



Bianca Löwemann
RBM Partner Management
and Business Development

Deutsche Telekom



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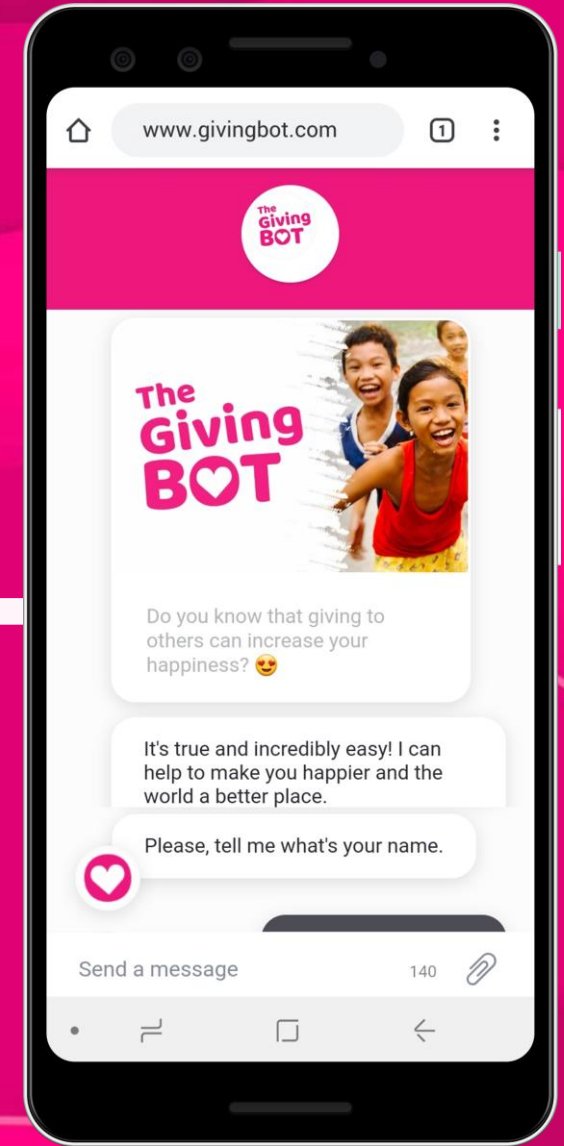
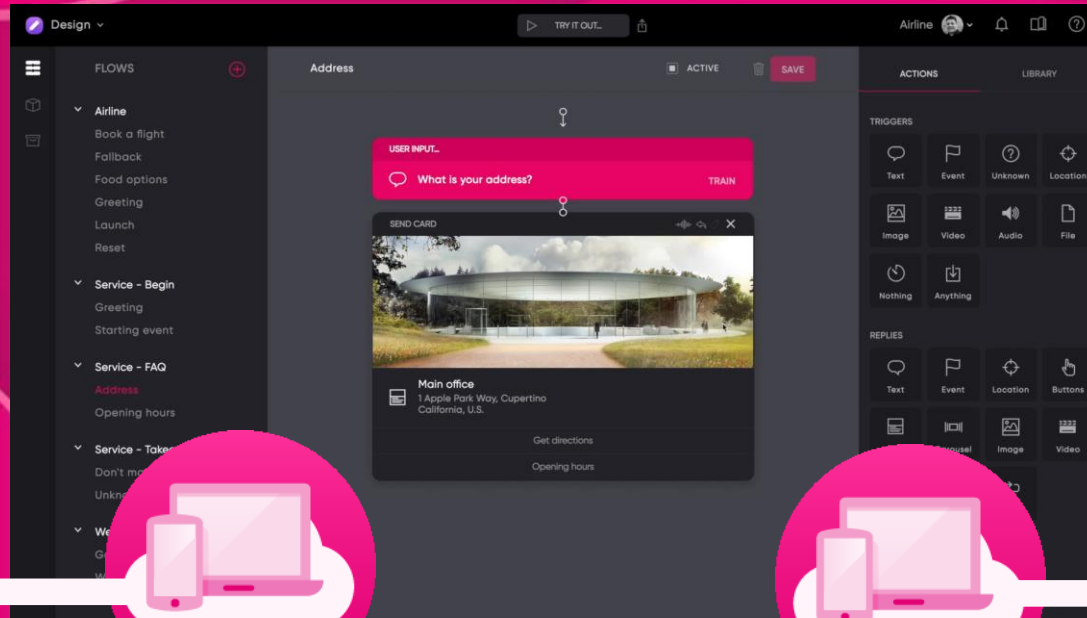
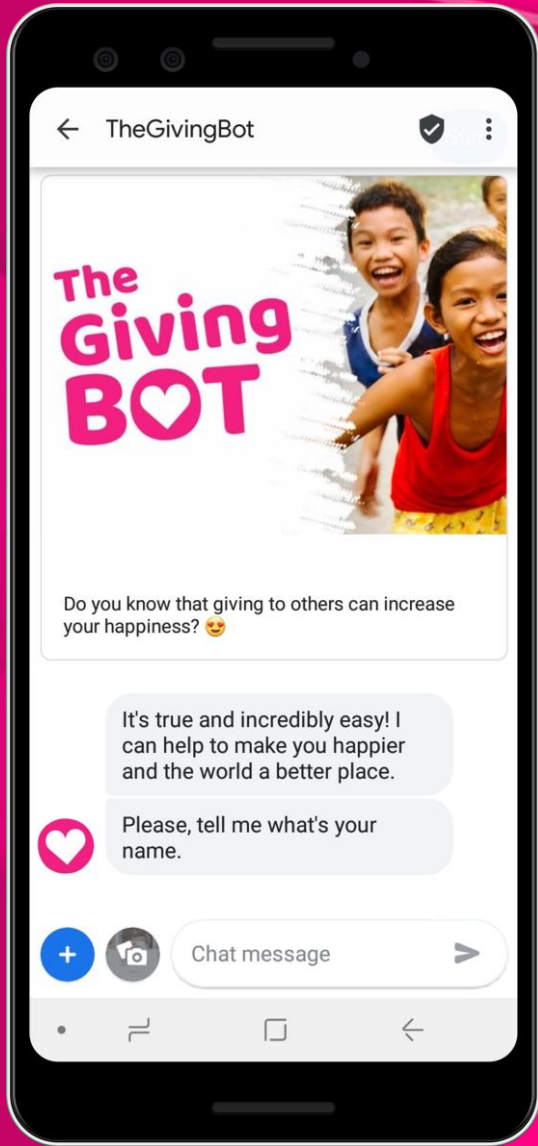
beyond northbound

