NOVATALKS

Omnichannel Platform for Customer Care and Sales

About us

We are a technology company specializing in solutions for contact centers, experts in customer experience

Engineers with 20+ years of experience who built the largest contact centers in Ukraine

Implemented the best industrial solutions for many years

The first in the country to introduce a voice bot that understood Ukrainian

We have major projects worldwide – Azerbaijan, USA, Kuwait, Vietnam, and more

Meet the customer where they are

When businesses use the consumers' preferred communication channel, they are more likely to*

82% remain a customer

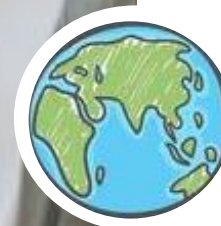**69%** buy more

66% become an advocate

Calls

Remain one of the most popular communication channels, especially among the older audience.

Chats/Email

More than 80% of customers use social networks and instant messengers and rely on access to companies through this channels.

Communication via messengers allows reducing the costs of clients who apply from abroad while maintaining a high speed of information exchange.

About NovaTalks

NovaTalks is an omnichannel platform that aggregates calls and messages across all channels: Email, WhatsApp, Viber, Telegram, Facebook, Apple Messages for Business, Line, WeChat, LiveChat and other messengers.

The system includes a built-in customer card, live and historical reports, simple chatbot setting in the system interface, quality assessment and other functions.

The system develops rapidly, analyzing current market trends and focusing on the most demanded functionality.

novatalks.com.ua
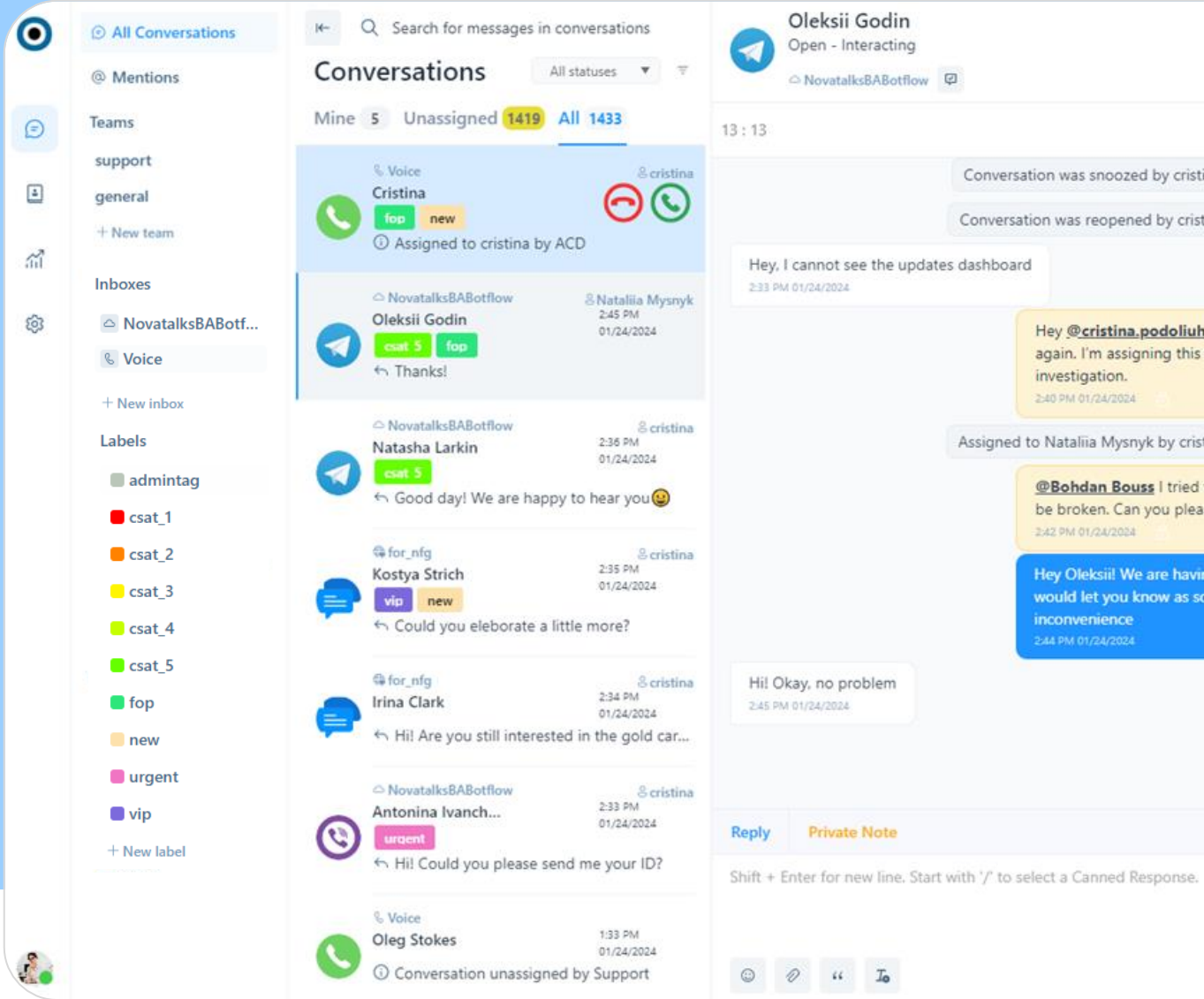
Advantages of connection

✓ the operator's workplace does not require the installation of additional software

✓ simultaneous processing of calls and chats from all channels in a single window

✓ unity of organizing all processes

✓ cost reduction per customer

✓ more convenient interactions with the brand for the client

✓ access to the service in roaming

✓ deep customer segmentation

# Functions of

NOVATALKS

Chat Bot

A simple chatbot builder available in the system interface to increase automation and reduce workload of the agents.

- ✓ Super-friendly interface for creating chatbot logic, available to the user at any time

- ✓ multi-level self-service menu

- ✓ setting the chatbot logic in the client's language

- ✓ non-working time logic

- ✓ customer satisfaction survey

- ✓ integration with the third-party systems for receiving/transmitting customer data. Setting the chatbot logic depending on the received data

- ✓ seamlessly handoff conversations from bot to agent
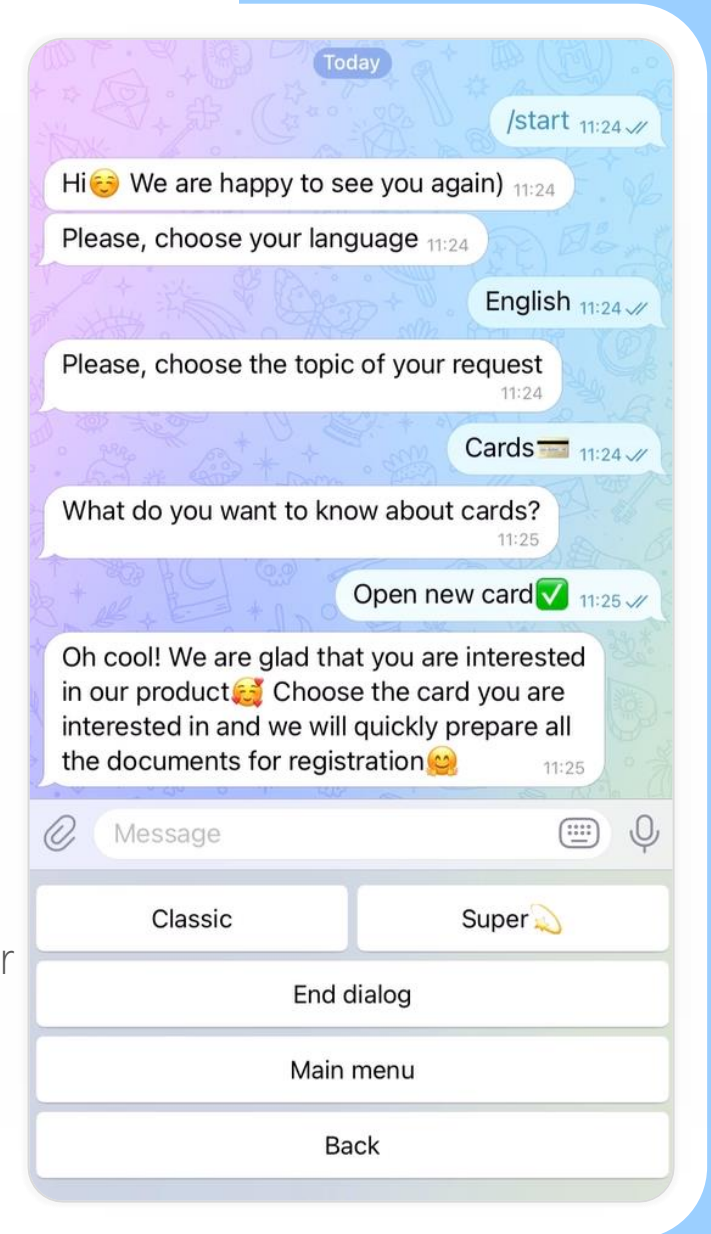
Reporting system

