29/10/2023	4	1	3	0	0	0	0	0	0	0		0	0
Christopher Brown	29/10/2023	4	3	1	0	0	0	0	0	0	0		0	0
Christopher Brown	29/10/2023	2	2	2	0	0	0	0	0	0	0		0	0
Christopher Brown	26/10/2023	1	1	0	0	0	0	0	0	0	0		0	0
Jessica Taylor	29/10/2023	15	12	35	0	0	0	244	407	0	18	4.225	443.54	12.031
Jessica Taylor	26/10/2023	16	41	35	0	0	0	105	124	0	75	1.24966	1118.15	320.25



Excel-based reporting

Customizable real-time dashboard

Microsoft power-BI

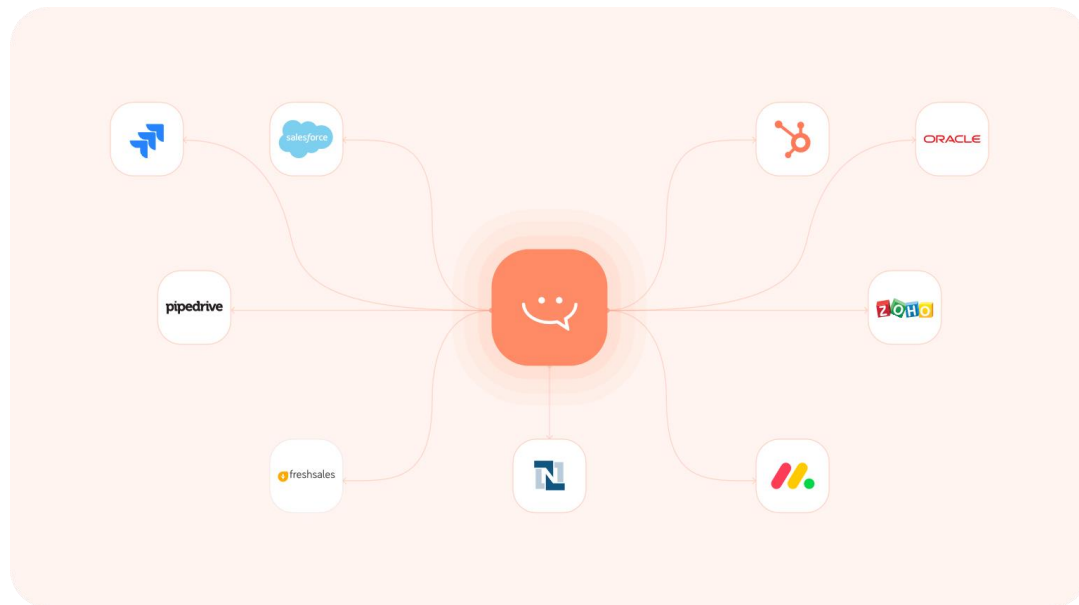
Report scheduling

UTILIZE OUR OPEN API TO CONNECT GLASSIX WITH YOUR PREFERRED SOFTWARE

FULL-FEATURED API & INTEGRATION TOOLS



- Glassix partners have unlocked exponential **growth** by leveraging our platform's limitless **customization** features to provide tailored, **professional services**, boosting their bottom-line **revenues**



CRM INTEGRATION COMMON USE CASES

- Log conversations in your CRM
- Fetch customer info when using chatbots
- Build any app inside Glassix
- Embed Glassix within your software



Additional Integrations

- E-commerce
- Sales
- Social-media
- Ticketing
- Marketing
- ERP
- Billing
- Analytics

WHY GLASSIX?



We offer **pricing** you can truly understand, celebrate **growth** instead of penalizing it, and provide a **feature-rich** platform that **continually evolves** to meet your needs

