



The 360° Customer Engagement Platform for CRM Teams

About *Batch*

The 360° Customer Engagement Platform for CRM teams

8+

Years of experience



350

Customers



100

Employees



Enterprise

Ready



GDPR compliant

99.9% uptime

1 Trillion+ sent messages/year

20M€ raised



Finally, an All-in-One Customer Engagement Platform

Minimalistic yet powerful. 100% real-time.

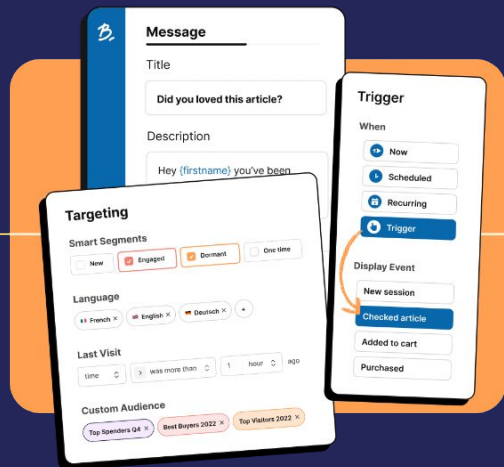
BUILD

UNIFIED USER PROFILES
(IN REAL-TIME)



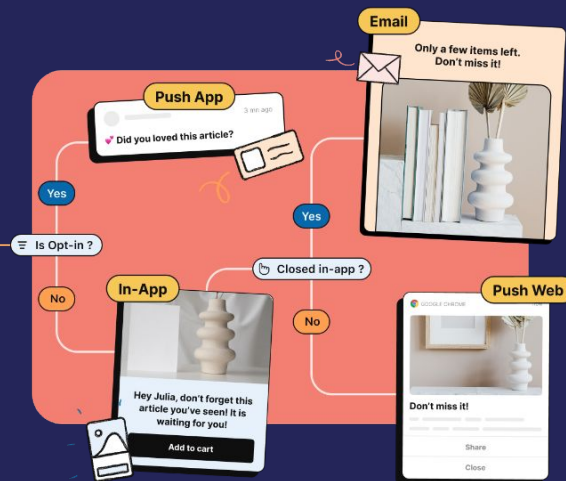
DESIGN

YOUR DREAM
WORKFLOWS



ENGAGE

ACROSS ALL CHANNELS
(EMAIL, PUSH, IN-APP)



Real time customer view

A complete view of your customers attributes, all their actions, from every source.

The screenshot shows the Silent Corp dashboard with a navigation bar containing Analytics, Userbase, Campaigns, Automations, and Settings. The 'Profiles' tab is active, displaying a search bar with 'tate' and a 'Search' button. The main content area is divided into three sections: a customer profile for 'Levy Tate', a list of 'Live events' for Monday 30 January 2023, and a detailed view of 'Attributes' and 'Events'.

Customer Profile: Levy Tate

- Location: United Kingdom
- Language: English
- Customer ID: lmd_810293
- Email: levy.tate@company.co.uk
- Phone: +44626364714
- Push: c-RPzHKHSXaZ-hyPrvV...
- Marketing: Transactional

Live events

Monday 30 January 2023

- 18:30pm e.cart_ordered Iphone XR See attributes
- 18:17pm e.cart_added Iphone XR See attributes
- 18:13pm e.cart_added Iphone XR See attributes
- 18:11pm e.browsed_category Iphone XR See attributes
- 18:10pm e.cart_added Iphone XR See attributes
- 18:02pm e.browsed_category Iphone XR See attributes
- 17:53pm e.cart_emptied Iphone XR See attributes
- 17:08pm e.cart_added Iphone XR See attributes

Attributes

Attribute	Value
advertise:	true
adjust_campaign:	"Expired..."
product_code:	PRE
remake_aec_2...	834

Events

Event	Data
cart_added:	14 data
cart_emptied:	6 data
cart_ordered:	6 data
coupon:	6 data

