

reply.ai

CLARA DE SOTO
@REPLYDOTAI @CLARADACTYL

TEQUILA
PATRÓN



SAMSUNG



 **RYANAIR**

Club Med 

BarkBox



SUNTORY


Hilton




Unilever

Coca-Cola

VAIO

 **transcosmos**
people & technology

FORRESTER[®]

@REPLYDOTAI

@CLARADACTYL



POWERING 1:1 CONVERSATIONS AT SCALE

@REPLYDOTAI

@CLARADACTYL



@REPLYDOTAI

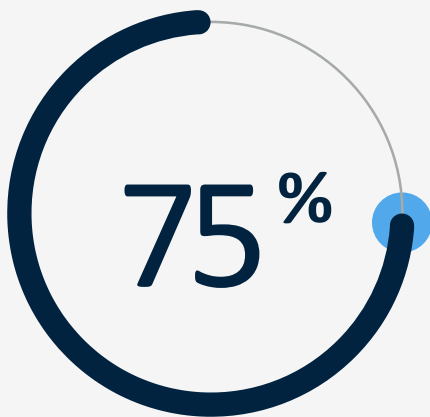
@CLARADACTYL



EXPENSIVE
UNSCALABLE
LEGACY

@REPLYDOTAI

@CLARADACTYL



OF THE WORLD
IS ON MESSAGING



@REPLYDOTAI

@CLARADACTYL



@REPLYDOTAI

@CLARADACTYL



ACTIONS

SERVICES

INFORMATION

@REPLYDOTAI

@CLARADACTYL



@REPLYDOTAI

@CLARADACTYL



CUSTOMER EXPERIENCE PLATFORM FOR
THE MESSAGING AGE

@REPLYDOTAI

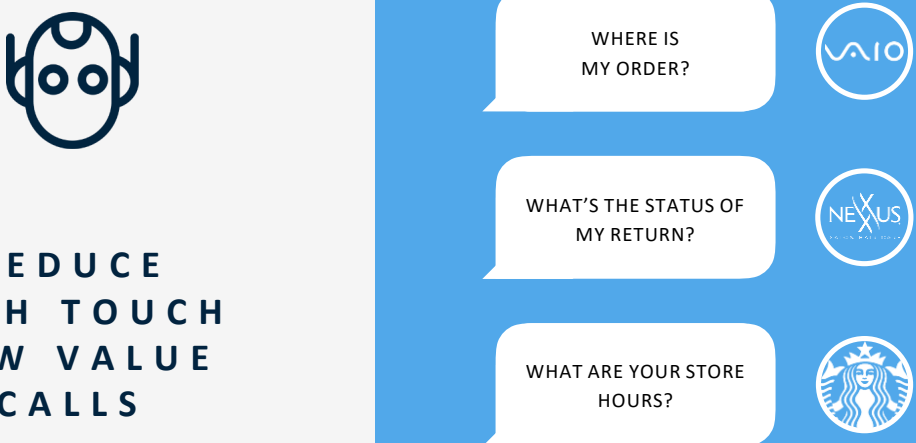
@CLARADACTYL




reply.ai


@REPLYDOTAI


@CLARADACTYL



**REDUCE
HIGH TOUCH
LOW VALUE
CALLS**

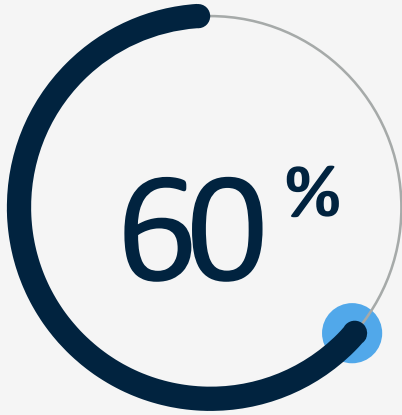
WHERE IS MY ORDER? 

WHAT'S THE STATUS OF MY RETURN? 

WHAT ARE YOUR STORE HOURS? 

@REPLYDOTAI

@CLARADACTYL



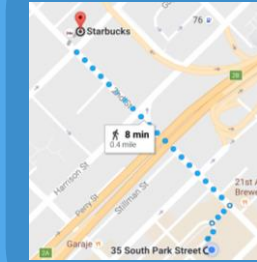
OF QUESTIONS
CAN BE AUTOMATED

@REPLYDOTAI



IS THE PUMPKIN SPICE LATTE AVAILABLE YET, GOSH?!

YES! IT'S AVAILABLE AT THIS STARBUCKS NEAR YOU...



@CLARADACTYL



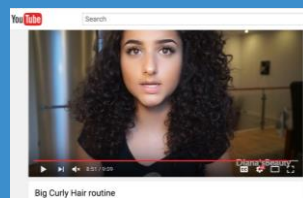
GENERATE
REVENUE

@REPLYDOTAI

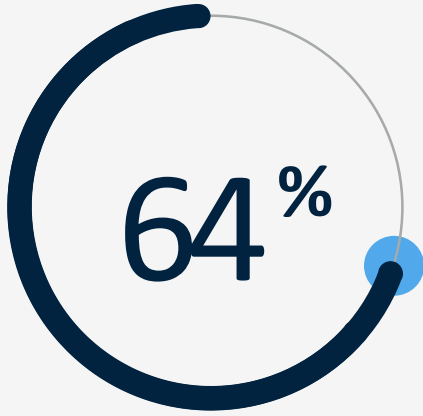


IS THIS SHAMPOO GOOD FOR CURLY HAIR?

FOR SURE! AND HERE'S A TUTORIAL ON HOW TO GET HUMIDITY-PROOF CURLS



@CLARADACTYL



**PREFER TEXTING
OVER VOICE
FOR SERVICE**



@REPLYDOTAI

@CLARADACTYL



**IMPROVE USER
EXPERIENCE**

@REPLYDOTAI

WELCOME BACK, CLARA! HOW CAN I HELP WITH YOUR NEW VAIO Z CANVAS?



WHAT CAN I DO TO IMPROVE BATTERY LIFE?



SURE CLARA, HERE ARE A FEW TIPS TO OPTIMIZE YOUR BATTERY



@CLARADACTYL



IMPROVE USER EXPERIENCE

@REPLYDOTAI



I'M LOOKING FOR A LAPTOP THAT HAS 5+ HOURS OF BATTERY LIFE AND IS GOOD FOR DESIGN WORK

A VAIO SUPPORT AGENT WILL BE WITH YOU IN A MOMENT



HI CLARA, I'M AMY FROM VAIO. GIVEN YOUR PURCHASE HISTORY, I'D RECOMMEND A VAIO Z FLIP



@CLARADACTYL



CONTEXT



@REPLYDOTAI

@CLARADACTYL



CONVERSATIONAL STRATEGY

CERN

Google

CLEARHART
TECH

Entrepreneur
100
BRILLIANT
COMPANIES

SXSW
INTERACTIVE AWARDS

reply.ai

CLARA@REPLY.AI

WWW.REPLY.AI

646.801.8084