TELEKOM BUSINESS MESSAGING





This year, RBM will
change everything

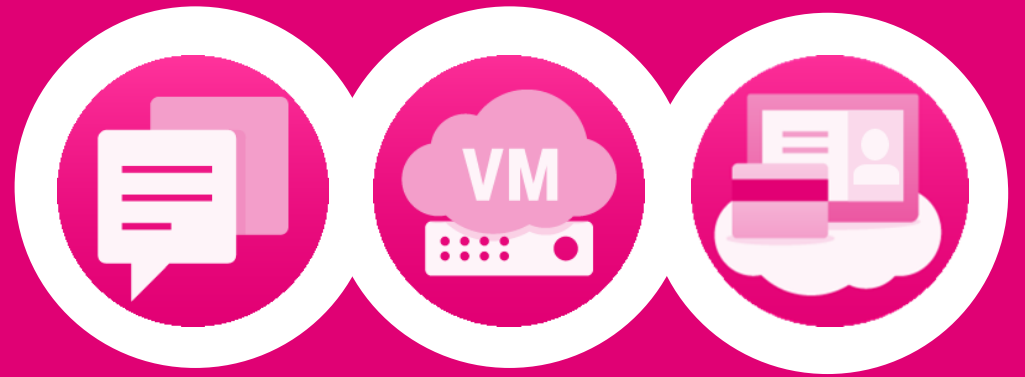


conversational messaging on multi channels

RCS RBM SMS Web ABC



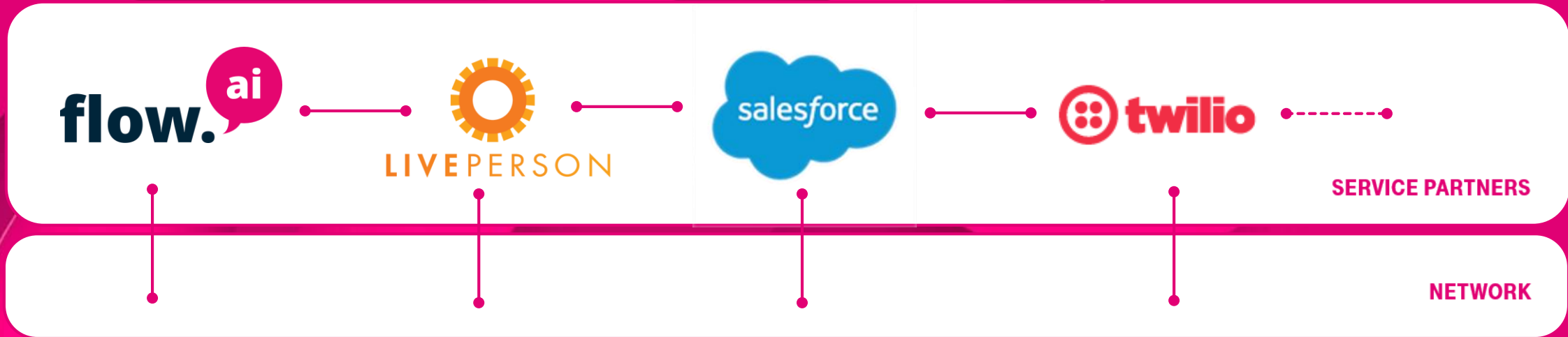
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ACCESS

CLOUD

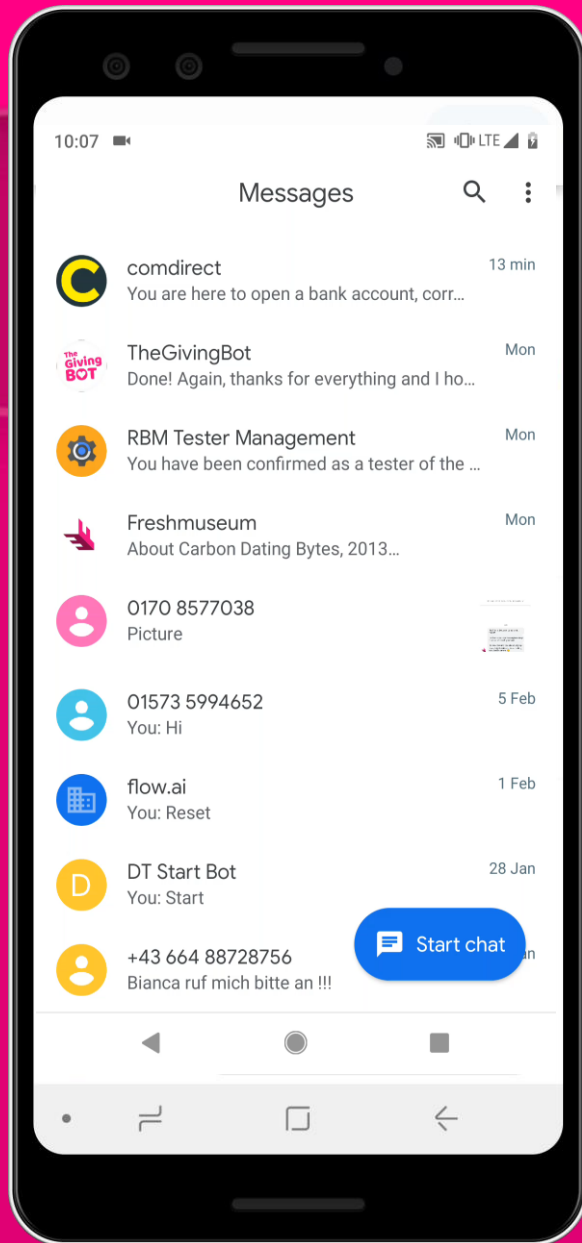
PARTNERS



Orchestrating & Connecting Service Partners

„We wanted to go where the users are. So, native messengers are the greatest way to reach every single user of a smartphone, as messaging is pre-installed and used by literally everybody.“

