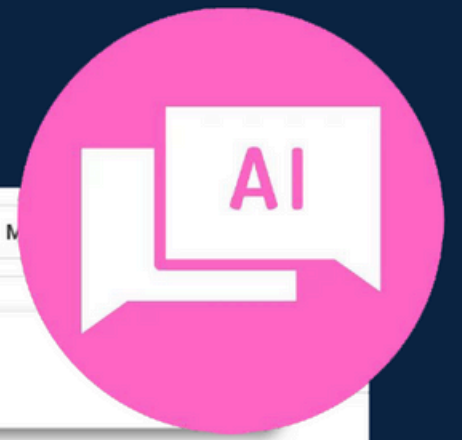


AI Assistant



Inbox

Name or phone Views ▼

Blair Miller 7:54 am
Kelly Smith: Sure thing. I'll reach out to the client and ask them for those assets now.

Vendor 8:40 am •
Marketing Services
Jane Meredith: Sure thing. I'll reach out to the client and ask them for those assets now.

Lead 8:40 am
Brad Hackett
Brad Hackett: Sure thing

Your expert Sept 29
Honey Bun Cafe, Mountain Media
Brad Hackett: Sure thing. I'll reach out to the client and ask them for those assets now.

Brad Hackett +15555555555

Google Business Messages

Today

Brad Hackett 8:40 AM
Hello team! What's the latest update on the website project?

Your message has been received and the team at Mountain Media will get back to you as soon as possible

Jamie Thompson 9:05 AM
Hi there! We need a few assets before we can start building your website. Could you please send us your current company logo, brand colors, and employee photos? Thanks in advance.

Brad Hackett 9:07 AM
Thanks. We will get this sent to you by tomorrow at the latest.
Just paid the invoice as well.

Web Chat Active

Your SMS number Active

Assigned number: 1 555-555-5555 ⓘ

Small and medium-sized businesses are *losing* money from online communication

68%

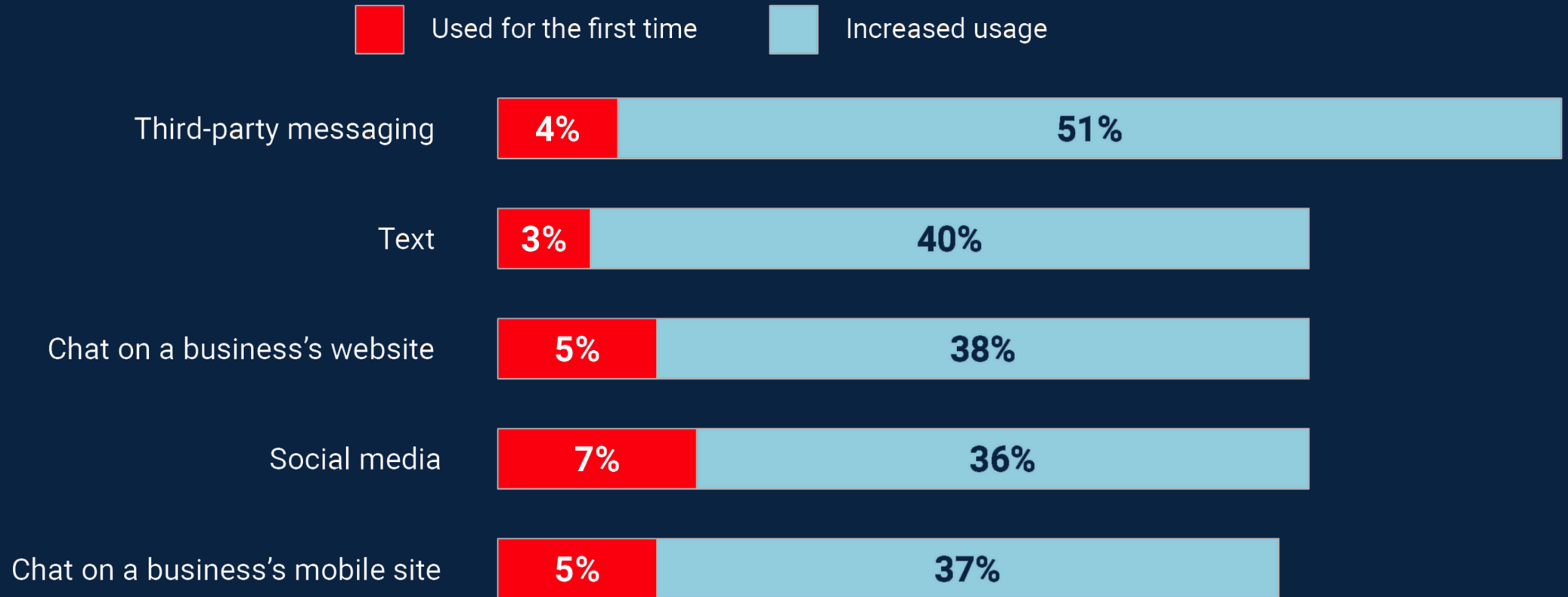
of consumers are more likely to buy from a business that offers **convenient communications**



