



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



About NovaTalks

NovaTalks is an omnichannel platform that aggregates calls and messages into the one single interface.

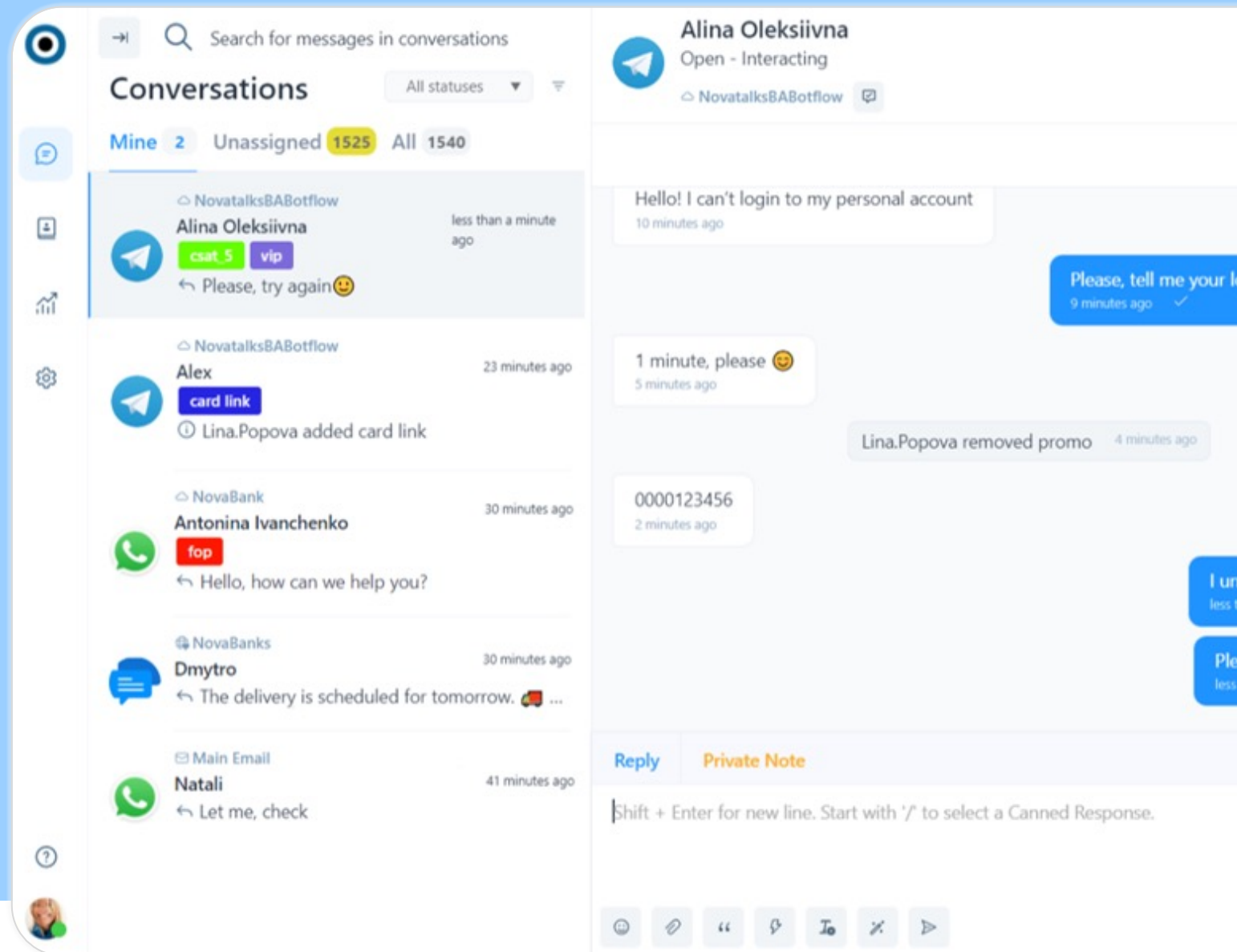
The system includes easy chatbot configuration, AI tools including quality assessment, comprehensive reporting, a built-in customer card, and powerful tools for managing calls and digital channels.