Online and historical reporting based on main indicators for regular monitoring of the chat center

- ✓ aggregated and detailed reports for text and voice channels

- ✓ interactivity - transition to a dialog, conversation or contact directly from the report

- ✓ selecting the interval for grouping metrics in the report

- ✓ filtering and sorting

- ✓ possibility to customize the report for your own business needs: display/hide indicators

- ✓ possibility to download the report

LiveChat for your website

- ✓ customize the appearance of the widget in a user-friendly interface: change the color, titles, placement depending on the device

- ✓ multilingual, support more than 10 languages

- ✓ allows to continue the conversation by e-mail

- ✓ supports emojis and attachments

- ✓ input indicators for improving interaction with users

- ✓ distraction-free messaging popup

Welcome to NovaTalks!

We are online

Usually, we reply within a few minutes

AT M AV PA VY

Start a dialogue

✕
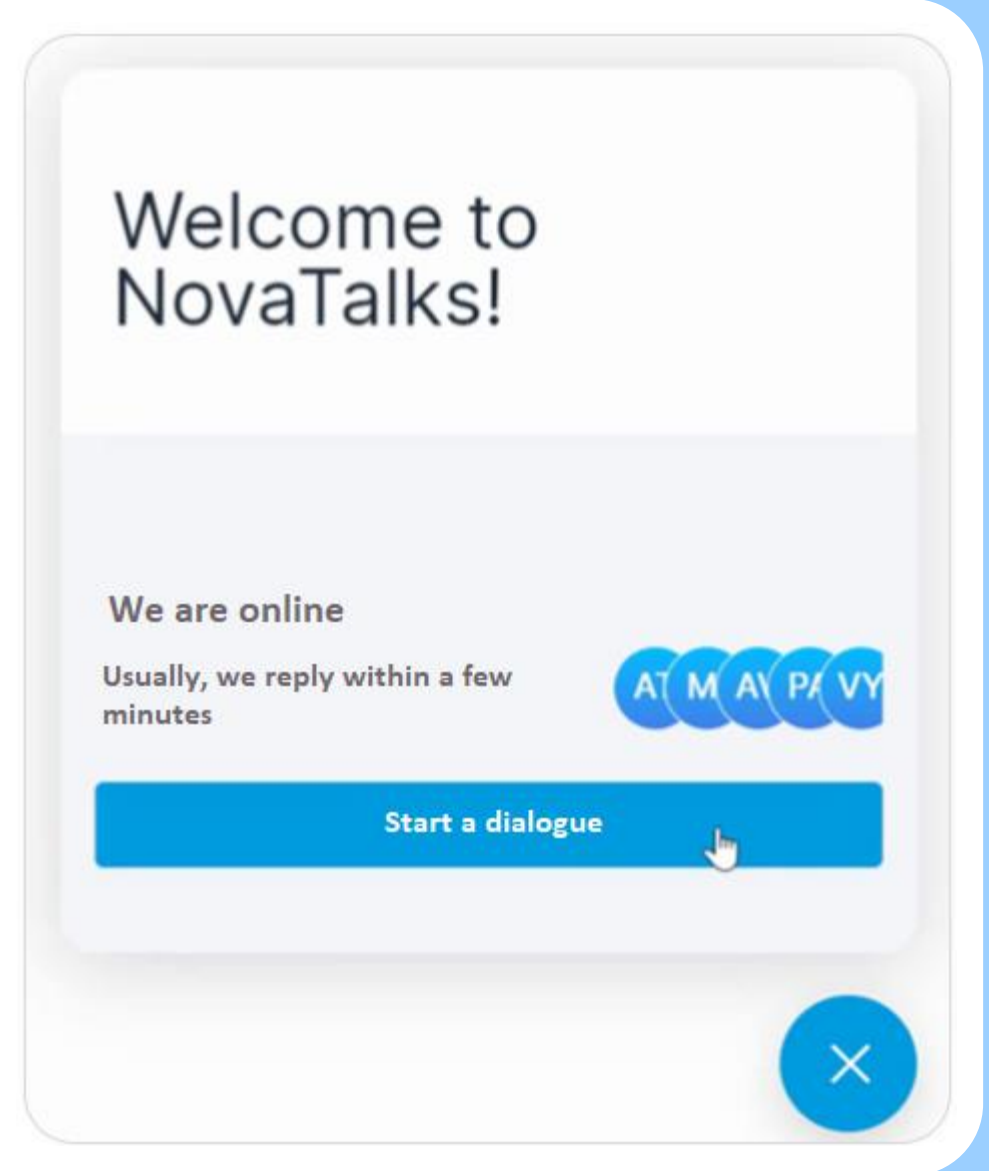
Calls

Powerful channel for communication with clients

✓ Voice menu and self-services customization

✓ Integrated phone in the agent's workplace

✓ Flexible configuration of the maximum number of calls and chats that one agent can handle at the same time

