



Add-ons

Smart **add-ons** that make you sharper in ImBox services!

Read more about our additional services you can connect to enhance the customer experience, expand your service range, and streamline your internal work processes.

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ImBox
Customer relations made easy

Facebook Messenger straight into ImBox.

Why should you connect to Facebook Messenger?

Get your Facebook messages straight into the ImBox tool. You can reply as quickly and easily as in a normal chat.

In addition, you reduce the risk of missing a message, and have all tickets in one place.



No personal Facebook accounts needed!



See which messages have been handled and answered in the ImBox tool.



One login for all channels, including Messenger



BankID in the chat offers **security** for your visitors.

Why should you offer BankID?

Integrate BankID and open up new possibilities for both you and your visitors. Services that previously couldn't be taken care of in the chat due to security reasons, you can now carry out with ease.



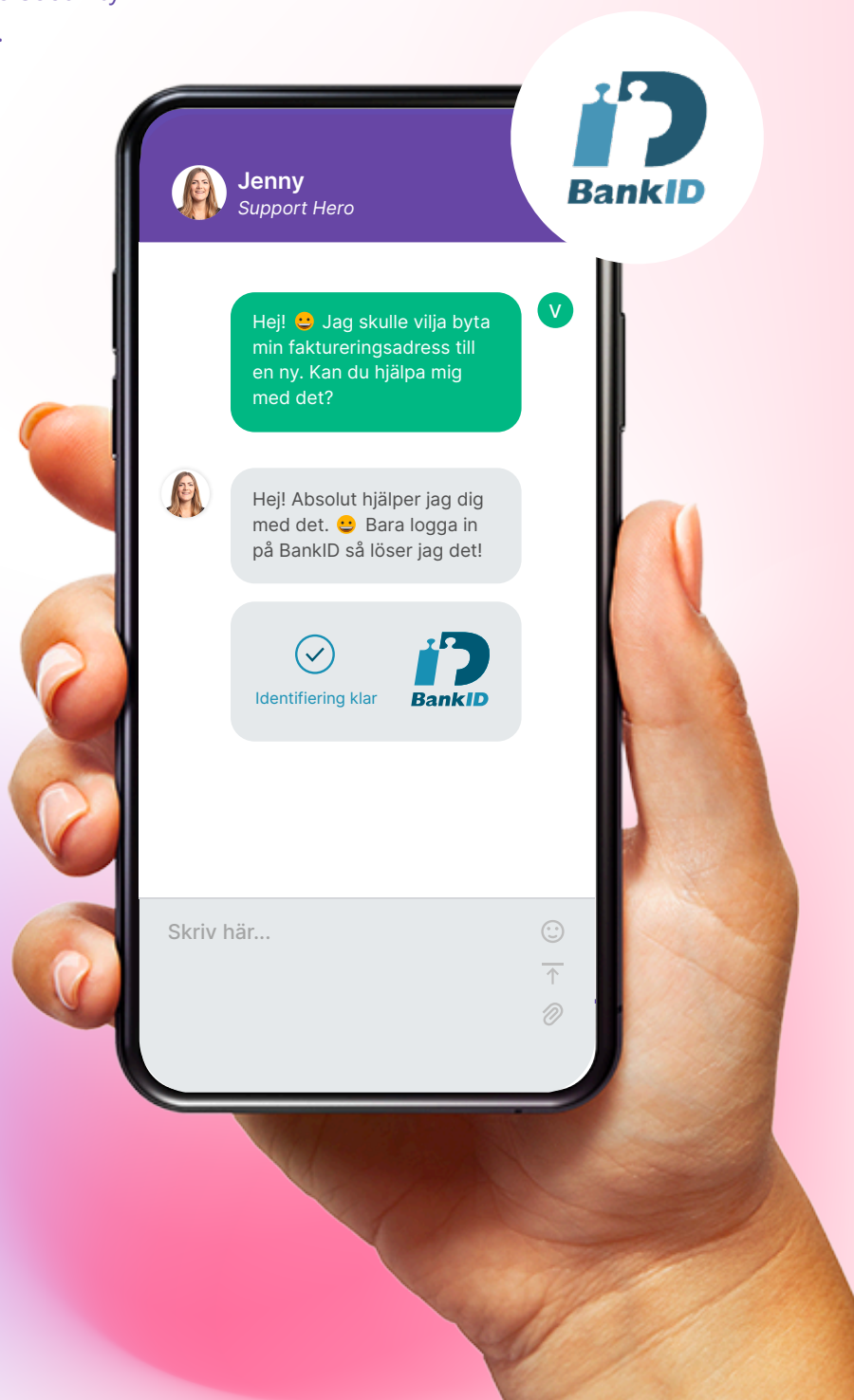
Safe & secure



Handle more types of services in the chat channel



Enhance the customer experience



More secure **phone calls** with BankID - verify the person you're talking to.

As simple as it is safe!

Thanks to this secure method for remote identification, you can now easily help your customers to carry out matters over the phone - matters that you previously haven't been able to handle for security reasons.

Smooth and frictionless for both you and your customer to be able to remain in the channel you started the dialogue!



Security for both you and your visitors



More secure customer experience



An increased service range



Video calls – directly in your chat!

Why should you offer video calls?