BENEFITS



Gather data from anywhere using our Web & Mobile SDKs



Works with both anonymous and logged-in users



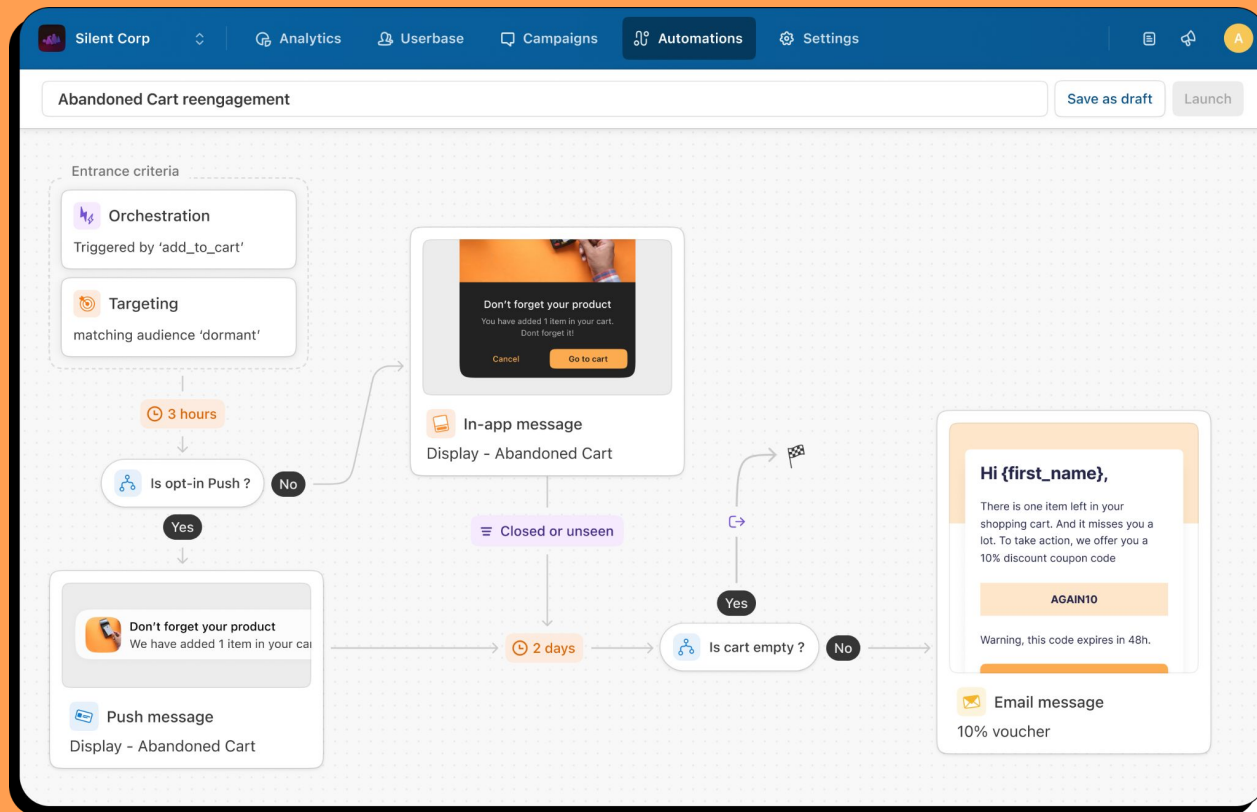
A single place to visualize all your userbase in real-time



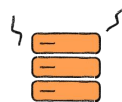
Secured storage, privacy and unlimited data lookback

Real time segmentation & journey automation

Design, execute and analyze your dream workflows.



