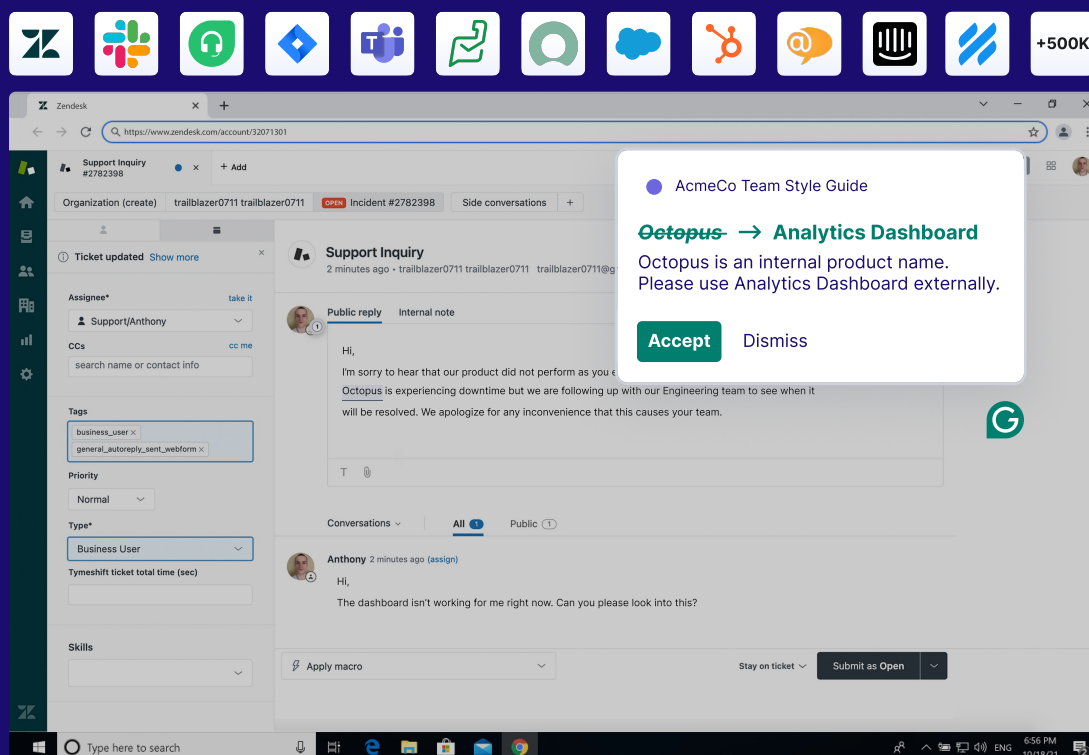


# Deliver a More Efficient and Higher Quality Customer Experience

## TRUSTED AI WRITING PARTNER FOR CUSTOMER EXPERIENCE TEAMS

From instantly creating a first draft to perfecting every message, Grammarly helps over 70,000 teams get their point across—and get results—without compromising security or privacy.



### → Improve customer experiences

Help agents deliver clear, empathetic, and fluent communications wherever your teams interact with customers, leading to fewer escalations and faster ticket resolution.

### → Standardize communication

Ensure every message meets your brand standards before it goes to the customer with in-line suggestions tailored to your company's style guide and brand voice.

### → Improve efficiency and reduce costs

Reduce QA and training needs with a real-time AI coach that helps agents deliver high-quality communications every time, regardless of their skill or fluency.

## Why Invest in AI Writing Assistance?



## Improved Brand Reputation With All ESL Agents

**96%**

of the Fortune 500 have employees using Grammarly

**25%**

improvement in time to resolution with Grammarly Business\*

**+6.8%**

increase in first-time resolution

**+5.4%**

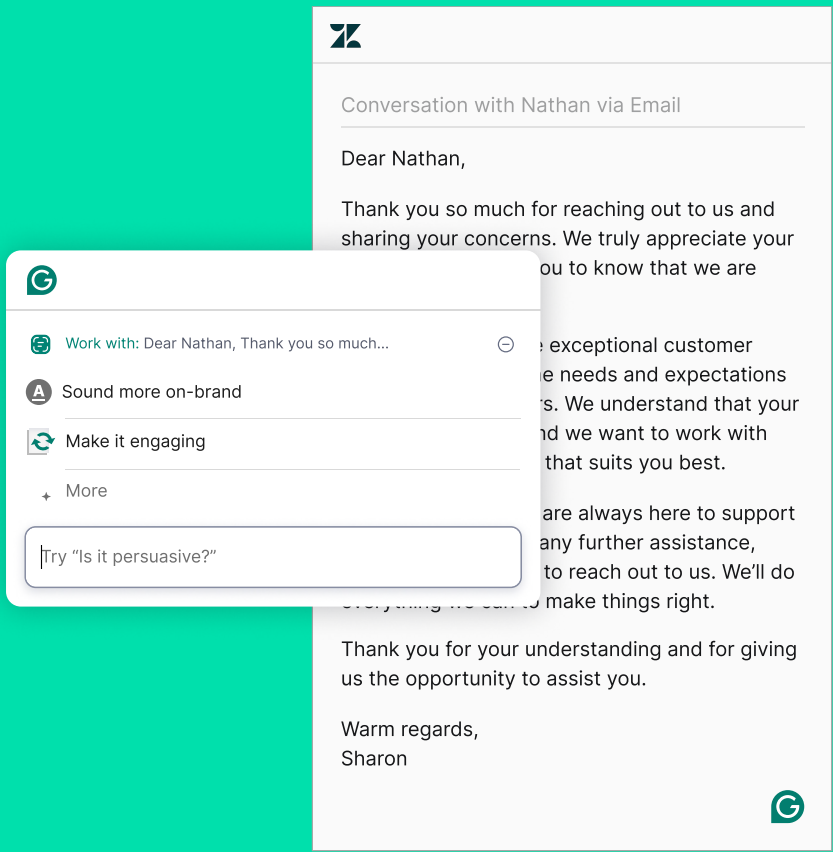
increase in CSAT

**50%**

reduction in escalations

\*Results from Databricks.

# Product Features



- **Generative AI**  
Instantly generate first drafts and refine text with access to in-line generative AI built for organizations.
- **Style guides**  
Uphold company brand guidelines with responsive style suggestions, assisting teams as they write.
- **Snippets**  
Drive consistency and speed with a library of pre-approved, commonly used text for teams to access.
- **Brand tones**  
Make the best impression on your target audience and reinforce your brand voice with real-time guidance on tone.
- **Knowledge Share**  
Stop context switching and searching for information with company context intelligently surfaced in workflows.
- **Analytics**  
Get visibility into team communication and improve skills over time with access to analytics dashboards.
- **In-line suggestions**  
Improve writing with real-time, in-line suggestions for spelling and grammar, conciseness, clarity, inclusive language, and more.

# Enterprise-Grade Security

Grammarly has over 15 years of experience in secure, private, and responsible AI. We go to great lengths to ensure your data remains private and protected—so you can move forward knowing that Grammarly is built to uncompromising standards.



# Trusted by Leading Customer Support Teams



# Fuel Your Team’s Success

Streamline and improve CX by resolving customer issues faster with consistent and high-quality responses.

Contact us or sign up at [grammarly.com/business](https://grammarly.com/business).