✓ All necessary call management features: mute/hold, transfer to another agent/team, consultative transfer
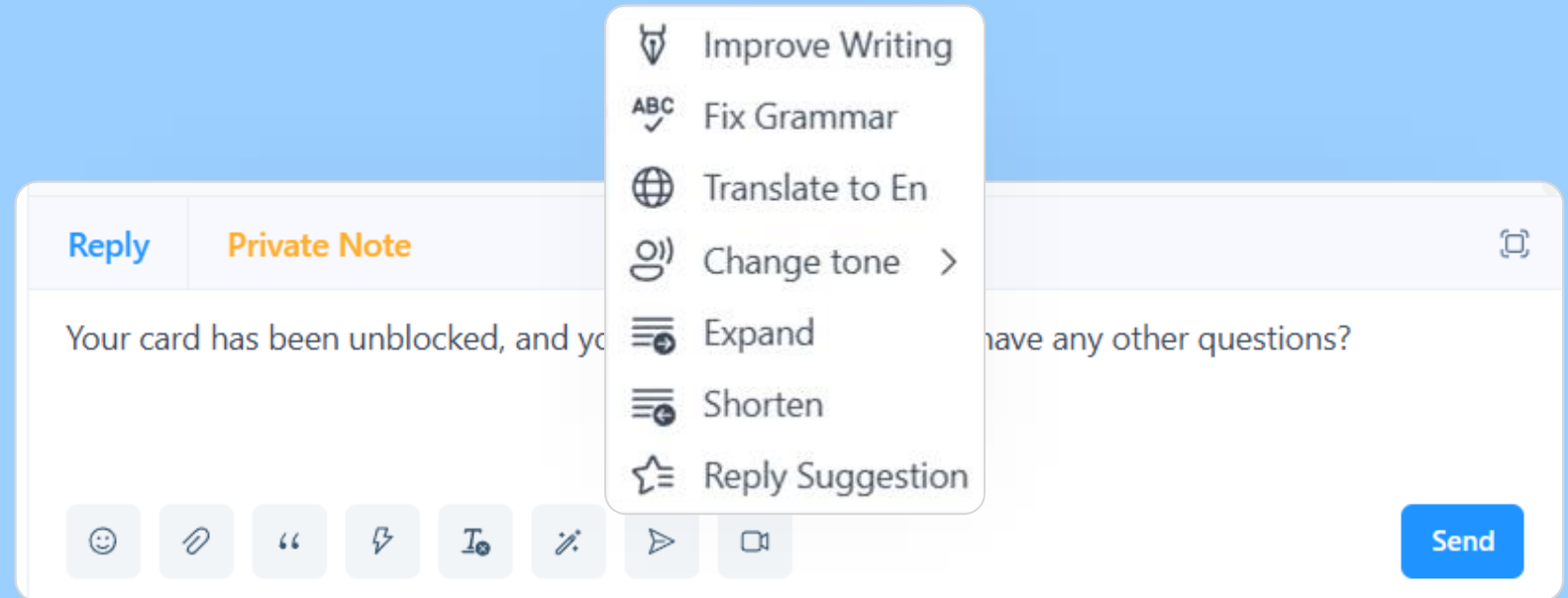
✓ Outbound calls
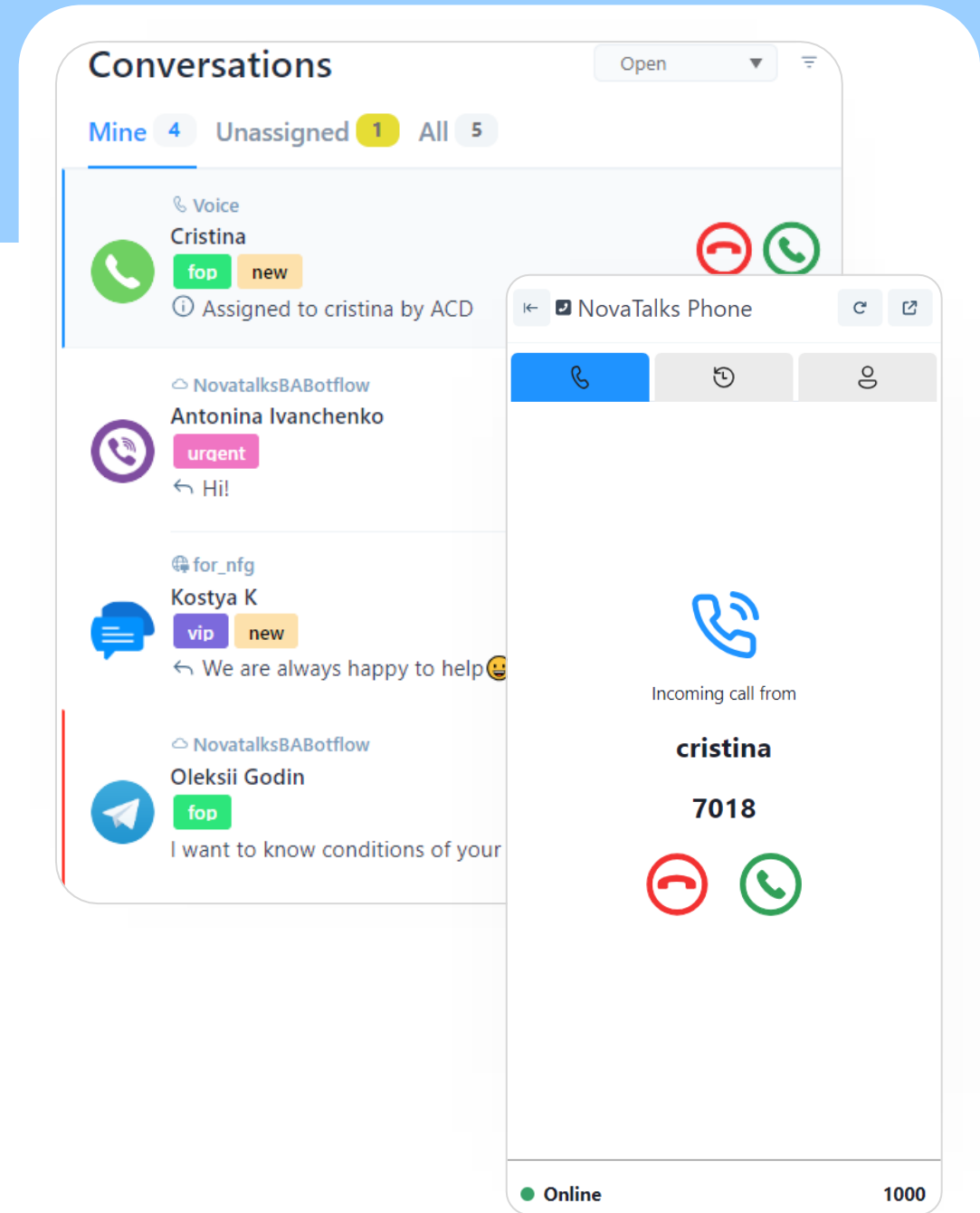
AI Assistant

Available features:

- Rephrase a response
- Correct errors
- Shorten/expand a message
- Change the tone of the message to friendly/formal
- Translate the message into any language
- Summarize a conversation
- Suggest a response

Speeds up service. Reduces operator errors.

AI evaluation of 100% of dialogues

- See the full picture of your contact center at a glance
- Use AI to monitor customer dialogues for compliance with norms and standards
- Focus only on the conversations that require your attention

			Topic	Operator mistakes	Recommendations	Emotions	Evaluation
	✓		Payment details	Filler words - of course	✓	😃	75
	✓		New order	✓	✓	😐	88
	✓		Order status	Did not introduce	Call back after resolving technical issues.	🙁	75
	✓		Order status	✓	✓	😃	95
	✓		Order not received, Complaint	Did not apologize for the delay in receiving the order	Apologize for the delay, offer a bonus	🙁	45
	✓		Product availability	✓	Call back if it becomes available.	😐	85
	✓		Order cancellation	✓	✓	😃	90

Embedded client card

Allows you to save basic data, configure additional custom fields, build a tag system to ensure a personal approach in communication with your customers.

Mobile application

Respond to customers from your smartphone and stay connected anytime, anywhere!
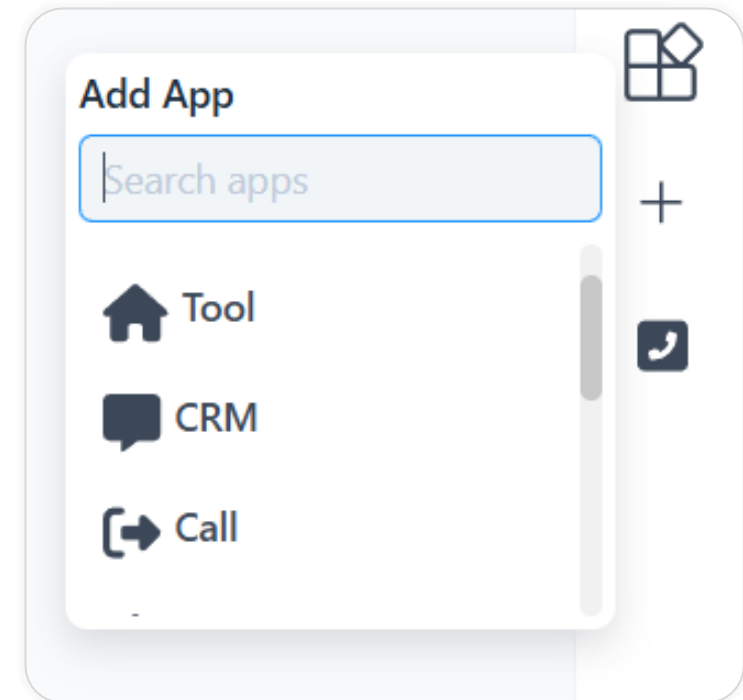