Intuitive interface

AI

Mass messaging

Big Data Analytics



Omnichannel agent workspace

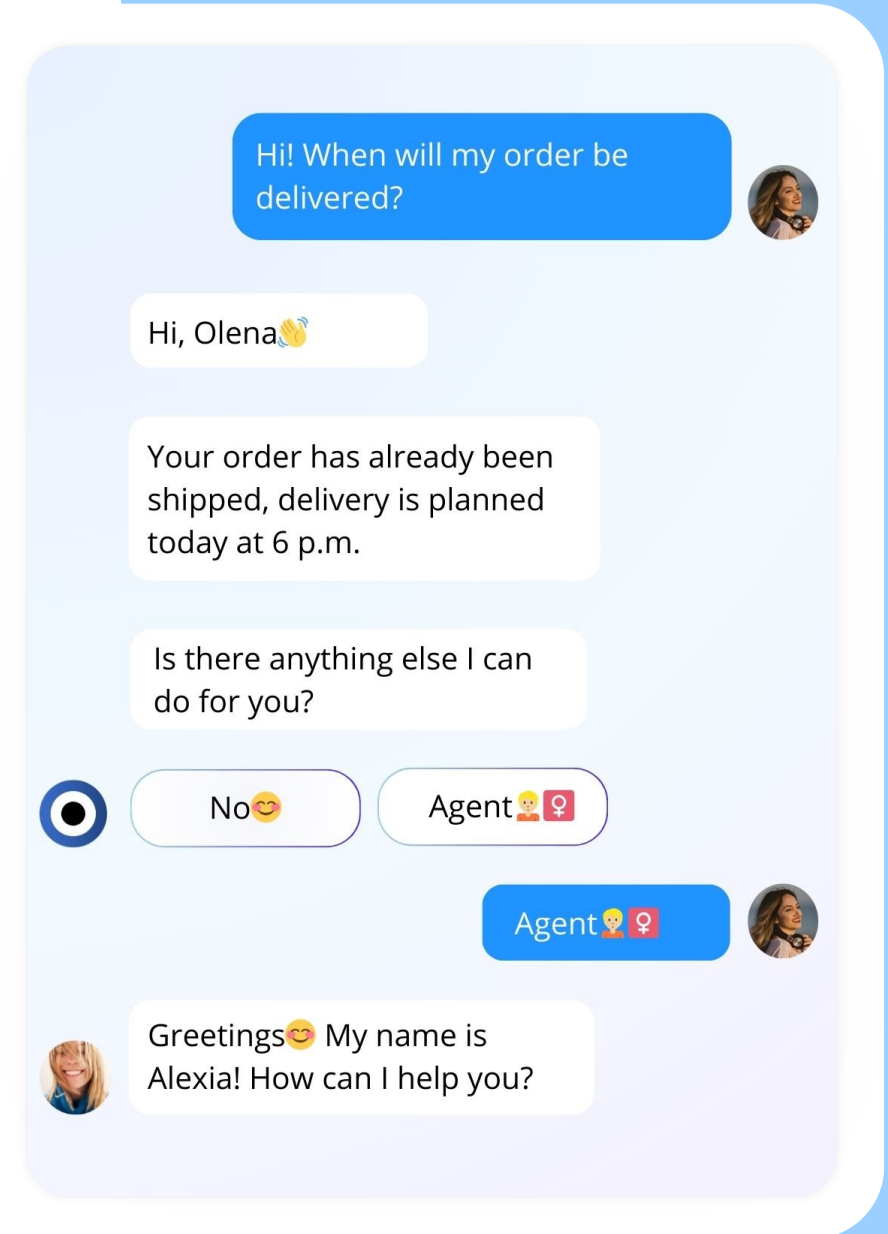
- Work with all channels in one place: calls, chats, and email
- Full customer interaction history, like in messengers
- ACD-based automatic conversation routing with workload limits
- Tagging and segmentation
- Built-in chatbot scenarios for customer identification (phone or email)
- Templates and macroses to automate repetitive tasks
- Video calls with screen sharing



