



**Customer Engagement Automation**  
**for all your marketing needs**

# From the **family** of industry-leading SaaS providers



## Order Management

Provide your customers with a seamless grocery ordering experience & a smooth checkout flow to drive more revenue.



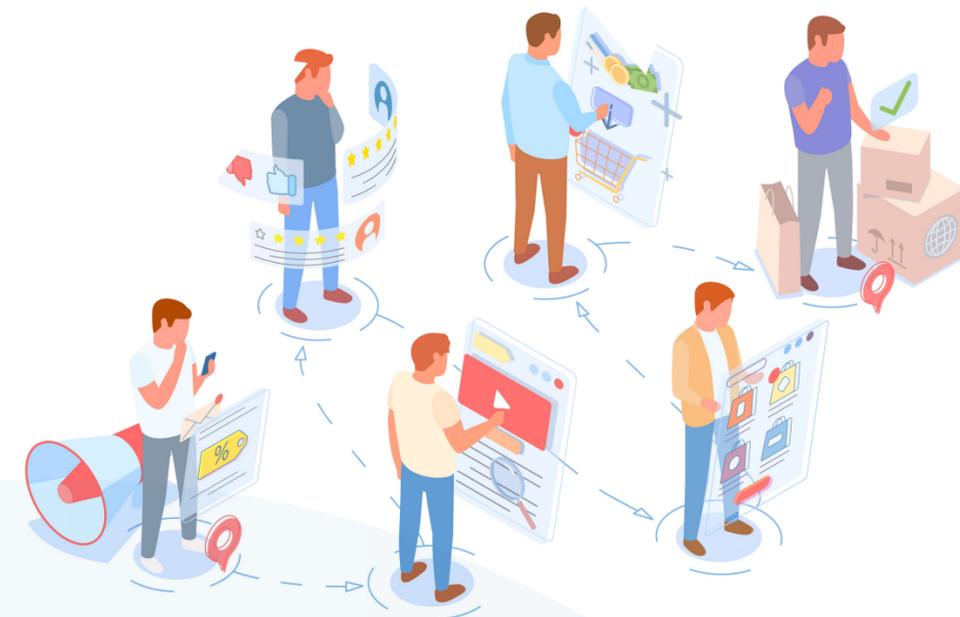
## Delivery Management

Optimize delivery operations using a single platform to increase efficiency, & improve customer service.



## Engagement Automation

Improve customer experiences with real-time support and omnichannel engagements among all the stakeholders.



# A comprehensive tech suite to improve your marketing efforts and customer experiences



## Conversational Support

Provide your customers with proactive support. Contact with them across platforms and channels from a single dashboard.

- **Web widget/WhatsApp widget**
- **AI Chatbot**
- **Live Chat**
- **Phone Calls**
- **Audio/Video Call**
- **Admin Dashboard**

## Customer Engagement Automation

Engage with customers on the channel of their choice and provide them with a delighting personalised experience.

- **Conversational Support Suite**
- **Omnichannel Marketing**
- **Instant Broadcasts**
- **Customer Journeys (Trigger-based)**
- **Customer Data platform**
- **Segmentation**
- **WhatsApp Marketing**
- **Developer Friendly**

## Challenges majority of the businesses face

"At least, not the ones using **Hippo!**"



- 24/7 human availability to help your customers.
- Inability to view & manage customer reviews and feedback.
- Increasing customer churn and low rate of repeat customers.
- Sending generic emails and SMS and wondering why is it not working.
- Inability to manage multiple vendors and agents along with increasing customers.
- Not able to store and manage customer data and every interaction starts with square one.

and many more....

The list is quite lengthy, but **Hippo** enables you to **improve efficiency** and eliminate this long list.



**Exclusive **features** that help provide you edge  
over the competition!**

# Conversational Support for your customers



## 24/7 customer support with chatbots

- AI chatbot that can cater to customers' queries and problems to provide a seamless experience.
- Can be customised for your specific use-case to engage, route and convert hot leads in real-time.

## 'Real-time support for personalised experience

- Take over chat from the bot at any moment to provide a better and more personalised experience.
- Talk to customers through live chat on the widget, phone call, and audio/video call.
- Communicate with your customers on their favourite apps like WhatsApp and Facebook Messenger.

## Seamless integration with your current setup

Hippo provides a large no. of integrations and is comparatively more developer-friendly with numerous ways of implementation:

- **Web and WhatsApp widgets**
- **UI Kits**
- **APIs and SDK**



# Improve your **marketing strategy**



## Enable **omnichannel engagements**

Customers change channels regularly, so should you. Run campaigns and engage with them through:

- **WhatsApp**
- **Emails**
- **SMS**
- **Mobile push notifications**
- **Web push notifications**
- **pop-ups**
- **Support (in-app messages)**

## **Instant Broadcast**

Send your messages in a few clicks instantly or schedule them for later and provide your customers with info about new products, offers and other updates.



## Automate the whole **customer journey**

- Create omnichannel campaigns for the whole customer journey from welcome emails and feedback notifications.
- Schedule campaigns for multiple customer journeys based on seasonal, promotional, and numerous other triggers.

# Provide a personalised experience by segmentation and targeting



- Segment users on the basis of demography, geography and buying behaviours to provide them with a more personalised experience while rewarding the best consumers.
- Use RFM Tracker to study customer behaviour and target them accordingly.



# Robust analytics for deep insights



## Powerful Dashboard and Controls

- The dashboard gives you a **bird's-eye-view** for all your activities on the tool.
- Determine the reach and success of your campaigns based on delivery and click stats.
- Visualise your performance and strategise accordingly.
- With the interactive dashboard, monitor your chats effectively and effortlessly.
- Reduce workload by automating chat assignments and re-assignment to your chat support agents.



# Client Testimonials



## Jugnoo



“Hippo has reduced our turnaround time from hours to minutes, as a result, we have seen order cancellations reduce by 37%. The improvements provided for an increase in the number of orders indicating increased customer satisfaction and we now have the ability to form strong relationships with our customers because of simplified connections with the team.”

– **Ayush Gupta**  
**Manager, Operations (Jugnoo)**

- **8M active customers**

## Tupuca



“Tupuca for a long time considers the relationship with Jungleworks as a partnership. It's a pleasure to have good folks from the Jungleworks team truly wanting to help and carefully listening to our feedback. Tupuca joined the new product of Hippo - Marketing Engagement tool and see tremendous value and potential in it. But most importantly how it is being delivered by the team. We have constant contact where we are exchanging ideas, providing feedback and learning from each other which altogether makes the product truly exceptional.”

- **Eugen, Chief Technical Officer (Tupuca)**

- **87K active customers**



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**Jungleworks is a no-code hyperlocal commerce and delivery stack to set up and manage on-demand businesses.**

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