novatalks.com.ua

Web-calls

The ability to make web calls directly from the NovaTalks platform with screen-sharing support.
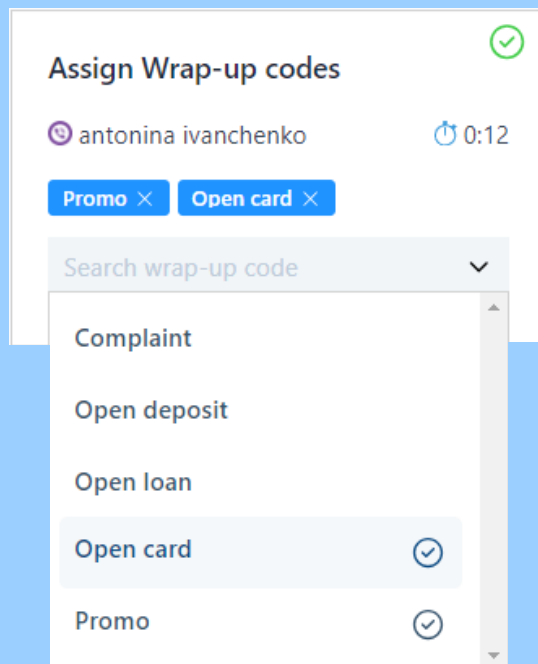
Integration with other systems

Integration of customer service applications into the NovaTalks interface. The application can receive conversation context, contact details, and more.

Add App

Search apps

Tool

CRM

Call

Wrap-Up codes

The ability to choose conversation topics after its completion. Advantages:
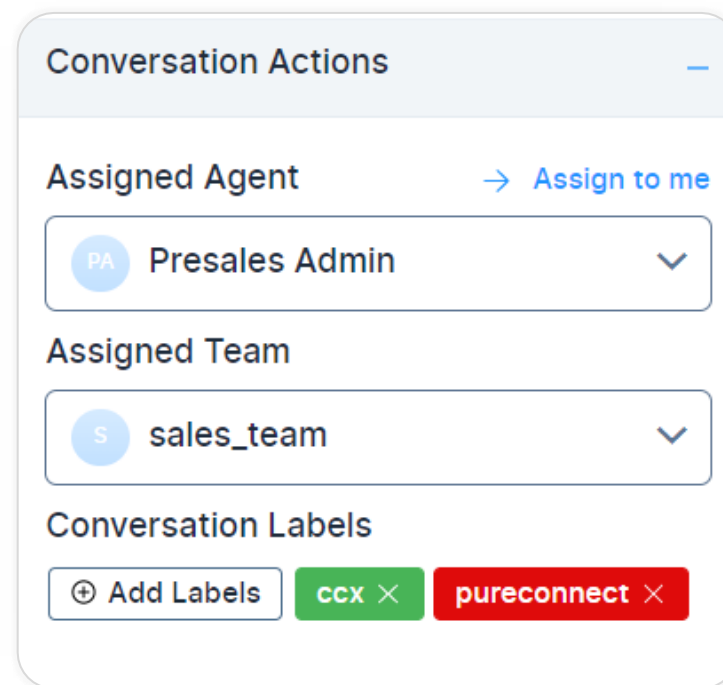
- ✓ multiple wrap-up codes can be assigned to a single dialogue

- ✓ the window closes automatically after selecting a wrap-up or upon reaching the timeout

- ✓ the ability to use different sets of wrap-ups for various teams/channels

- ✓ viewing assigned wrap-ups per dialogue in reports/dialogue details.

Tagging

Ability to assign and filter conversations, dialogs and contacts by tags.

Auto answer

Possibility to customize the way agents accept dialogs: with confirmation or auto answer
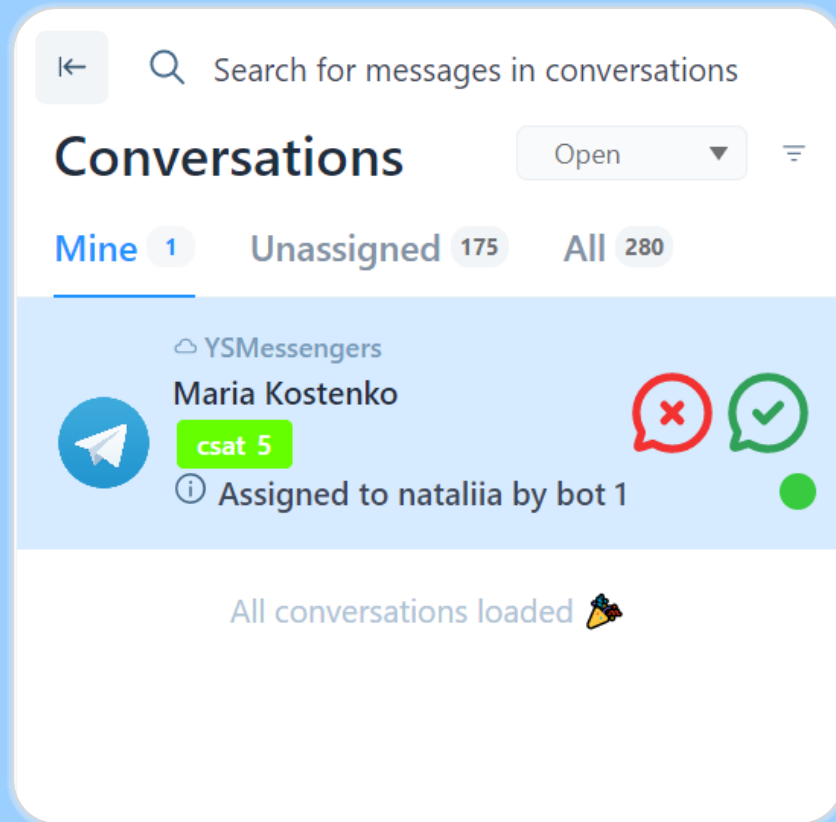
Smart queue

✓ automatic dialogs distribution between agents depending on priority, waiting time in queue, availability of necessary skills and their proficiency level and agent availability

✓ limiting the maximum number of chats assigned to the agent

✓ possibility to choose different distribution schemes: to the agent with the least utilization, the least number of dialogues or most skilled