Source: Forrester/Google, U.S., "What Businesses Need to Know About Communicating With Consumers," Dec. 2020.



How have customer contact methods evolved?



Most SMBs don't have time for *more* communication channels.

Only

33%

of an SMB's time is spent practicing their craft.



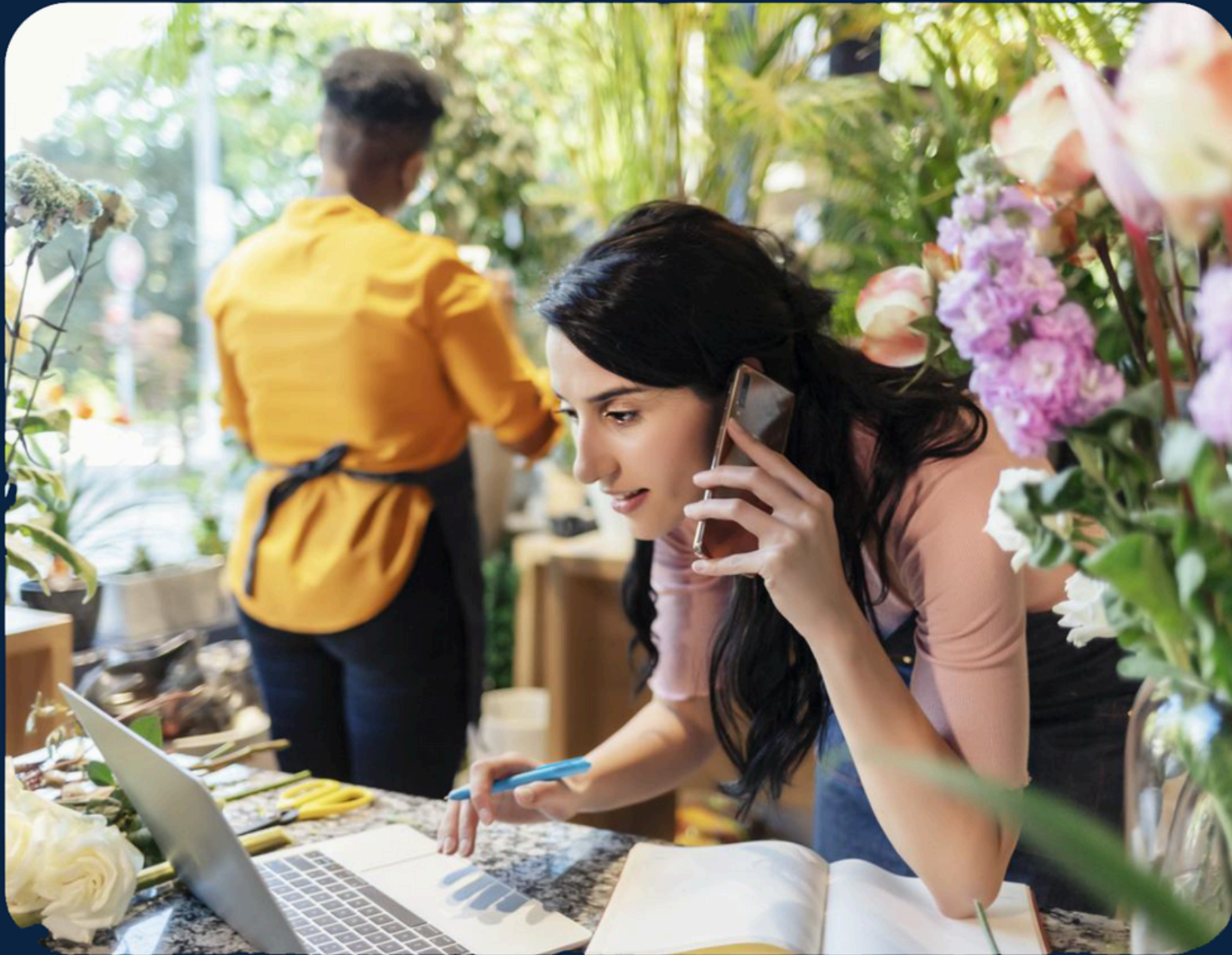
Small and medium-sized businesses need
help with online communication



