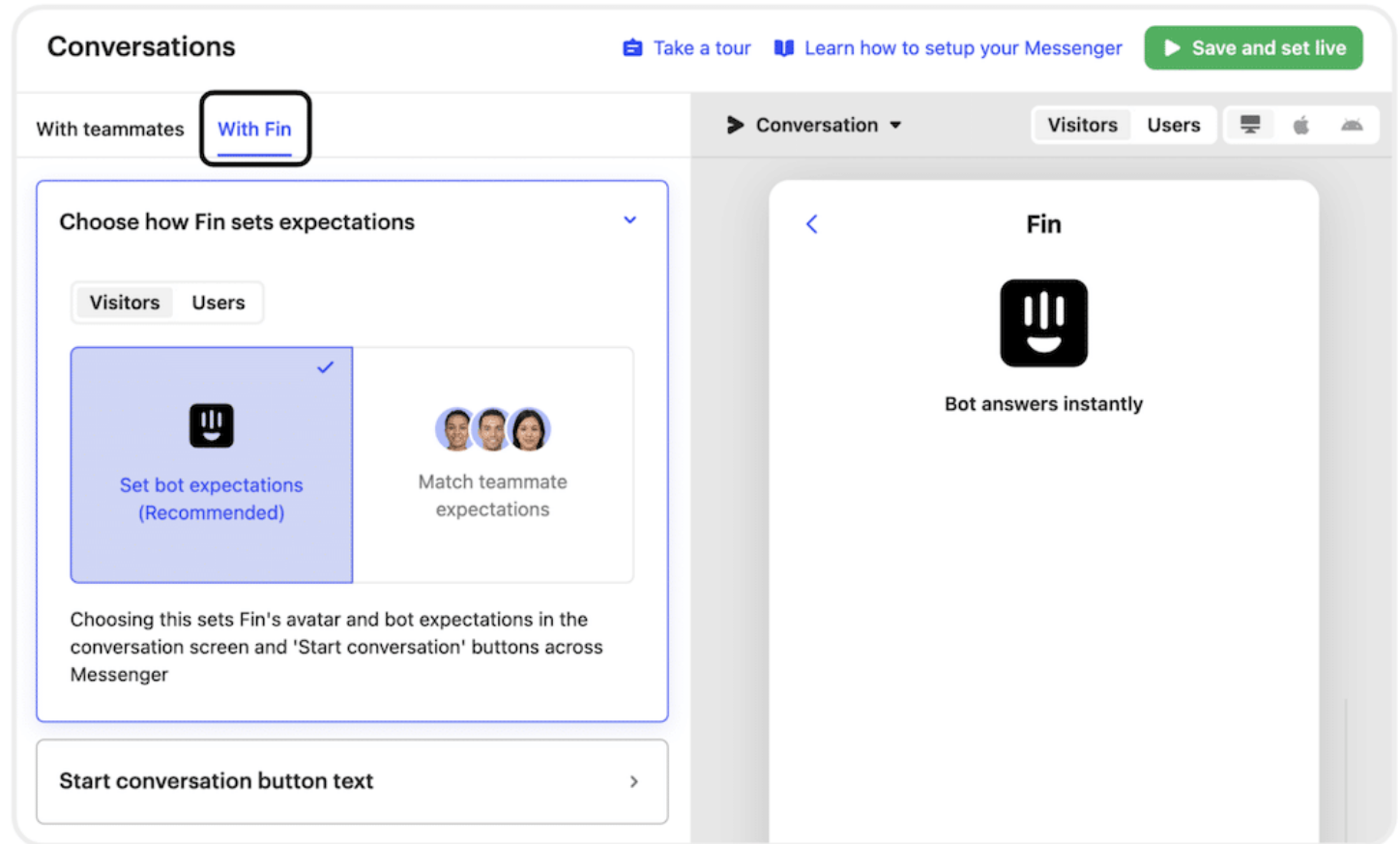


# What is Intercom?

- Intercom is an AI based customer service platform
- Multiple system help desk
- Connects to over 400+ platforms
- Allows for face time with customers