Notes and communication between agents inside a chat with a client

For effective communication within the team, you can use notes and mentions of other agents in a conversation with a client.
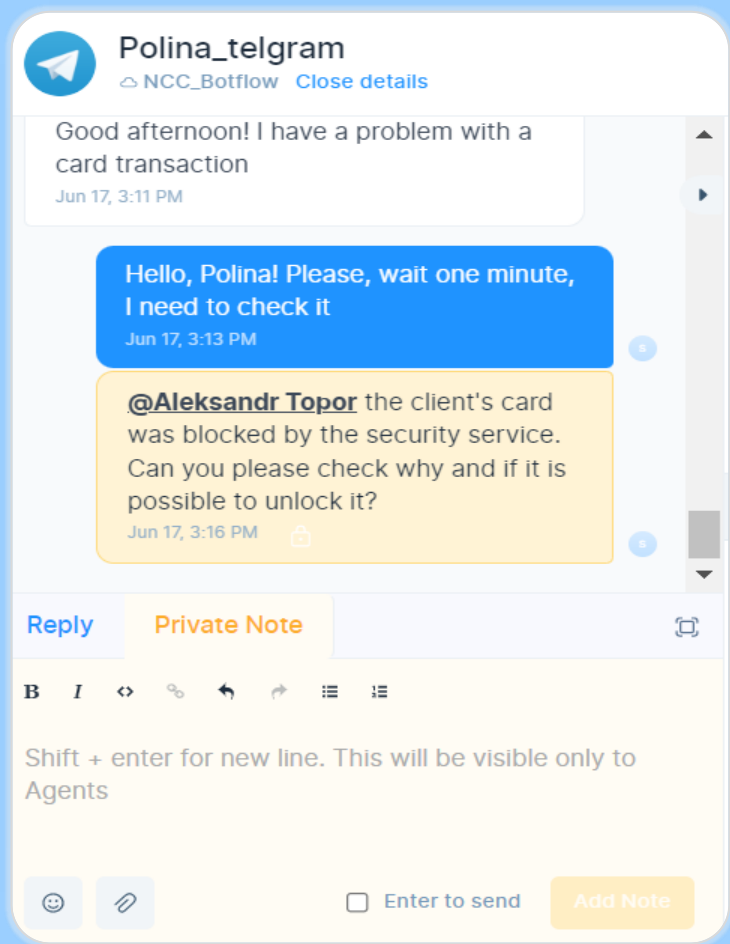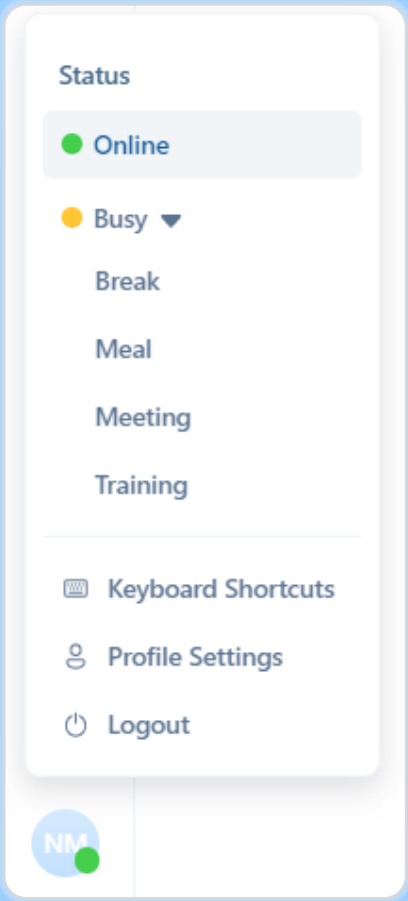
Snooze conversation

If you need more time to solve the customer's question you can snooze the conversation until the customer responds or until a specified time
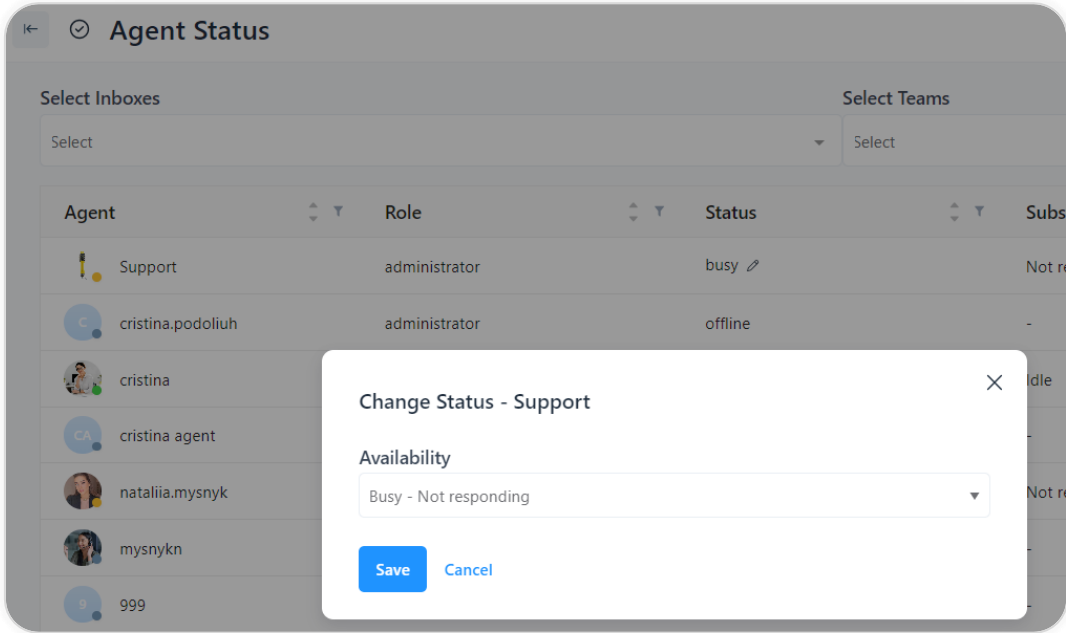

