

MESSAGING:

THE TOP FOUR CHANNELS

& How to Select the Right One



FACEBOOK MESSENGER

1.3 billion users worldwide

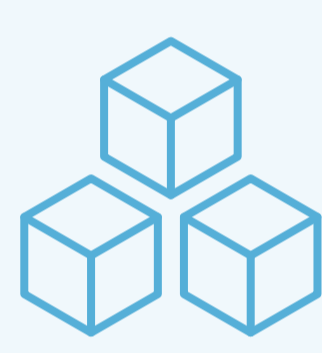


20 billion messages sent every month

3,000 active Messenger bots



Multiple entry points



Open platform



APPLE BUSINESS CHAT

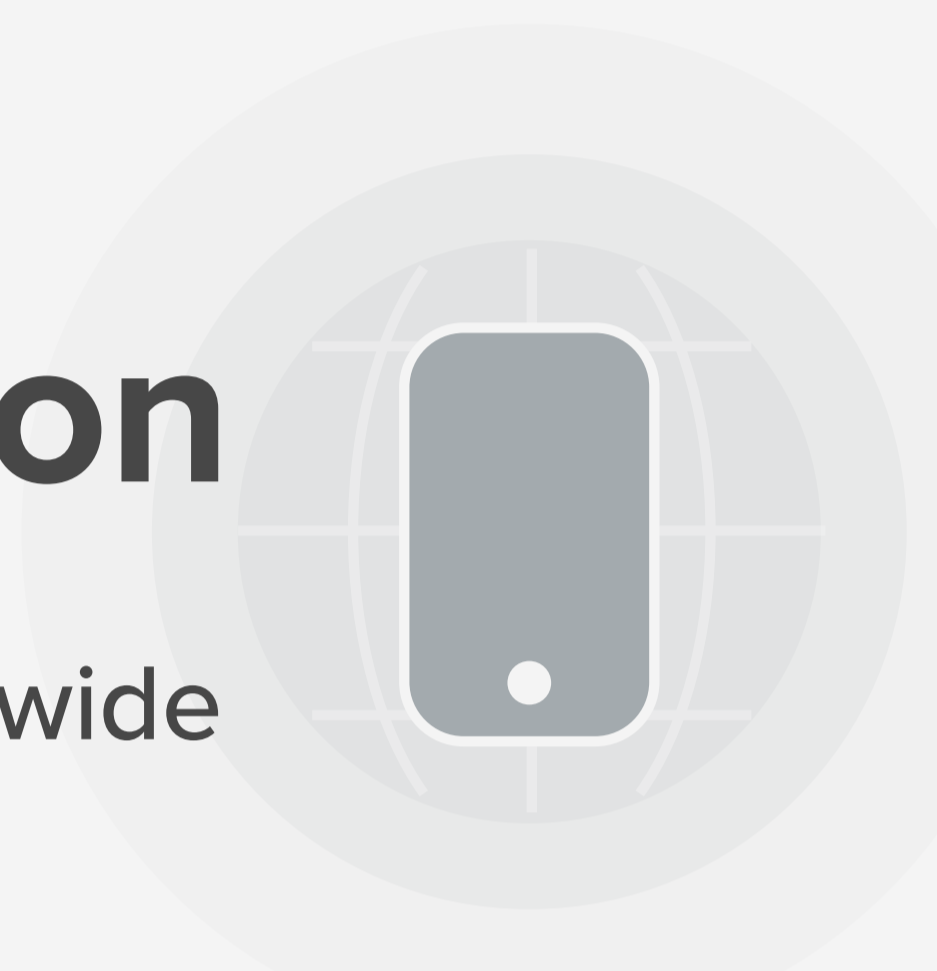


Works on the Messages app from any Apple device



Conversations initiated across the Apple ecosystem

1.4 billion active iOS devices worldwide



Chat Suggest option for messaging or calls



List pickers to choose products or locations



WHATSAPP BUSINESS SOLUTION

1.6 billion users worldwide



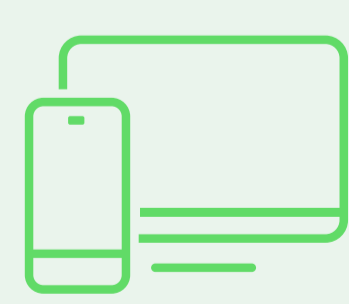
Robust encryption



Businesses encouraged to reply within 24 hours



Official business accounts



Cross-device



IN-APP MESSAGING

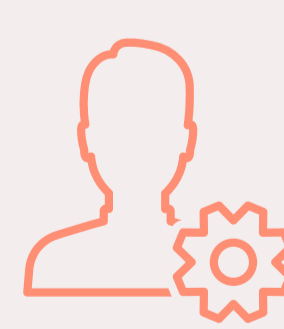


Messaging integrated in-app

Control the experience and data



Customizable branding



Access to customers' profiles



Increases the app stickiness

About RingCentral Engage Digital™

RingCentral Engage Digital facilitates digital transformation by helping businesses expand, direct, and nurture their digital customer relationships. The RingCentral Engage Digital platform tracks all interactions in a single system, redistributing inquiries automatically according to availabilities, customer profiles, or types of requests.

With a full history and precise account of each interaction, companies can now analyze and better manage customer activity while increasing overall satisfaction. Visit ringcentral.com and reach out for a free demo.