You need help **capturing lead info** when you are busy



You need help **organizing and responding** to messages



You need help managing customer data and communication

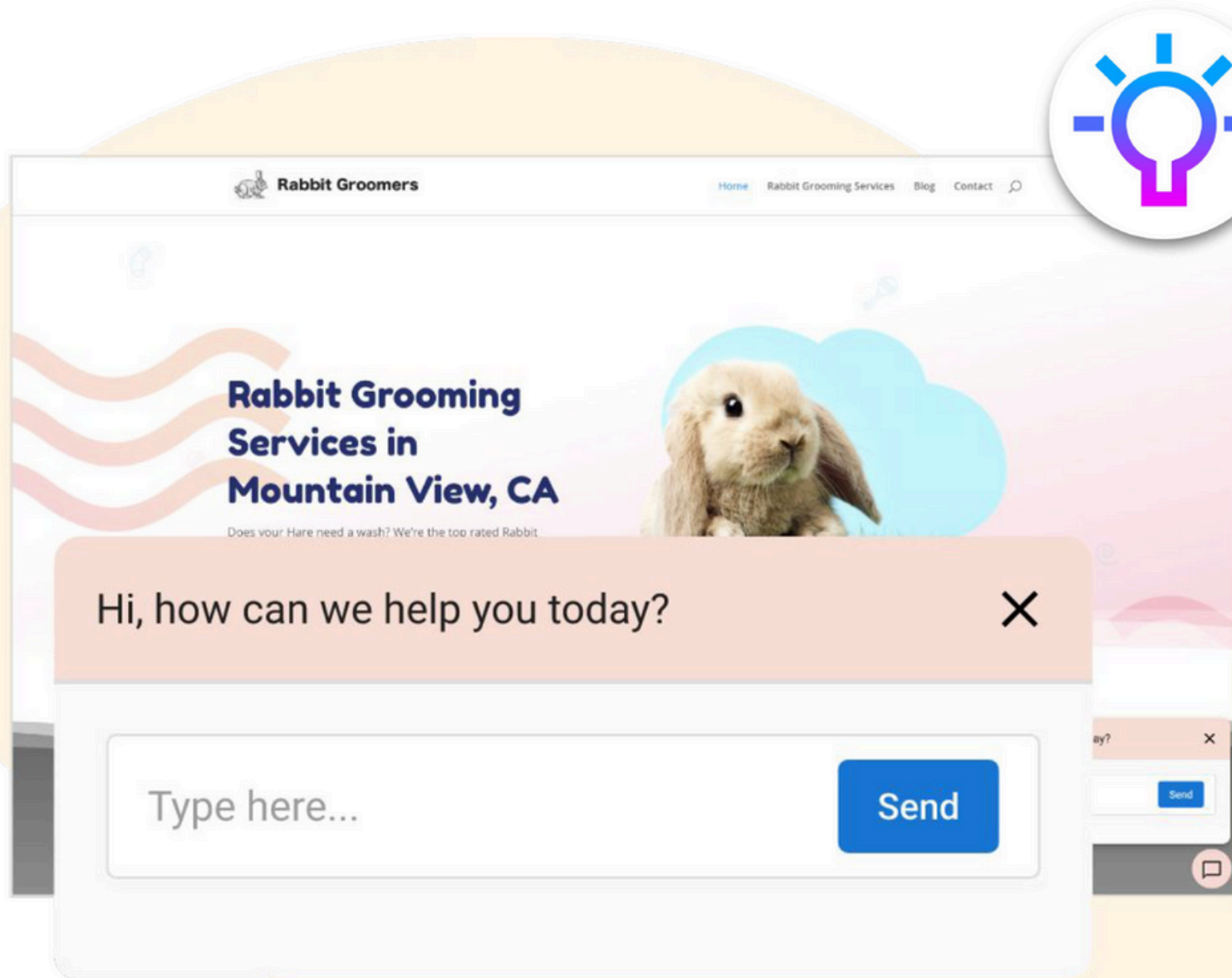


Let us help with an *essential* digital inbox

The image shows a screenshot of a digital inbox interface. On the left is a sidebar menu titled "BUSINESS CENTER" with categories: Dashboard, Inbox (selected), Customers, Executive Report, MY PRODUCTS (Reputation Management, Listing Builder, Social Marketing, Website Express, Customer Voice, My Products), Store, MY BUSINESS (Guides, Files, My Listing, Settings), and a "Need help?" section with a contact for Cody Malone. The main area is titled "Inbox" and shows a list of messages from clients like John Smith, Jane Posnikoff, Michael Richer, Jessica Uslami, Zacharias Yuen, Bethany Jensen, and Rachelle Davidson. Overlaid on the right are three communication channel pop-ups: "Google Business Messages" (Active), "Web Chat" (Active), and "Your SMS number" (Active) with the assigned number 1 555-555-5555. A red speech bubble icon is also visible in the top right corner.