novatalks.com.ua
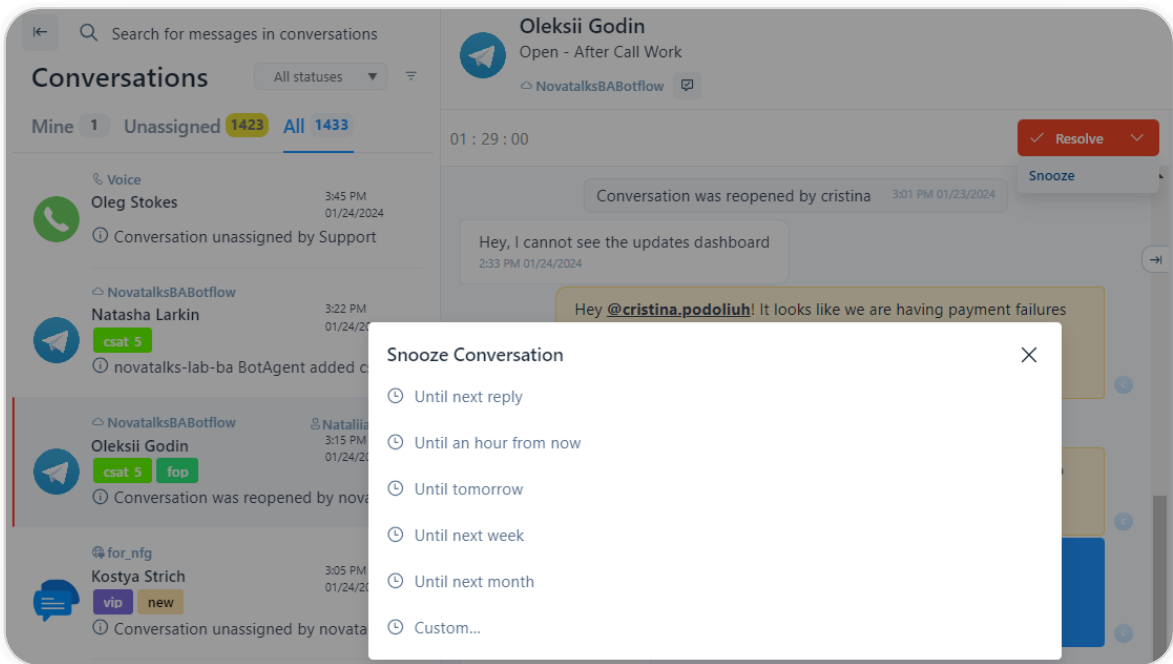
Agent substatuses

Allows easy tracking of the reasons why agents switch to the Busy status and if agent is idle or interacting in the Online status. You can change standard statuses and create your own for the Busy status
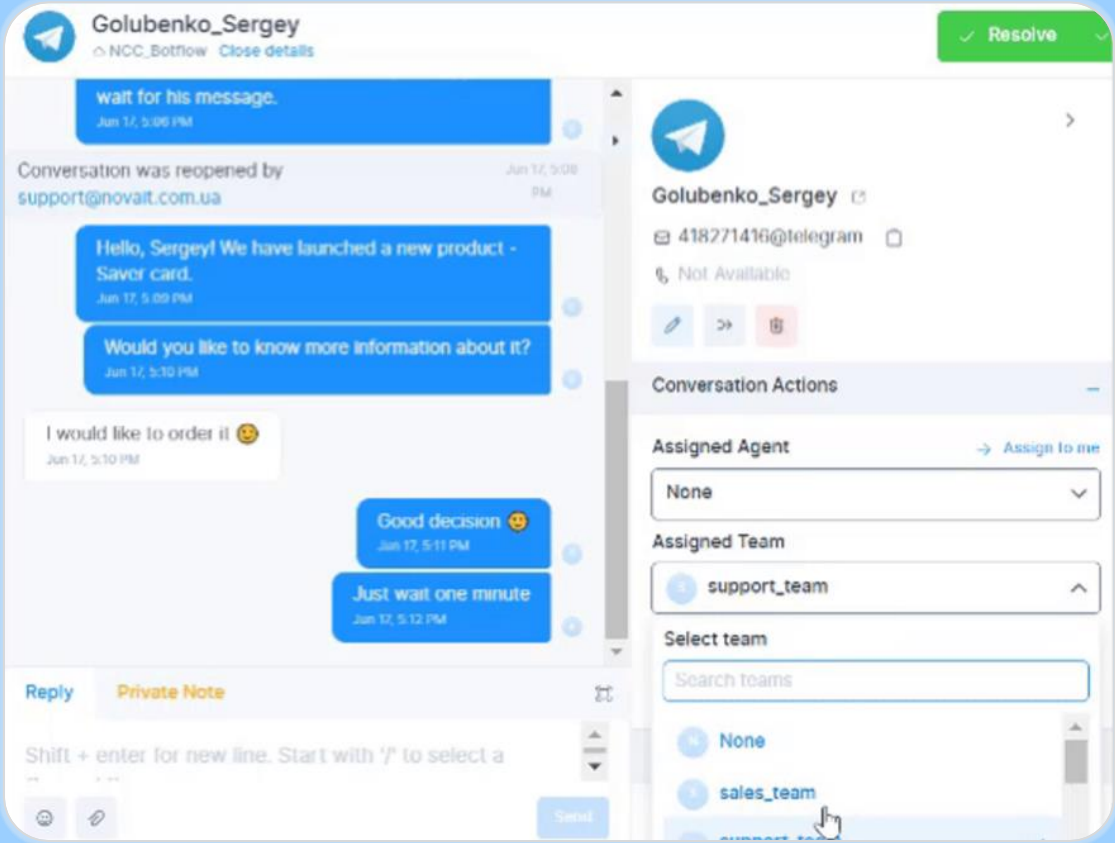
Change agents status

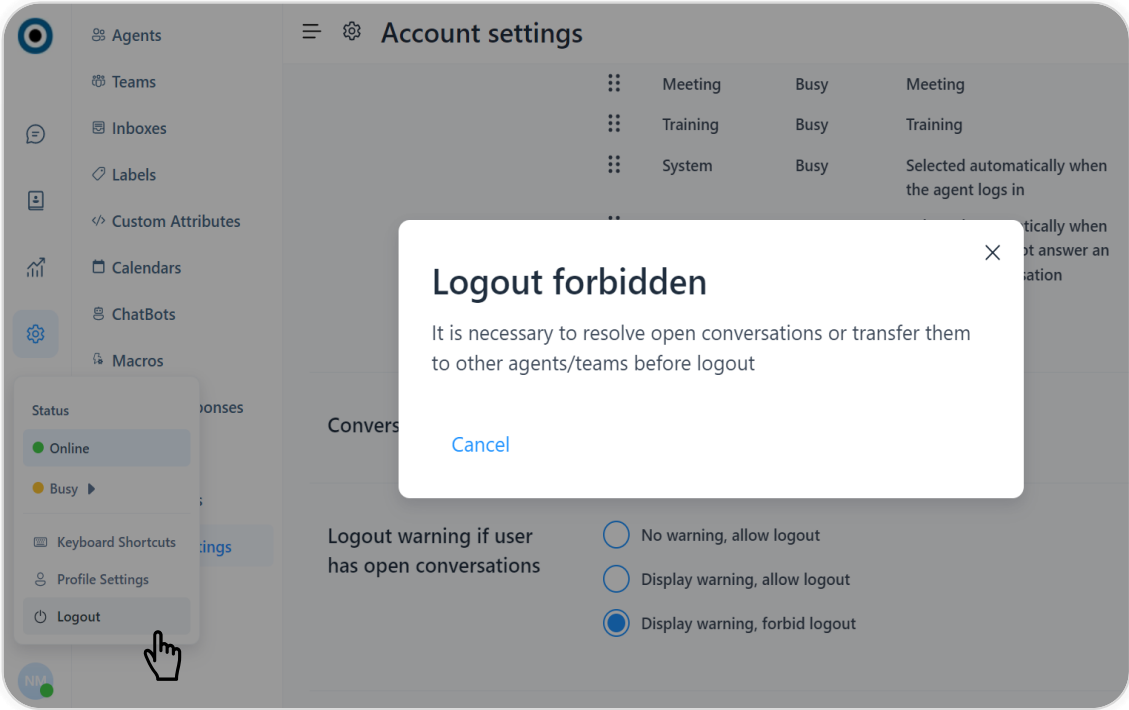As administrator you can change agents status to control their availability and workload.

# Transfers support between operators and groups

Logout warning if agent has open conversations

Control the logout of agents if they have open conversations
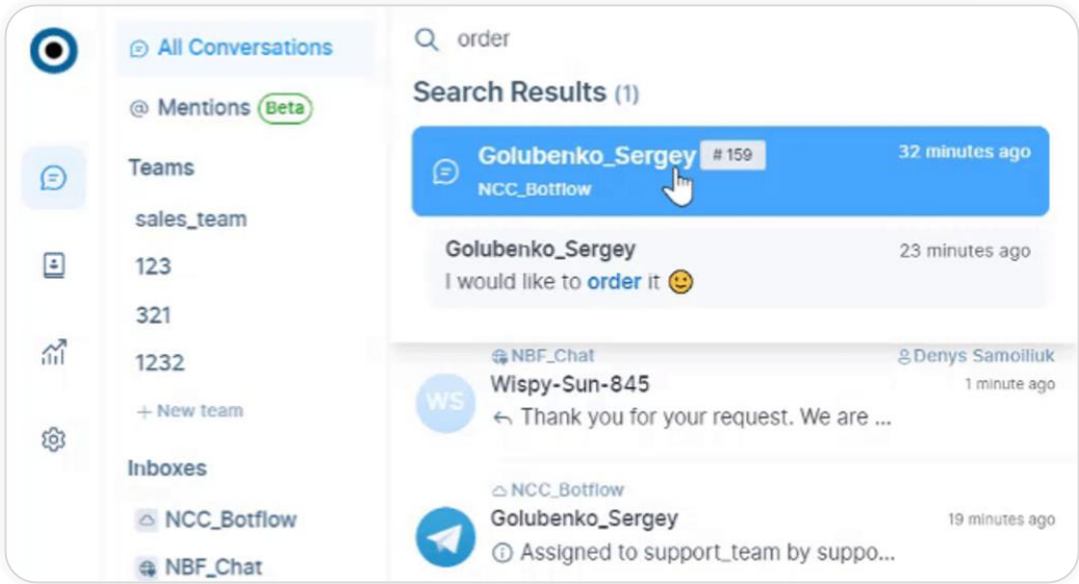

