Faye is the #1 Sunshine Conversations Partner in the World

We are SunCo experts, integrations builders, strategists, and adoption managers.

zendesk
partner award
2021

FAYE

Zendesk Sell Partner of the Year

zendesk
partner award
2021

FAYE

Vertical Solutions Partner of the Year

zendesk
partner award
2021

FAYE

Global Sunshine Conversations Partner of the Year

premier partner

FAYE & SUNCO CLIENTS

lightspeed

SoFi

match.

ibotta

BARK BOX

dbt Labs

tucows

FAYE IS YOUR EXPANDED SALES TEAM

Add Sales Capacity

- More sales coverage and certified experts than any other partner
- Solution Architects and Consultants will join calls as needed

Grow Deal Size

- Cross sell Support and Sell with storytelling and ROI models
- Increase MAUs and Notifications used via Outbound SMS Portal

Move Fast

- Q&A via Slack with rush estimates in 24-48 hours
- Start projects in 1-2 weeks to enable rapid Go Live

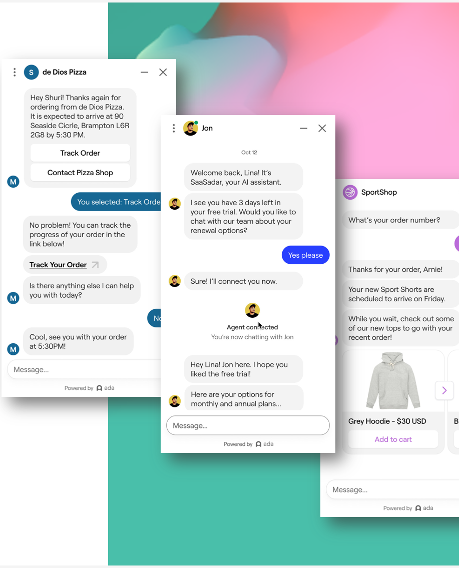
Demo

- Demo Chatbots overlayed on clients' websites in 48 hours
- Demo Proactive SMS and show mockups of Product Cards

OUR SUNCO PRE-SALES CAPABILITIES

If you have a SunCo deal that you need help closing, let our team help you. We can provide the following services during the pre-sales process to improve close rates.

- Current state analysis
- Future state recommendations
- Chatbot Evaluation and Selection
- Chatbot Impact Analysis: Sales, Service, HR/IT
- Power of Business Chat
- Best Practices Review



de Dios Pizza

Hey Shuri! Thanks again for ordering from de Dios Pizza. It is expected to arrive at 90 Seaside Cicrle, Brampton L6R 2G8 by 5:30 PM.

You selected: Track Orde

No problem! You can track the progress of your order in the link below!

Is there anything else I can help you with today?

Cool, see you with your order at 5:30PM!

Jon

Oct 12

Welcome back, Lina! It's SaaSadar, your AI assistant.

I see you have 3 days left in your free trial. Would you like to chat with our team about your renewal options?

Yes please

Sure! I'll connect you now.

Agent connected
You're now chatting with Jon

Hey Lina! Jon here. I hope you liked the free trial!

Here are your options for monthly and annual plans...

SportShop

What's your order number?

Thanks for your order, Arnie!

Your new Sport Shorts are scheduled to arrive on Friday.

While you wait, check out some of our new tops to go with your recent order!

Grey Hoodie - $30 USD

CHATBOTS

SunCo is the only way to integrate chatbots to Zendesk.

Faye can help with:

- ✓ ROI Models / AI Impact Analysis (free)
- ✓ Chatbot evaluations (free)
- ✓ Implementation & configuration
- ✓ Integrations to ERP, Ecommerce, etc.

Chatbots start at
$1,000
MRR

Chatbot Setup by Faye
$4,000+

ada

Certainly.

boost.ai

Solvvy

haptik

netomi

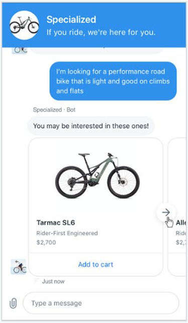
ultimate.ai

Answer Bot

RICH MESSAGES

PROACTIVE MESSAGES

Send Product Cards or Carousels to users using the Flare App & SunCo.


Specialized
If you ride, we're here for you.

I'm looking for a performance road bike that is light and good on climbs and flats

Specialized · Bot

You may be interested in these ones!

Tarmac SL6
Rider-First Engineered
$2,700

Starts at

$400

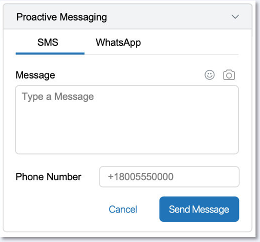
MRR

Setup by Faye

$5,000+

***This featured is supported by the SunCo API, but it requires custom engineering resources to utilize. With Faye's add-on products you will see faster time to value and wider adoption of the SunCo platform.*

Reach out to end users via SMS or WhatsApp on a 1-1 basis or in bulk. Recipients don't have to be End Users in Zendesk to receive messages.



