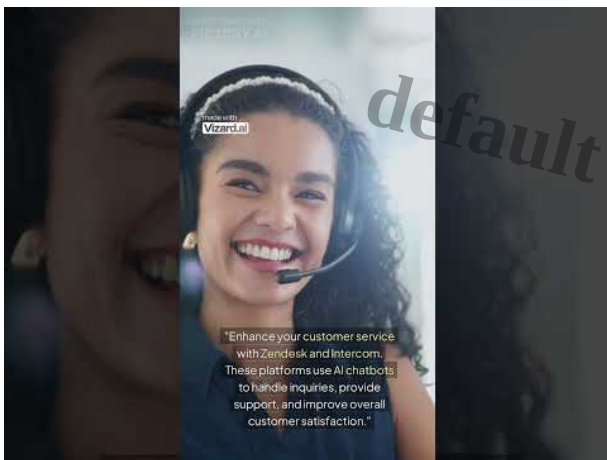


zendesk vs. intercom

Description

Attention Sales Reps: AI is Coming For Your Job For Real.

Estonian startup Klaus raises 1 7 million from Creandum for its customer support platform



HubSpot is launching a litany of AI-powered features for its sales and marketing platform to help small businesses compete against larger brands. Among the highlights are upgrades to its Service Hub aimed at managing customer conversations, addressing problem areas and driving retention, and new ways to generate content through the Content Hub, formerly CMS Hub. There is at least one other similar platform out there already. Fellow YC alum Papercups touts itself as an “open core Intercom alternative,” though its current focus seems to be on a live chat widget. Chatwoot is building an open source customer engagement platform to challenge some of the major players in the space, including multi-billion dollar publicly traded Zendesk; Salesforce’s Service Cloud; Freshworks; and Intercom.

HubSpot unveils Zendesk-like updates to its Service Hub and other AI tools for SMBs – VentureBeat

HubSpot unveils Zendesk-like updates to its Service Hub and other AI tools for SMBs.

Posted: Wed, 24 Apr 2024 07:00:00 GMT [[source](#)]

It also integrates with a number of practice management platforms. “The stats speak for themselves, whether it’s sales team performance, whether it’s engineering performance, whether it’s the

rates at which we retain employees. Even though I've applied so much pressure and so much change, applications for our roles are up 300 per cent, which is remarkable. Sam Altman has been described as "the Oppenheimer of our Age" by New York Magazine.

It makes calls to the backend to get relevant information, such as a subscription status, the name of the current plan, some usage metrics, etc. If you go back to an old ticket, Plain fetches live data once again. "Darragh Curran, Paul Adams (chief product officer), and others could be outstanding founders themselves," McCabe said. Lauren Cullen, who joined Intercom from Twitter as one of its first people managers, is now head of HR.

Chasing Zendesk

"It was borderline arrogance, but there was great passion too for the history of technology." Companies like Apple, and 37signals, the creator of Basecamp, were inspirations. Before we get to the big bets, our conversation shifts to the early days of Intercom as McCabe tries to explain the culture he wanted Intercom to recapture, as well as his previous decision to step down as chief executive. It is now October 2023 and a year since McCabe returned as CEO of Intercom.

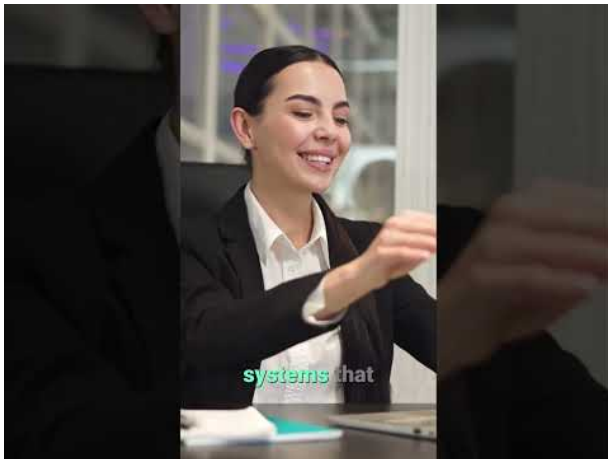
The startup has been trying to make it as painless as possible to start using Plain. The company thinks getting started with Plain is as easy as building a Slackbot. Intercom, he said, had been working on its AI offering for five years before it decided to really go for it. Much of the \$10 million over the planned budget has been spent building what Intercom believes is the best AI-driven customer service in the market.

