



# Deliver Instant Customer Satisfaction

With Instagram messaging natively available on the only people—centered customer service platform, your team is finally empowered to deliver radically personal service at scale.

## Drive sales over support with key customer context

Having a customer's past purchases and conversation history at the ready makes it easy for agents to go from engaging with customers to making informed recommendations that convert.

## Deliver fast, personalized service at scale

Scale your Instagram support with ease. DMs and mentions are treated like any other channel, so you can enjoy the efficiencies of having multiple agents help multiple customers at a time, or leverage automated responses for faster resolution.

## Keep your customers smiling

Set Service Level Agreements and monitor how your agents are performing over Instagram—and all your other channels—all in a single space.

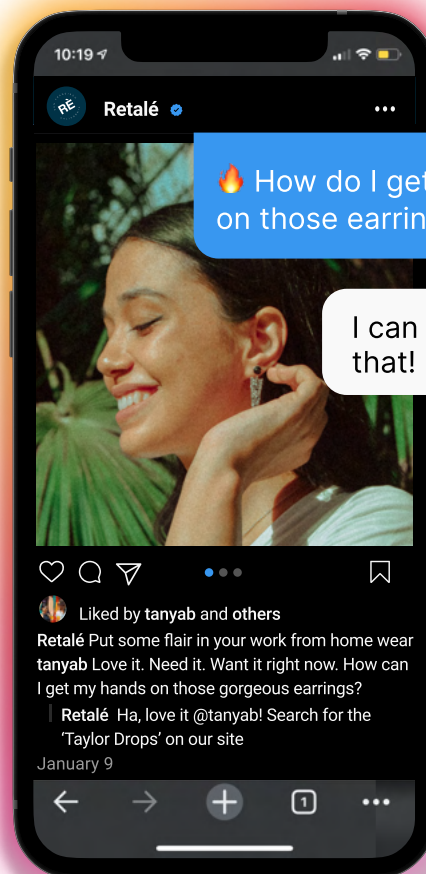
## Key Features

### Natively Built In Along All Your Channels

Say goodbye to inefficient workarounds and siloed platforms—and hello to a seamless experience across all channels. Now heroes can do it all without leaving Gladly.

### Leverage the Efficiencies of Concurrent Messaging

Heroes can be routed multiple messaging customers at a time, which can mean helping multiple Instagram customers, or include customers on other messaging channels like Facebook, Twitter, SMS & more.



### DMs & Story Mentions Routed to Timeline

DMs and Story mentions are routed like any other channel in Gladly, so heroes benefit from key customer context that helps them deliver fast, personalized experiences.

### Give Customers All the 'Likes'

Have a natural, conversational experience over Instagram that makes your customers feel valued. Heroes can 'like' a customer's message—and see 'likes' from customers to their messages—directly in Gladly.