Chat Bot

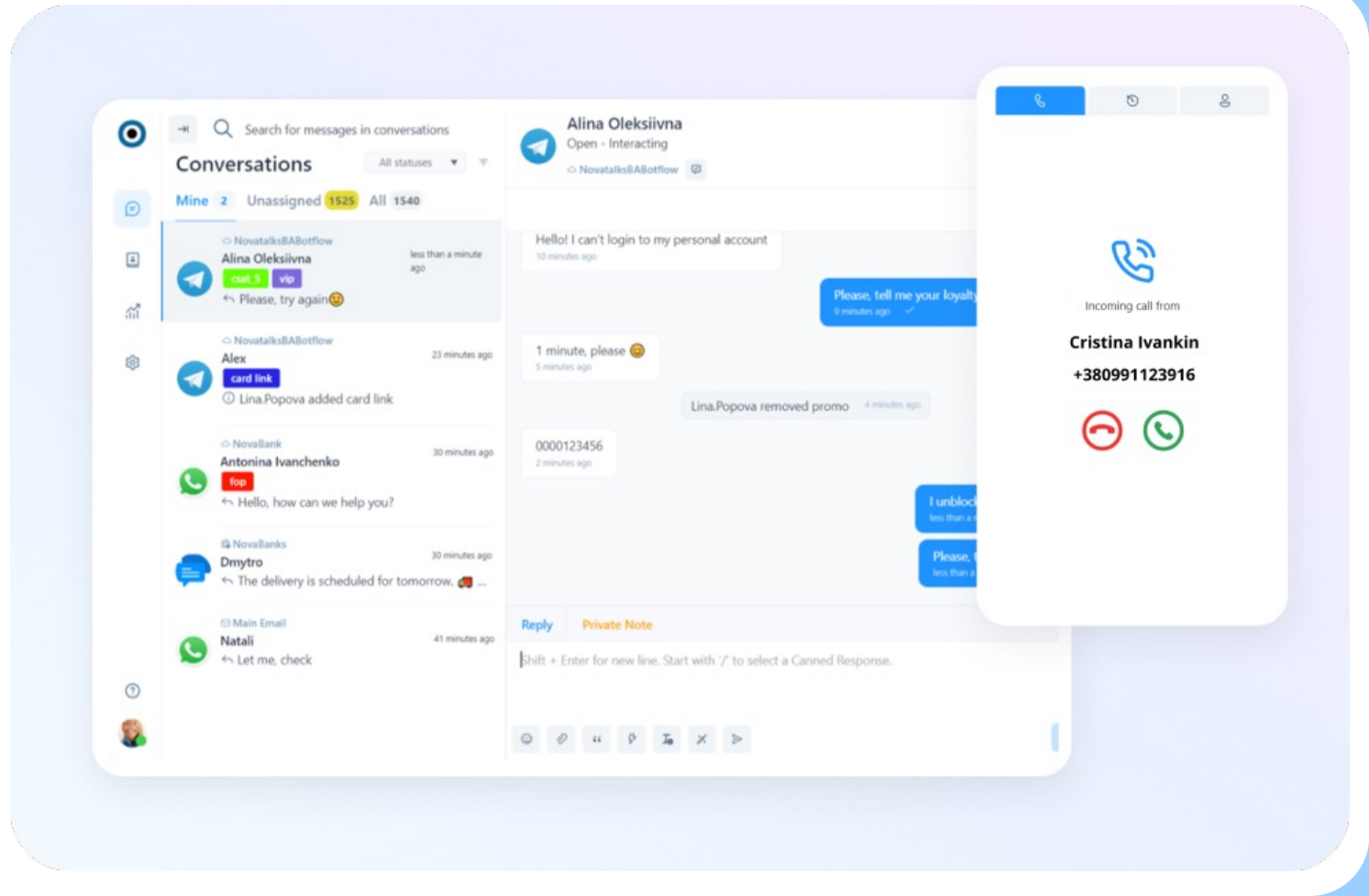
Connect any type of chatbot for customer support across channels

- Simple bots with super-friendly interface, available to the user at any time
- AI bots trained on knowledge bases, websites, or other resources, including advanced bots for product catalog consultations
- Csat, non-working time logic, integration with third-party systems