The EU wants to talk to US tech companies ahead of Germany's upcoming election

Also, you can prepare ChatGPT to handle crisis situations and protect your brand's reputation. By training ChatGPT on potential crisis scenarios and appropriate response protocols, startups can ensure timely and consistent messaging during challenging times. This approach helps you to maintain customer trust, minimizes reputational damage, and enables quick resolution of crisis situations when they arise. Also, you can use ChatGPT to assist with A/B testing and conversion rate optimization (CRO) efforts. ChatGPT can generate alternative versions of landing page copy, call-to-action messages, or email subject lines.

This data-driven approach allows for continuous product improvement and eventually positions your startup for sustainable product-led growth. You can also leverage ChatGPT to create interactive and engaging online games or quizzes to gamify and optimise user engagement. By integrating ChatGPT into gamified experiences on a website or app, startups can increase user participation, collect valuable user data, and foster brand loyalty. This approach can also be used for viral marketing campaigns or

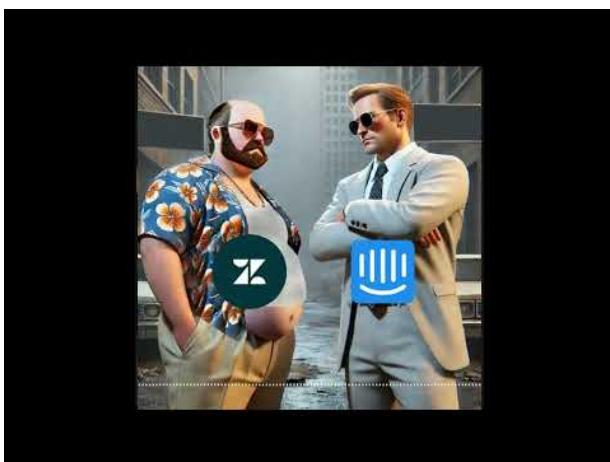
creative lead-generation activities.



Or there's Zendesk's, which is popular among companies that use Zendesk customer support, but which don't have open end-points to other ticketing systems or live chat services. ChatGPT can also be trained to analyze and extract insights from vast amounts of market research data and competitor information. By leveraging ChatGPT's natural language processing capabilities, startups can gain valuable insights into market trends, customer preferences, and competitor strategies. These insights can inform product development, marketing campaigns, and overall growth strategies.

Yuno Energy CEO Cathal Fay: Starting from zero, €600m in revenues is not so bad

AI reps that know the product cold, and don't need help answering half your questions. AI reps that aren't distracted by second jobs and side hustles. AI reps that actually aren't bothered at all when sales is hard. And though HubSpot is embracing generative AI now, it still considers predictive AI valuable for different use cases. Pitre agrees that there are similarities between HubSpot's six Hubs (marketing, sales, service, content, operations and commerce) and Salesforce's individual Clouds.



Service Hub is expanding beyond troubleshooting customer issues. For the first time, HubSpot is launching tools to drive customer retention. Now, businesses can be proactive in their outreach instead of exerting time and resources to keep customers. That will be a tall task â?? Zendesk is by no means the only company in the world of customer support.

Weâ??re already getting to a point where every contact center wants to automate 50%+ of interactions with AI and automation. The group will add 22 staff across the rest of its research and development division. It will also add \$13 million to its annual marketing spend, bringing it to a total of \$37 million per year.

â??And also to have context for the continued push on productivity and our talent bar that you will see from us over the next while. HubSpotâ??s revamped Service Hub and Content Hub are available today. Both hubs feature a free tier, with paid plans starting at \$15 per month per seat.

AI companies are creating a monster â?? The Business Journals

AI companies are creating a monster.

Posted: Wed, 27 Nov 2024 08:00:00 GMT [[source](#)]

You can also utilize ChatGPT to optimize your pricing strategies and generate personalized offers for your prospects and customers. Just be aware that in order to make this work it requires some advanced data analytics and coding skills. By training ChatGPT on your brandâ??s social media presence, startups can create an automated chatbot that responds to customer inquiries on social media, shares relevant content, and fosters community engagement. This approach helps drive brand loyalty, increase social media reach, and build a strong online community. And this happens as lightweight surfaces like search bars on websites, with just 7 lines of code. And DevRevâ??s simplified stack can co-exist or replace solutions such as Zendesk, Salesforce Service Cloud, Intercom, and Atlassian Jira.