Capture More Leads with AI



AI-assisted web chat

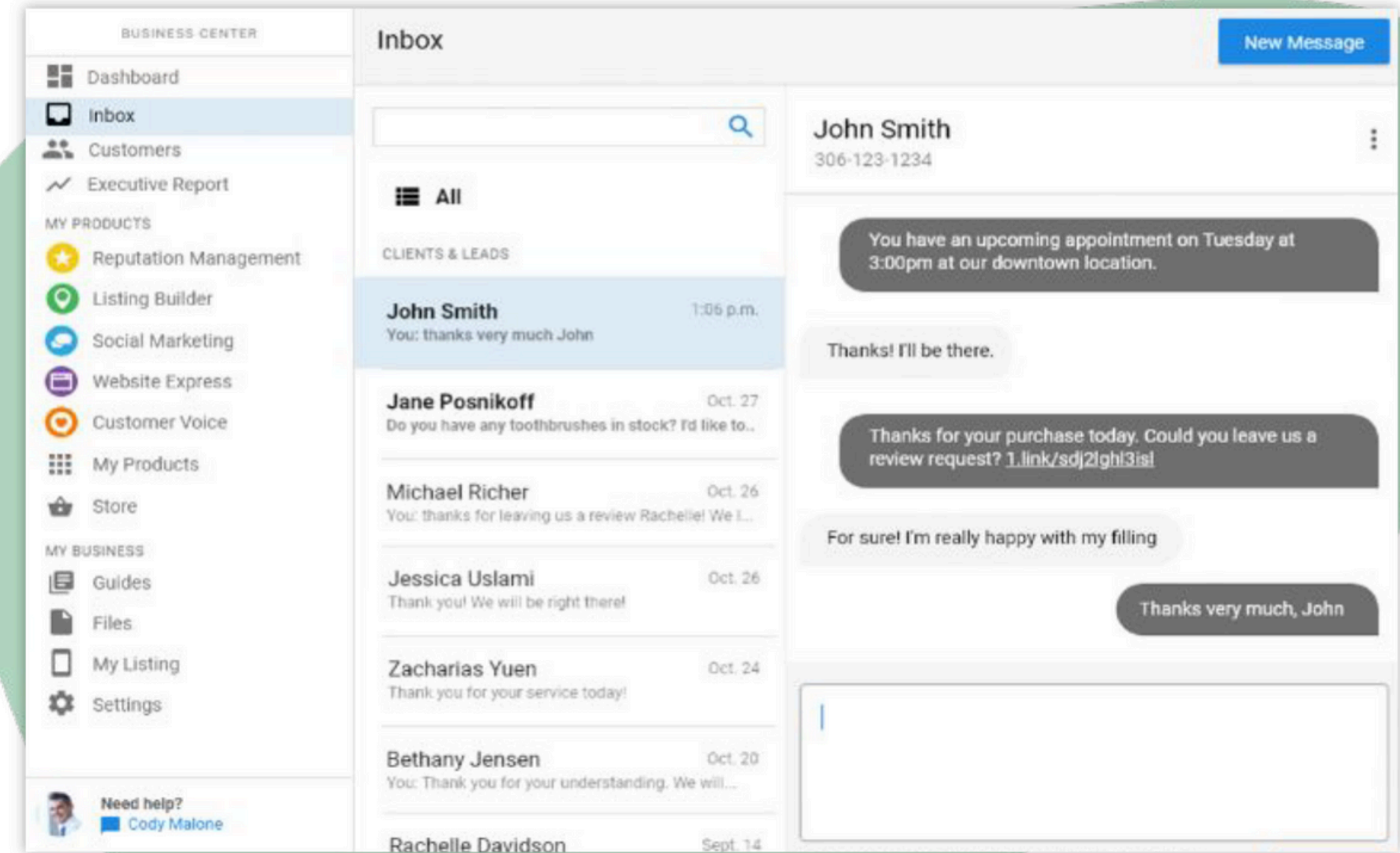
- Let AI automatically get contact details from website visitors
- Answer basic questions automatically using business data
- Add knowledge and instructions using a simple interface