Video calling takes chatting to the next level. With video calls, you can enhance the omnichannel experience, meet your visitors in real-time and build stronger relationships. Use the opportunity to offer the same service online as you do in a physical meeting!



Create a more personal customer experience



Provide a more precise service



Blur geographical boundaries by always being available to your customer

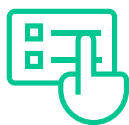


Get your **Instagram DMs** in **ImBox** – never miss a dialogue!

One login, one interface for a clear overview

With our Instagram connection, you can manage and respond to DM's and story mentions in ImBox. It's just as effective and easy to respond to as any chat,

and you see the ticket status directly in the ImBox interface, along with whether someone has answered it or not. Gather everything in ImBox, log into one interface, and never miss a message again!



Manage Instagram DMs in the same interface as other tickets & service channels



Offer faster service



Better overview with everything in the same view

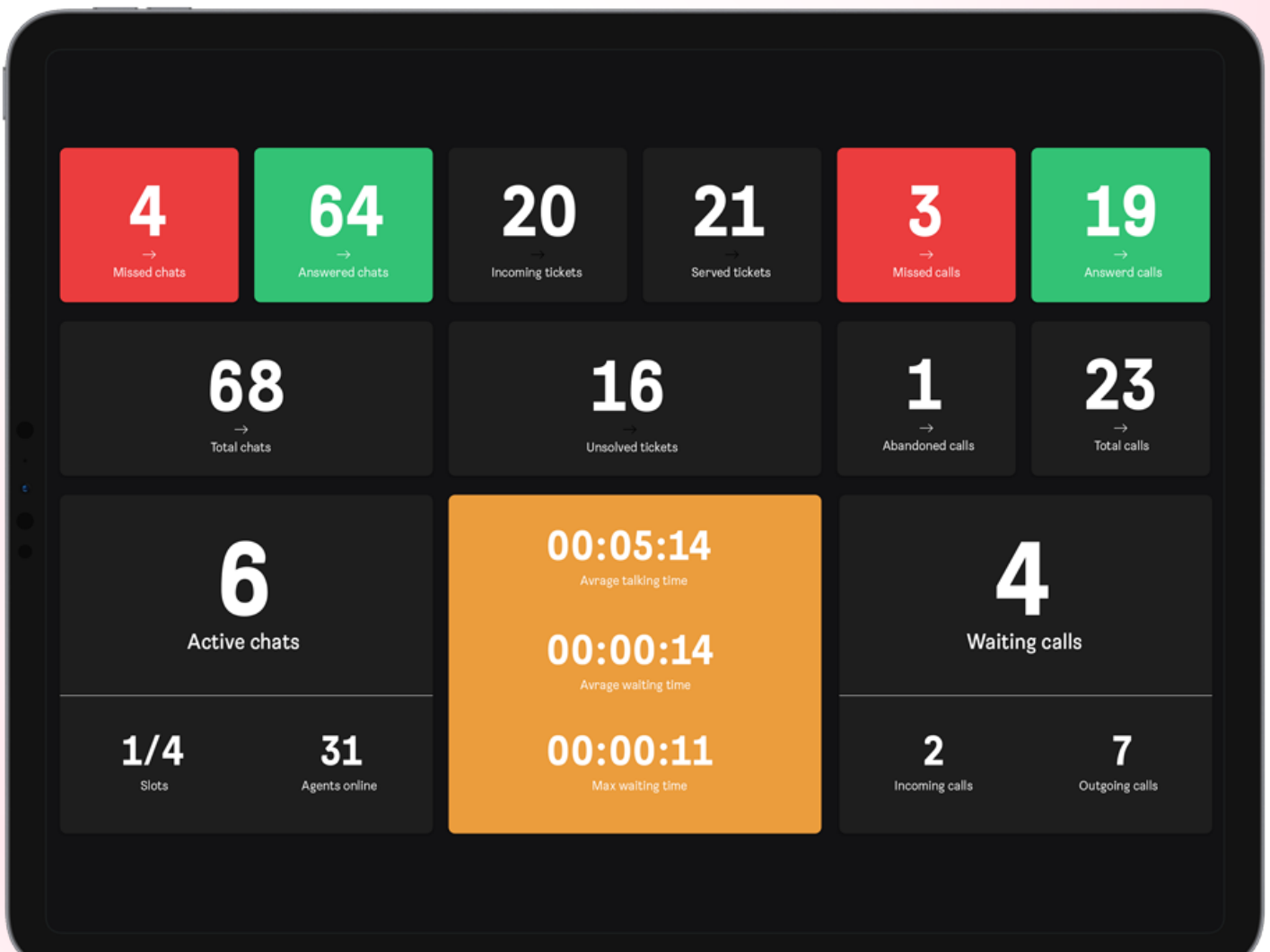


Visualize aggregated **statistics** in real-time with ImBox Wallboard

Easy to set up & easy for everyone to track the progress of the customer service team!

Implement ImBox Wallboard and visualize the key figures and statistics for your ImBox services in real time. Ensure that everyone is working towards the same goal and can follow the development -

what is going beyond expectations and what needs to be optimized here and now? Inspire, evolve, and get everyone onboard toward increased efficiency!





Welcome to the ImBox family 🎉

You are now part of the revolution in customer communication.