Hackers found a way to remotely unlock, start, and track millions of Subaru

The action you just performed triggered the security solution. There are several actions that could trigger this block including submitting a certain word or phrase, a SQL command or malformed data. The company has no plans, he said, to raise more money beyond the \$239 million itâ??s picked up so far from Kleiner Perkins, GV, Index and others that have backed it to date. Thereâ??s a new year upon us, with 2025 capping off a quarter-century of the modern Apple and its definitive role in personal computing innovation. In particular, 2025 marks 25 years of Appleâ??s intuitive experience that turns elements of hardware and software into a magical coherence.

- This enables startups to tap into new customer segments and drive international growth.

- It was getting harder and harder, and we were within the category of tonnes of companies that were going public.
- Ultimately, it boils down to lining up users' preferences with what's on offer.
- It uses a multimodal large language model (LLM) to create artificial intelligence capable of answering highly complex questions.
- But its API-first strategy is an interesting one, especially if you are a startup building a modern product with a lot of API endpoints.

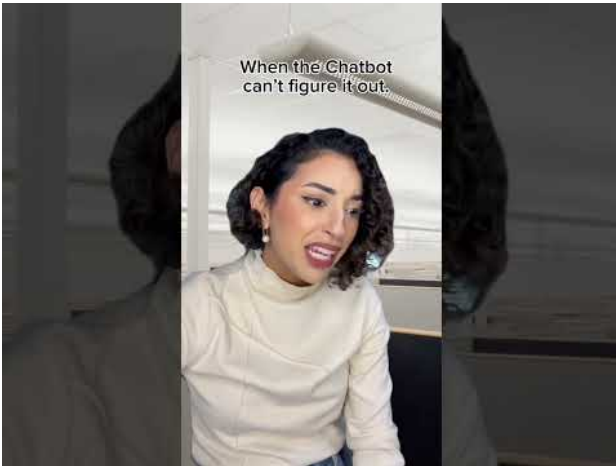
Megan Sheridan, who ran Intercom's world tours in 2016 and 2017 has rejoined the company from Web Summit to lead its events team. When you're focused like we are you can say something as simple as that, and the world gets it. We're seeing a lot of people leaving Zendesk for Intercom specifically for our AI stuff. But there's just such a giant pie that we can all be very successful.

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The company argues this shouldn't be the way it's more expensive to gain a new customer than it is to keep existing ones happy. HubSpot believes it has a solution that can be both proactive and reactive. In 2011, Eoghan McCabe was sitting in his friend's coffee shop when he came up with the idea for Intercom, an online platform that enables companies to deliver personalized responses to their customers. By offering an open source alternative to big-name proprietary incumbents, Chatwoot promises businesses of all sizes two major advantages.

- Less than a year later, McCabe asked his chief operating officer Karen Peacock, a respected industry veteran, if she wanted to take over as chief executive as he moved to chair.
- They all expect the new AI interface to be conversational, mobile-first, and lightning-fast to deploy and use.
- There's also a tool Pitre describes as Service Hub's 'killer feature,' a support agent.
- For now, though, the plan is to take on the task of bringing Intercom into a new phase of business, specifically to look for revenue and business beyond the chatbot that has made it famous and is in use by some 25,000 companies globally.

This extra spend of \$94 million will cover an increase in the group's machine-learning team headcount from 19 to 72 by the end of next year. 'This will require an epic lift to make happen, but will dramatically increase our ability to ship great AI tech fast,' he said. Mr McCabe told staff the targets would require more productivity from them, and that 'plans are in motion' to address 'mediocrity' in some aspects of the business.



It can deliver incredible experiences for consumers, and it represents the future. Year 2 is pick the head up and get out into the world,â•• McCabe said. â••Our goal now is to revolutionise digital business with this human plus AI bot experience. Intercom he said was uniquely positioned between the might of Zendesk, and rising new startups seeking to disrupt the customer service space. Service Hub launched in 2018 as an all-in-one customer service solution powered by HubSpotâ••s customer relationship management (CRM) platform. Now, itâ••s receiving new tools infused with HubSpot AI to help keep customers happy.

Salesforce, McCabe himself pointed out, currently makes more money from customer support than from sales software. Second, Plain is highly customizable when it comes to integrating support actions in your product. It doesnâ••t have to be a chat popup in the bottom-right corner of the website. Developers can customize the user interface and create new interactions, such as early access requests, product feedback features and native contact forms. McCabe has now been working with Des Traynor, Ciaran Lee and many of his senior team for more than ten years. â••You donâ••t usually get people as experienced as us all working back together in a startup,â•• he said.

Categorie

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Auteur

mscreation973