Share and Simplify Communications

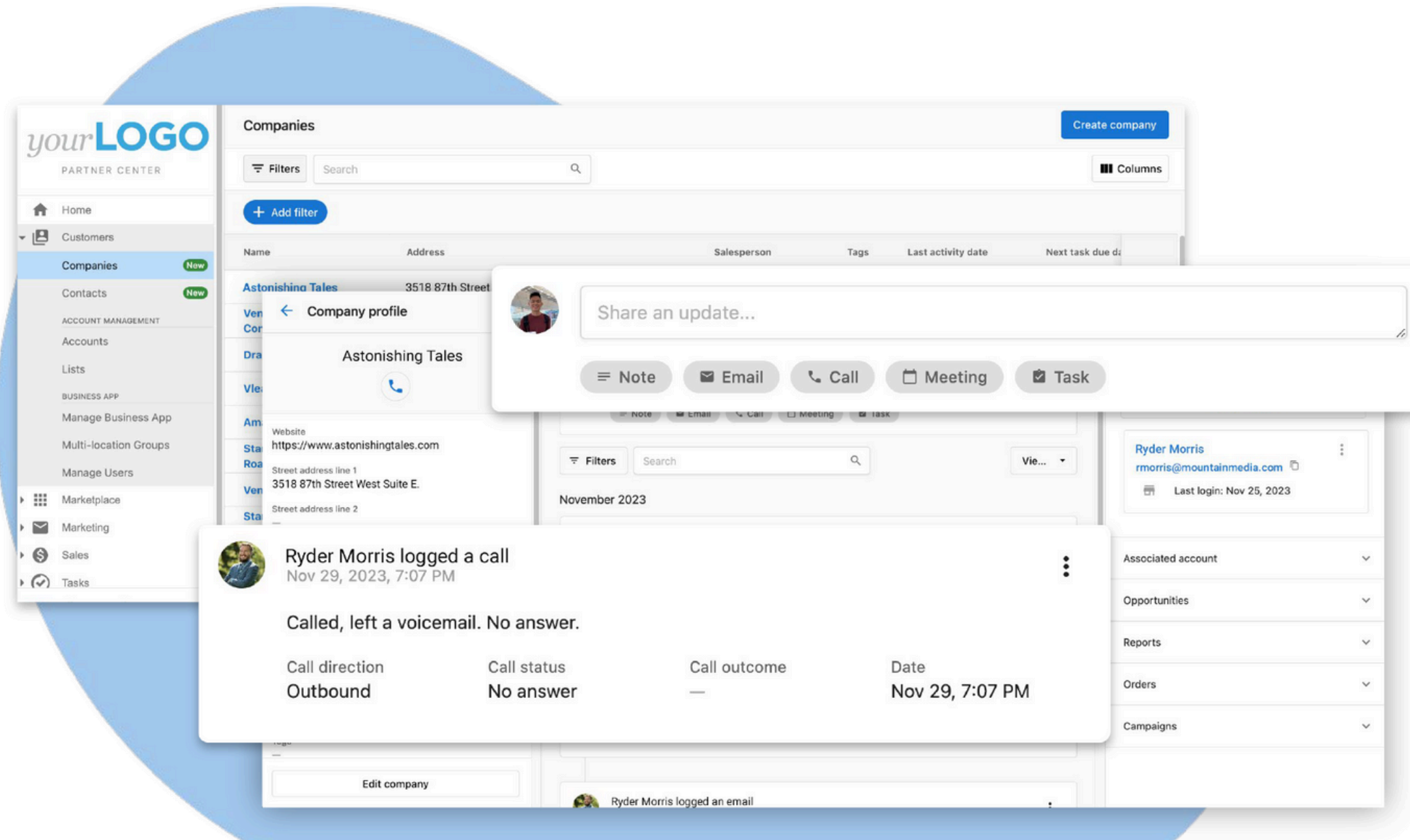
Unified and shared inbox

- Centralize messaging from SMS, Google Business Chat, and other channels
- Own customer relationships as the business; not the staff
- Collaborate on communication across the whole businesses team





Put Customer Data to Use



Flexible and Simple Integrated CRM

- Start detailed customer records with just an email or phone number
- Segment customers with flexible filters and sorting
- Automate admin tasks to ensure data integrity

Appendix