Starts at

$400

MRR

Setup by Faye

$5,000+

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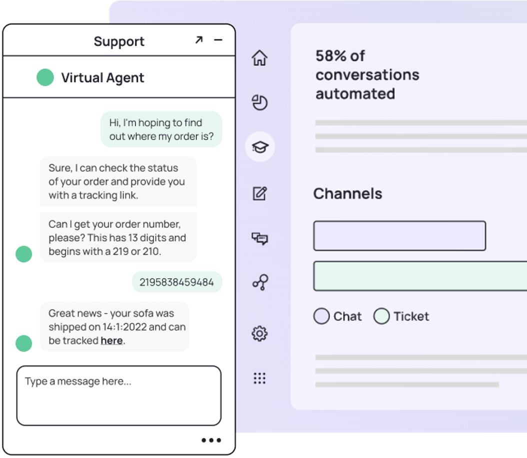
SUNCO JUMPSTART

One-time payment:

$5,100

What's Included:

- ✓ Setup SunCo
- ✓ Zendesk Support Integration
- ✓ Chatbot Integration
- ✓ Handoff to Live Agent
- ✓ SunCo Training



Hi, I'm hoping to find out where my order is?

Sure, I can check the status of your order and provide you with a tracking link.

Can I get your order number, please? This has 13 digits and begins with a 219 or 210.

2195838459484

Great news - your sofa was shipped on 14:1:2022 and can be tracked **here**.

CONVERSATION EXTENSIONS

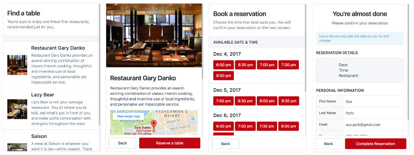
Provide custom interactive experiences that sit on top of the chat window.

There is a basic repository of examples, but Extensions are a true custom build and

INTEGRATIONS & 360^{0} VIEW

With Flare by Faye, data can be synced into Zendesk from SunCo, external order systems, custom tools, websites, bot conversations, and more—giving agents a true 360° view of the end user.

need to be hosted.



Find a table

You're sure to enjoy one these fine restaurants, recommended just for you.

Restaurant Gary Danko

Restaurant Gary Danko provides an award-winning combination of classic French cooking, thoughtful and inventive use of local ingredients, and personable yet impeccable service.

Lazy Bear

Lazy Bear is not your average restaurant. You sit where you're told, eat what's put in front of you, and make polite conversation with strangers throughout the meal.

Saison

A meal at Saison is whatever you want it to be—within reason. There

Restaurant Gary Danko

Restaurant Gary Danko provides an award-winning combination of classic French cooking, thoughtful and inventive use of local ingredients, and personable yet impeccable service.

Book a reservation

Choose the time that best suits you. You will confirm your reservation on the next screen.

AVAILABLE DATE & TIME

Dec 4, 2017: 6:00 pm, 6:30 pm, 7:00 pm, 7:30 pm, 8:00 pm

Dec 5, 2017: 7:00 pm, 8:30 pm, 9:00 pm, 9:30 pm

Dec 6, 2017: 6:00 pm, 7:00 pm, 7:30 pm, 8:00 pm

You're almost done

Please confirm your reservation

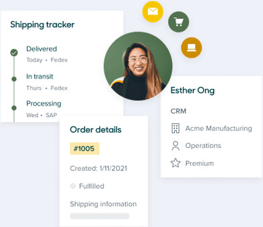
Hurry! We can only hold this table for you for 4:47 minutes

RESERVATION DETAILS

Date:
Time:
Restaurant:

PERSONAL INFORMATION

First Name: Sue
Last Name: Porb
Email: sue.porb@gmail.com



Shipping tracker

Delivered
Today • Fedex

In transit
Thurs • Fedex

Processing
Wed • SAP

Order details

#1005

Created: 1/11/2021

Fulfilled

Shipping information

Esther Ong

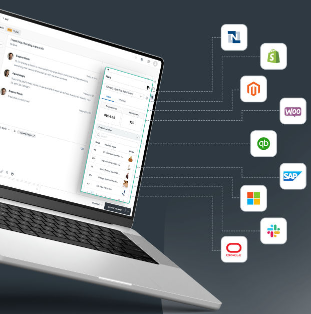
CRM

Acme Manufacturing

Operations

Premium

FLARE BY FAYE



LITE	PRO	ENTERPRISE
$15 per user / month **$5,000** one-time setup fee	**$20** per user / month **$7,500** one-time setup fee	**$25** per user / month **$15,000** one-time setup fee
✓ ERP Connection Choose from top cloud-based integrations.	✓ ERP Connection Choose from top cloud-based integrations.	✓ ERP Connection Choose from top cloud-based integrations.
✓ User & Orgs Sync	✓ User & Orgs Sync	✓ User & Orgs Sync
✓ Product Catalog	✓ Product Catalog	✓ Product Catalog
✓ Invoice History	✓ Invoice History	✓ Invoice History
	✓ Create RMA	✓ Create RMA
		✓ Create Sales Order
		✓ Flare Studio Create custom lists & views tailored to each department.

FAYE'S SECURITY & COMPLIANCE CAPABILITIES

HIPAA COMPLIANT

AICPA SOC — SOC II COMPLIANT

EU GDPR COMPLIANT

CCPA COMPLIANCE

THANK YOU

Join us on Slack:

# zendesk-fayebsg-ext

Introduce yourself and mention “**Faye ZD Promo**” for a free gift from your friends at Faye.

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