



MESSAGING

Google's Business Messages

The best way to reduce call volume

DEFLECT CALLS INTO RICH MESSAGING EXPERIENCES

When consumers need your contact info, they go to Google. They see your brand's phone number and assume that's the only way to contact you — despite not wanting call or wait on hold.

Business Messages offers convenient entry points in organic search, local search, Maps, and in customizable buttons on your website or app.

Consumers increasingly prefer messaging over calling, and by making it easy to engage in their preferred channel, brands can reduce call volume.

WHY BUSINESS MESSAGES?

MAKE IT EASY TO CONNECT

All Android users, and iPhone users with Google Maps installed, can easily message brands from Search results and Maps profiles.

DELIVER RICH EXPERIENCES

Create interactive experiences with quick replies, rich cards, and carousels — and even make scheduling or shopping possible in a messaging conversation.

AUTOMATION AND CHATBOTS

Quickly route and resolve common inquiries with automated welcome messages, quick replies, and AI-powered chatbots.

WHY KHOROS CARE?

AWARD WINNING PARTNERSHIP

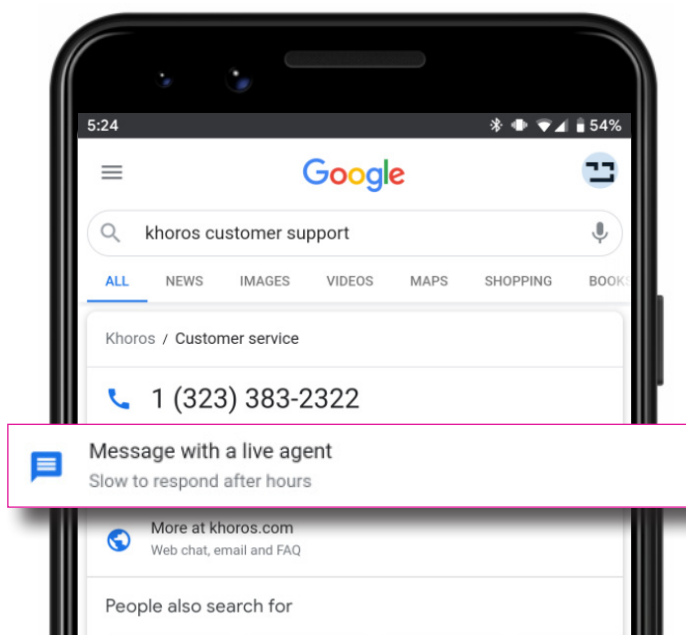
We're the industry's best reviewed customer engagement vendor across TrustRadius and the Software Reviews' 2020 CX Index.

MOST EFFICIENT AND EASY-TO-USE

Our consolidated messaging platform delivers the greatest range of channels, agent experience, operational efficiency, and workforce management.

FASTEST TIME TO VALUE

We partner with Google to get you up and running in as little as two weeks with entry points to reduce calls and automations to enhance efficiency.



Organic search entry point