novatalks.com.ua

Automatic request for customer contact information

Operators can connect a chatbot to request a customer's phone number and email by running a macro. Data entered by a customer will be displayed in the message history window and saved in a client's card.
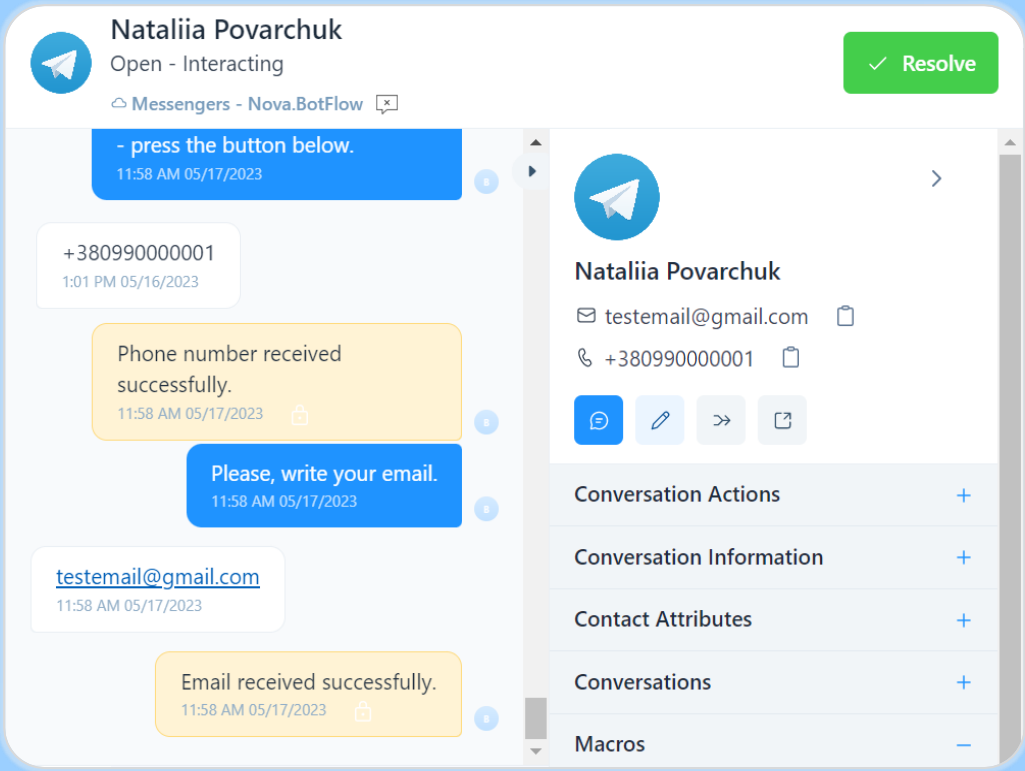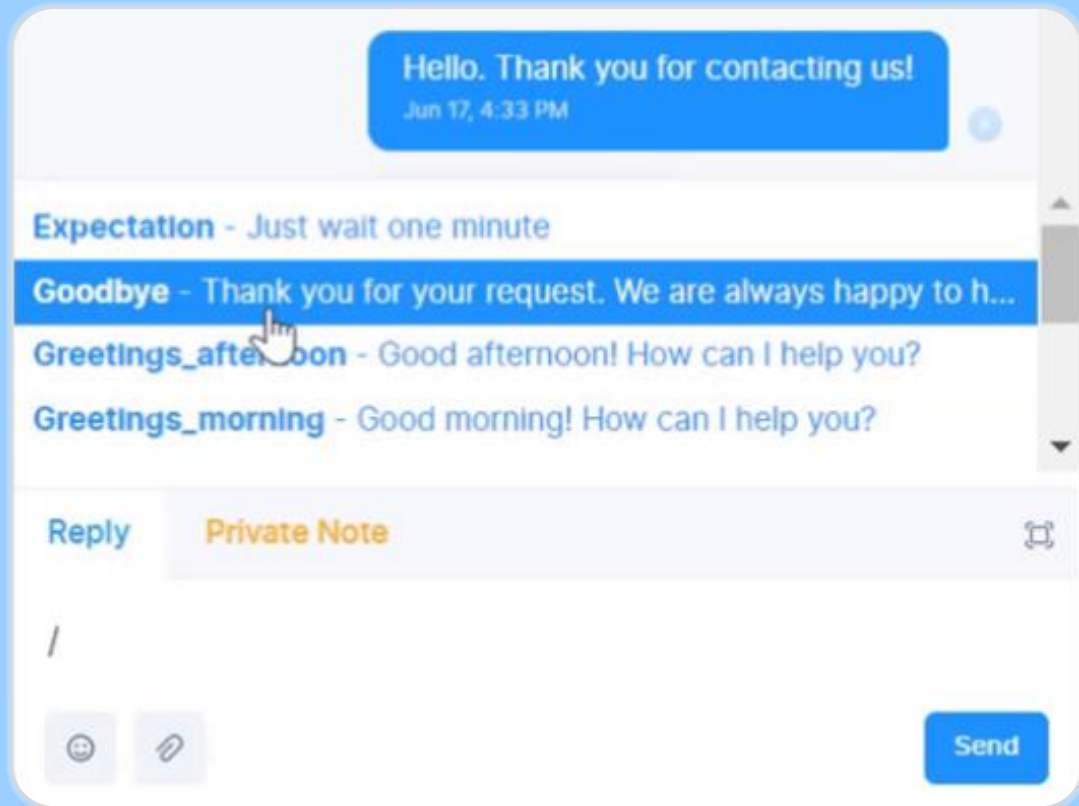
Full-text search

The ability to find any dialogue by its content.

Templates for quick responses

Templates allow to answer quickly on frequently asked questions. Just enter a slash in the answer field and select the desired template from the list.

Macros

Macros allow you to automate routine actions and perform them with one click. Easily set up your own set of actions in the interface, including assigning tags to conversations, sending messages, assigning agents and more.
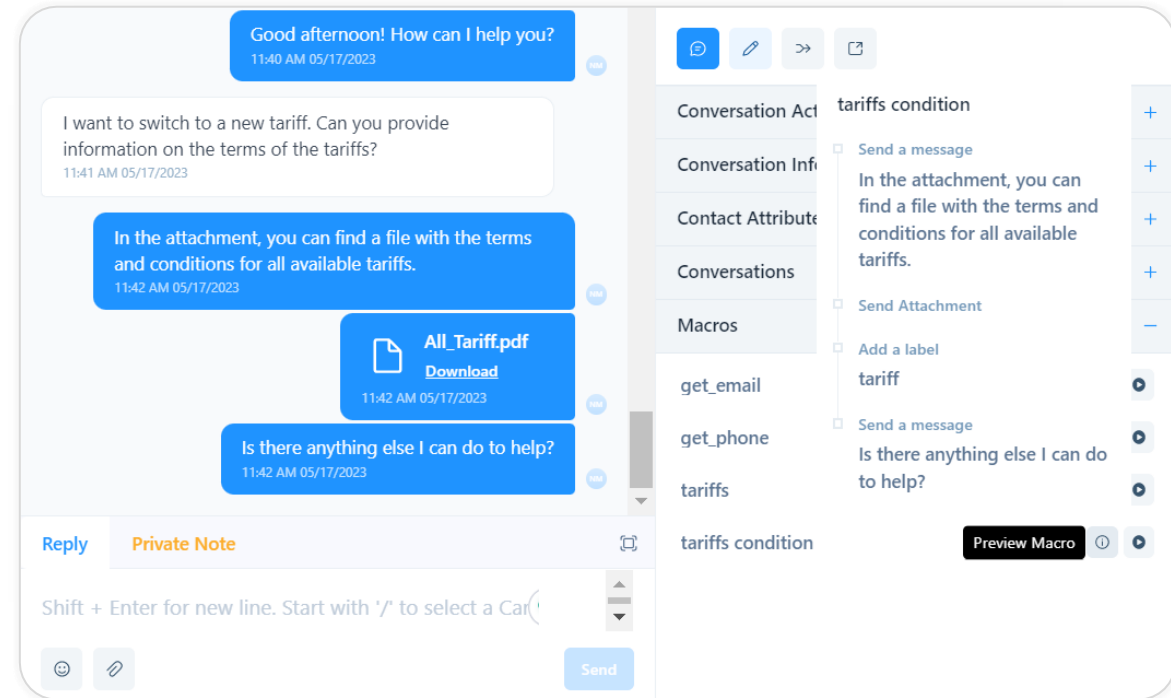
Using variables in messages

To make it easier to communicate with the client, you can use dynamic variables in conversation, response templates and macros, such as name, contact information, etc.