# What Problems Does Intercom Solve?

Dealing with high volumes of repeat inquiries

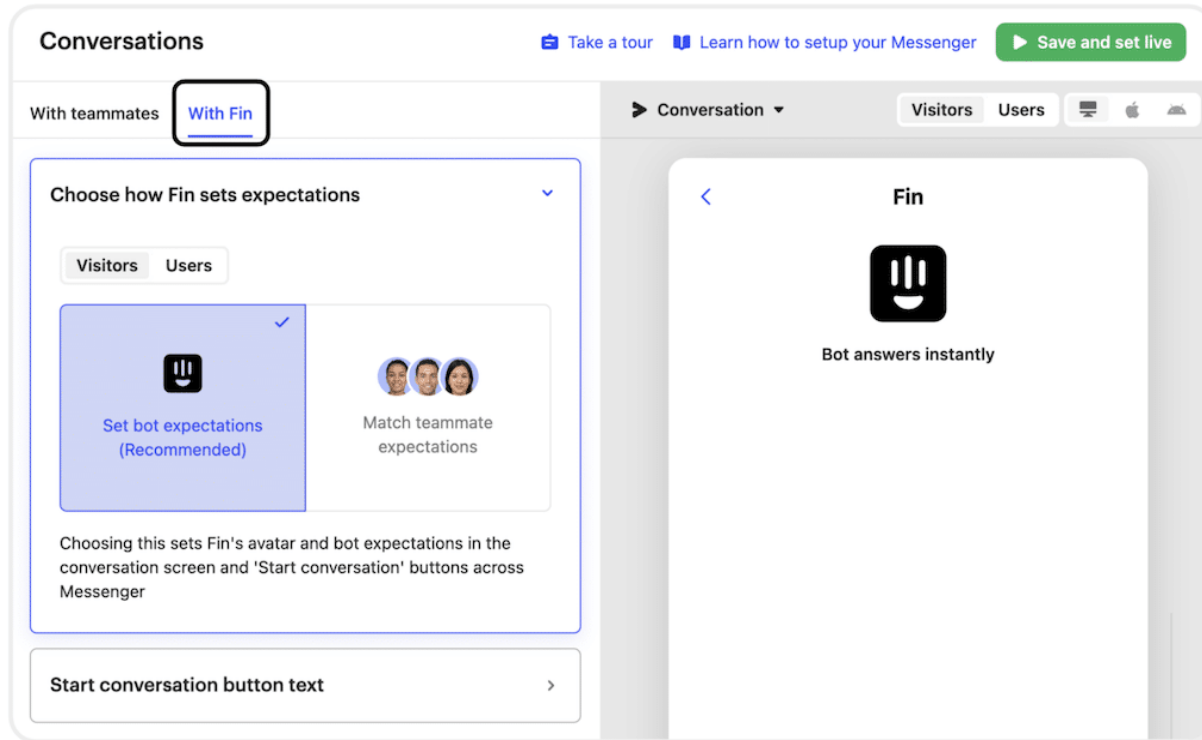
The difficulty of finding agents when Intercom is AI automated

Intercom being proactive and staying on top of issues

Agents to be available 24/7 and speak over 45+ languages

Creates dynamic reports of the impact of customer support

# How Does Intercom Work?



- **Fin AI Resolution:** Reads your FAQ to concerned customers
- **Universal Business Messenger:** One integrated messaging system in one place and works with WhatsApp
- **Automated Procedures** Can issue a refund through various platforms without ever being seen by a human.

# Specific Use Cases and Examples

## Front Desk Agent

- Agent Available 24/7
- Properly Trained Agent With All The Answers To Solve Customer Concerns and Questions

## Chaotic E-Commerce Messages

- The Ability and Convience Answering Questions All In One Place
- Instantly Added To Your To Do List

## Customer Complaints and Refunds

- Instantly Solves Customer Problems, Questions, and Issue Refunds
- Integrates Stripe and Shopify

# Intercom Competitors

Feature/Function	Intercom	Zendesk	Drift	Tidio
<b>Primary Focus</b>	AI agent to resolve customer issues	Superior ticketing system	Marketing through chat bots	AI chat bots
<b>Ease of Use</b>	Basic, but will get more complicated for specific uses	Moderate	Hard	Difficult
<b>Small Businesses</b>	Particularly good and practical	Overly complex for small businesses	Expensive	Excellent for small businesses because of free tier
<b>Best For</b>	Companies wanting to have only one marketing/customer service agent	Large teams	To increase contact with potential customers	Shopify store owners

# Getting Started with Intercom - Costs

Plans	Price	Best For	Key Features
<b>Basic</b>	\$39 Monthly	Startups and small businesses	No lite seats Shared inbox
<b>Intermediate</b>	\$99 Monthly	Expanding team and operations	20 lite seats Multiple inboxes
<b>Highest</b>	\$139 Monthly	Massive companies	50 lite seats Multi brand support

# Getting Started with Intercom - Demo

Demo Video Link -<https://www.youtube.com/watch?v=6xQO5Rjz-v8>