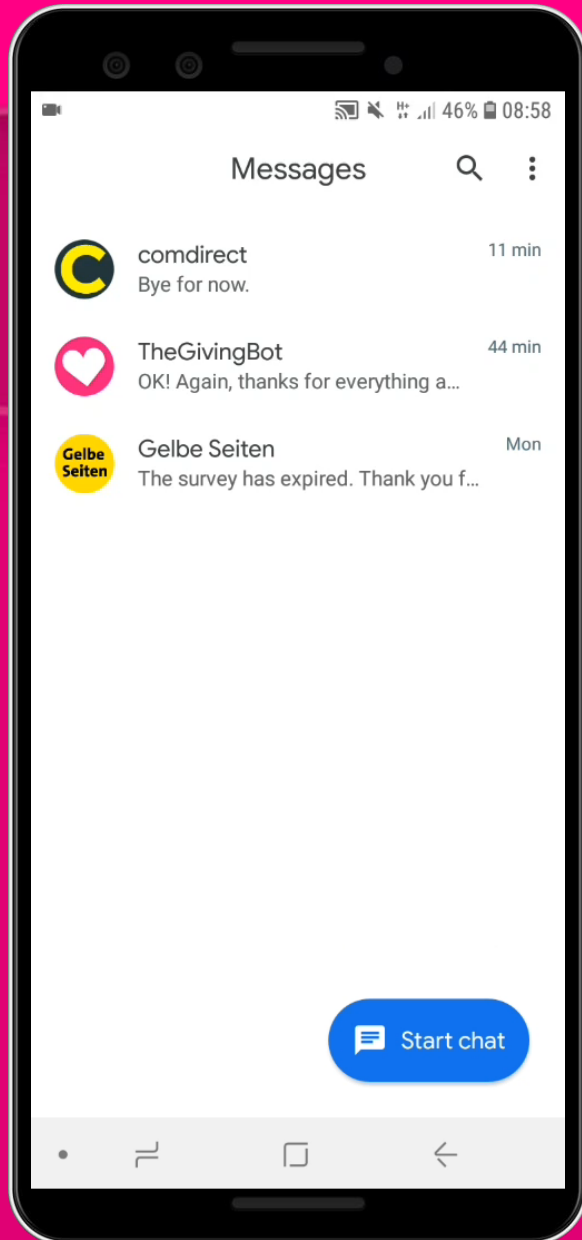
BEN BROSHI – CHIEF DIGITAL OFFICER



**GELBE SEITEN
LIFEPERSON**

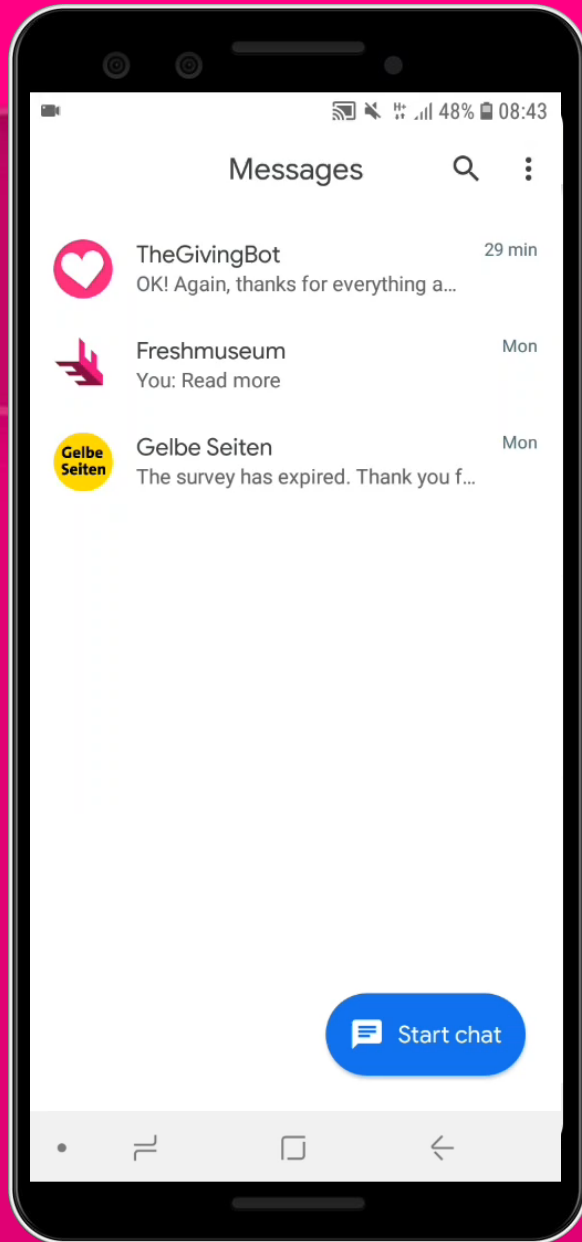
Agent hand-over





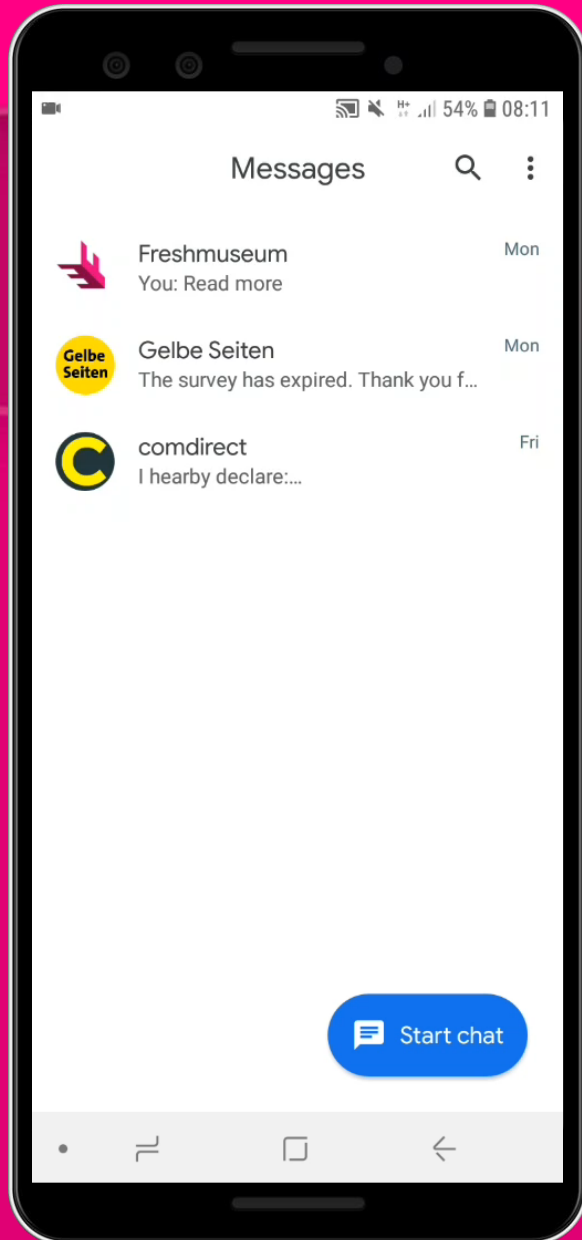
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THE GIVING BOT DONATING CHARITY ORGANISATIONS

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Multichannel (RBM & SMS)
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Thank you!

BIANCA LÖWEMANN
CARSTEN SCHMITT-HÖPPNER