Attaching and replying to messages

Possibility to store attachments on Amazon S3-compatible storages

The possibility of storing all attachments sent by clients/agents in storage is compatible with Amazon S3. Only you have full control over the time and need for their further storage.
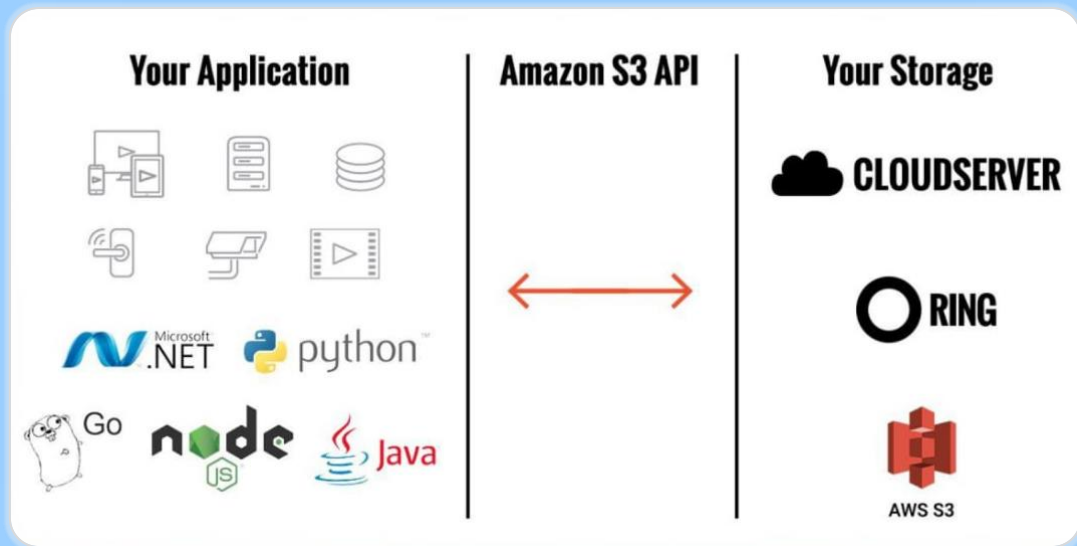
Webhooks

Webhooks allow you to provide integration between your account and other applications. It is possible to set up HTTP callbacks for various events in NovaTalks, such as changing the status of a call, creating messages, and changing the assigned agent or team.

# Text analytics

NovaTalks integration with Text Analytics (TA). TA can automatically analyze **ALL** customer requests and metadata, you need only to draw conclusions and make changes to improve your Contact Center's work.

- ✓ Keyword and category trends analysis

- ✓ Emotions detection in customer requests

- ✓ Automatic analysis of agents work: if agents follow the conversation scripts, authentication correctness, deviation of agents conversation metrics from KPIs, etc.

- ✓ Using TA for sales analysis: implementation of successful sales techniques and elimination of unsuccessful ones
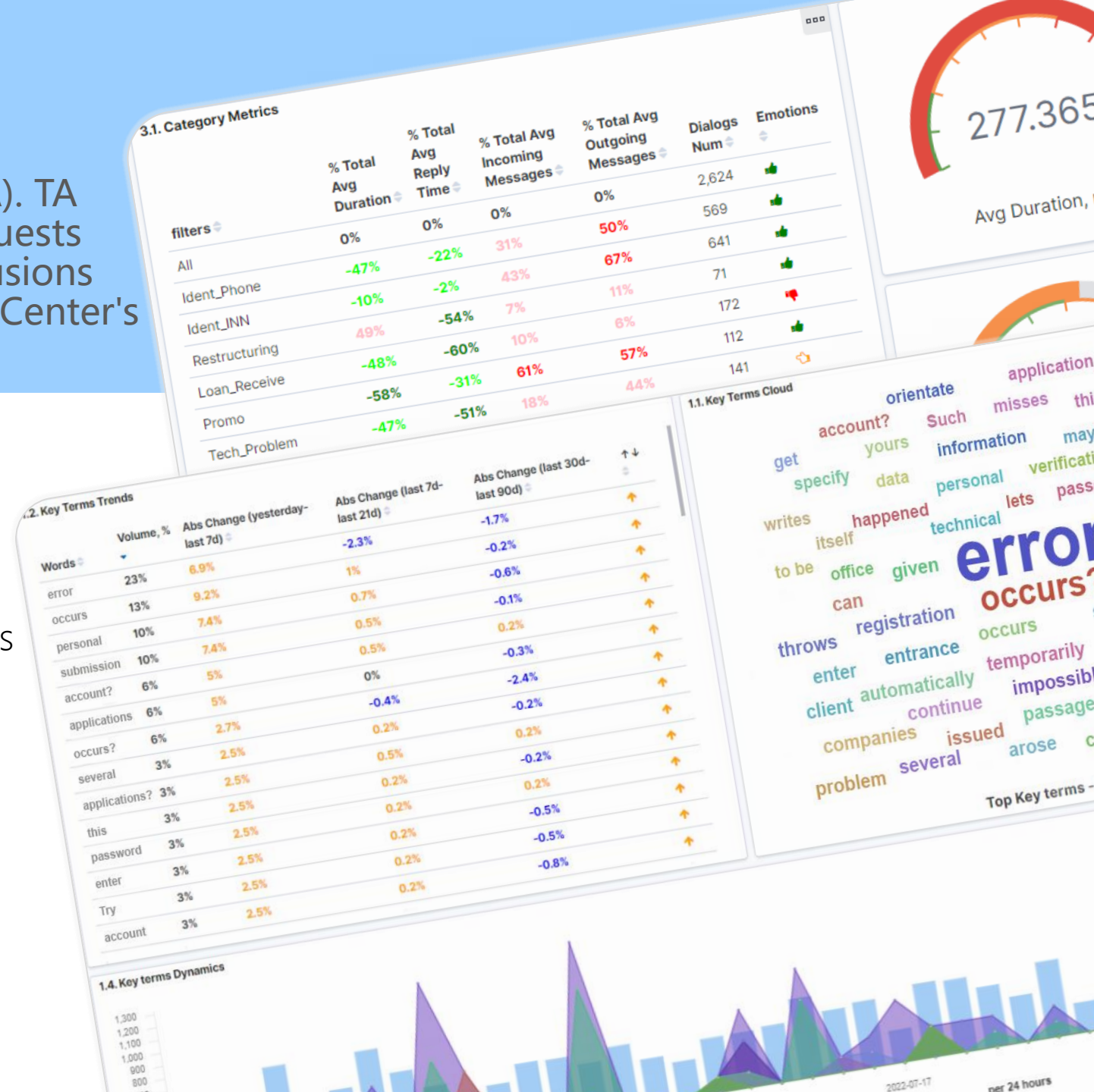
BI system

The ability to connect to a BI system with pre-configured dashboards for faster and easier statistical analysis.

- ✓ Dialogues key indicators analysis across channels and teams

- ✓ Agent productivity analysis

- ✓ CSAT analysis

- ✓ Configuration of automatic report distribution

- ✓ Ability to create custom and edit existing dashboards

novatalks.com.ua

Contact us

sales@novatalks.com.ua

novatalks.com.ua