BENEFITS



Build all your engagement scenarios in one place



Execute trigger campaigns based on real-time data



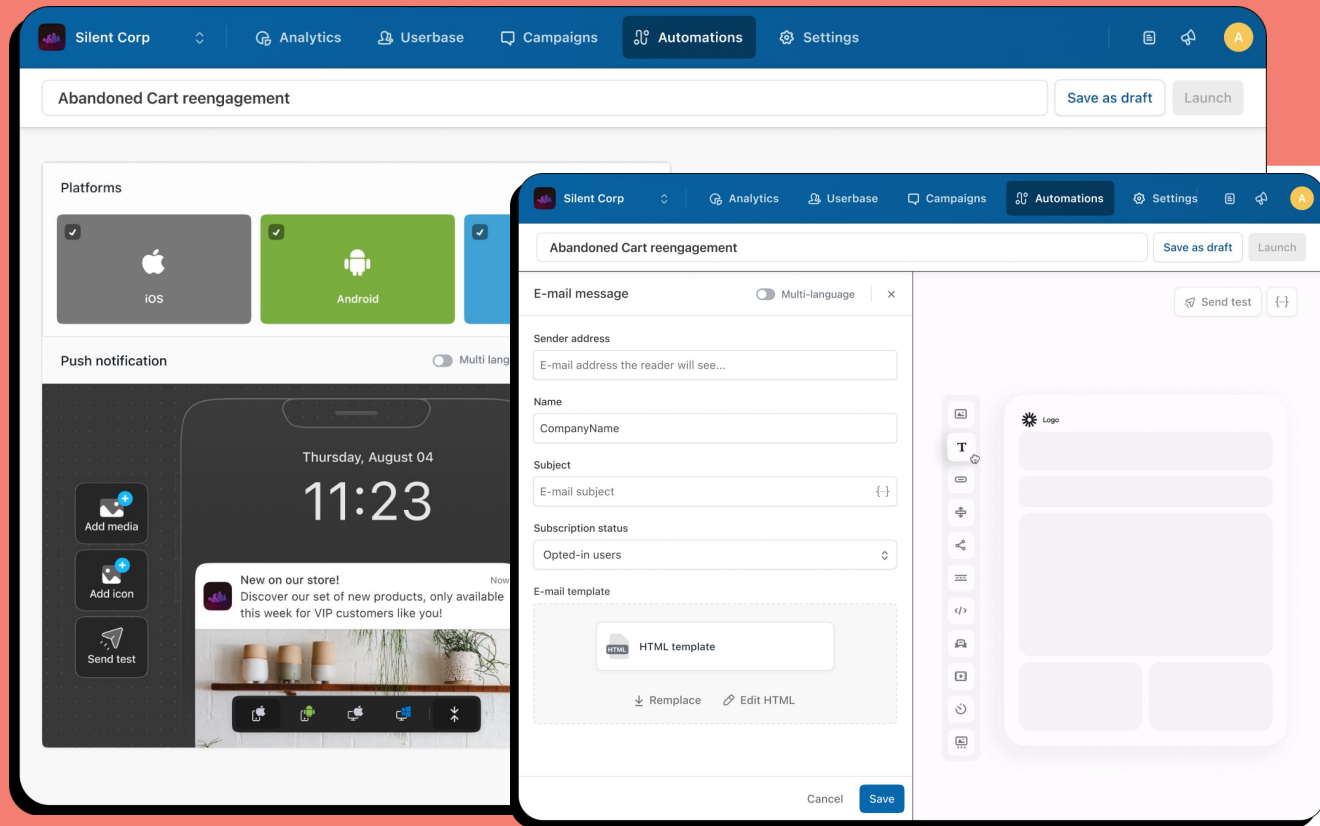
Be creative with segmentation thanks to real-time preview



Save time.
A lot.

Engage users anywhere

Low-code tools to craft beautiful messages across Email, Push & In-App.



BENEFITS



All your channels
at the same place



Create dev-free rich format
messaging in minutes



Customize messaging in
time-time with all your data



1 Trillion sent messages/year.
> 99.9% of delivery rate

Lifecycle Marketing made simple

From anonymous > to opt-in > to logged-in > to engaged > to paid > to loyal.

VISITORS

ATTRACT & ACQUIRE

New products

App Download
Campaigns

App Rating
Campaigns

WELCOME & ONBOARD

Account validation

Welcome
Sequences

Opt-in
Campaigns

Feature
Discovery

Settings
Preferences

Abandoned
Onboarding

ACTIVATE & ENGAGE

Price Drop
Alert

Low stock Alert

Back-in-stock
Alert

Inspirational
Content

Product
Viewed

Abandoned
Cart

CONVERSION

GENERATE CONVERSION

Conversion
Offers

Limited
Offers

Evaluation

Send Coupon
to activate

Transactional
& Tracking

Evaluation

CUSTOMERS

RETAIN & RE-ENGAGE

Drive-to-Store

Birthday &
Anniversary

Product Adoption

App Updates

Brand Value
Content

Critical
Informations

MAINTAIN LOYALTY

Games
& Contests

Loyalty
Enrollment

Churn Prevention

Cross Brand
Campaigns

Members Private
Sales

TURN INTO AMBASSADORS

Referrals
Campaigns

Experience
Feedbacks

Social Recruitment

With experts to support you along the way

And a 96.5% CSAT score over 300 surveyed customers.

SOLUTIONS ENGINEERING



Tech Expertise & Implementation:



Experts to assist you with SDK, API & Data integrations.



Data & token migration and imports plans. Connectors.



Continuous reviews throughout implementation.

CUSTOMER SUCCESS



Training & Enablement:



Initial and continuous platform training



Category-relevant benchmarks and best-practices



Quarterly QBRs with performance & ROI analysis
(Based on plan)

CUSTOMER CARE



The fastest help-desk you'll ever user :



3 min
median response time



94% tickets closed within an hour of being opened



Available Live Chat and dedicated Email

Batch

Thanks 

hello@batch.com