Calls

- Voice menu and self-services customization
- Integrated phone in the agent's workplace
- Call management with mute, hold, agent/team transfer, and consultative transfer.
- Calls recording
- Powerful Dialer: agentless and progressive mode



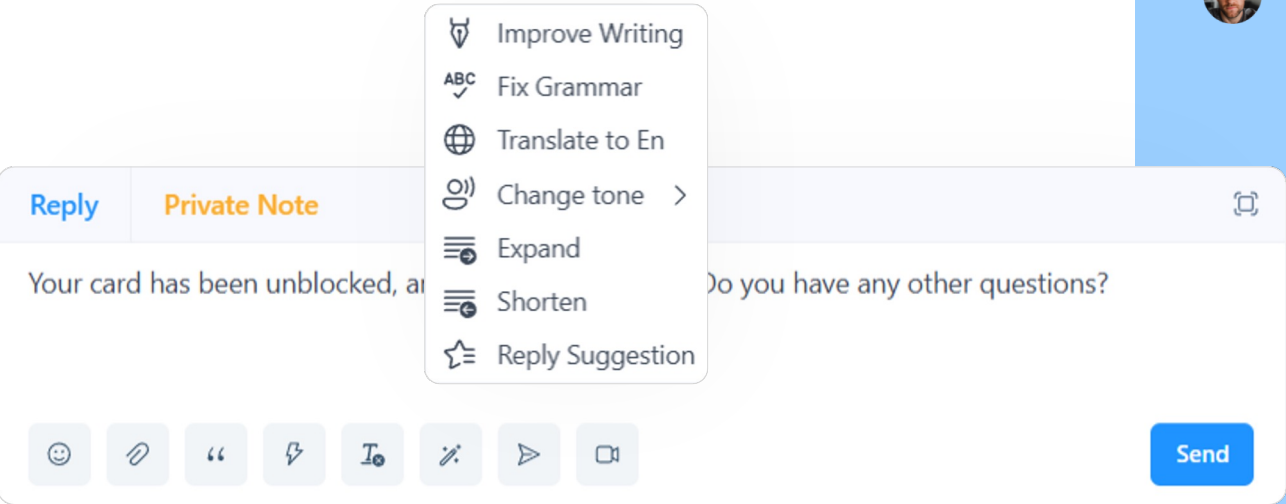
Reporting and analytics

- Aggregated and detailed analytics for voice and digital channels
- Agent, team, and channel performance insights
- Agent Statuses Report
- Dialog history and analytics
- CSAT
- Fully customizable BI dashboards with visual reports



AI Assistant

Speeds up service and reduces operator mistakes by error correction, tone adjustment, translation to any language and conversation summarization.



			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

AI Evaluation

Let AI evaluate all dialogs, focus only on what needs attention, and get a complete view of your Contact Center

Powerful Dialer

for calls and automated messaging

Automatically call your customers and connect with info bot scenario or a live agent only when they pick up.

Send personalized offers, reminders, and updates via automated messages to keep communication efficient.



Hi, Olena🌟 Enjoy a 15% discount on your next visit to the dietitian! Would you like to schedule an appointment?
10:25 AM 08/01/2024 ✓✓



Hi, Diana🌟 Enjoy a 15% discount on your next visit to the trichologist! Would you like to schedule an appointment?
10:25 AM 08/01/2024 ✓✓



Hi, Anton🌟 Enjoy a 15% discount on your next visit to the cardiologist! Would you like to schedule an appointment?
10:25 AM 08/01/2024 ✓✓



Hi, Nadia🌟 Enjoy a 15% discount on your next visit to the gynecologist! Would you like to schedule an appointment?
10:25 AM 08/01/2024 ✓✓



Hi, Viktoria🌟 Enjoy a 15% discount on your next visit to the cardiologist! Would you like to schedule an appointment?
10:25 AM 08/01/2024 ✓✓



Wow! Just in time! 🥰
10:27 AM 08/01/2024





Yes, please 😊
10:27 AM 08/01/2024





zzzz



Oh great) I want it
10:27 AM 08/01/2024

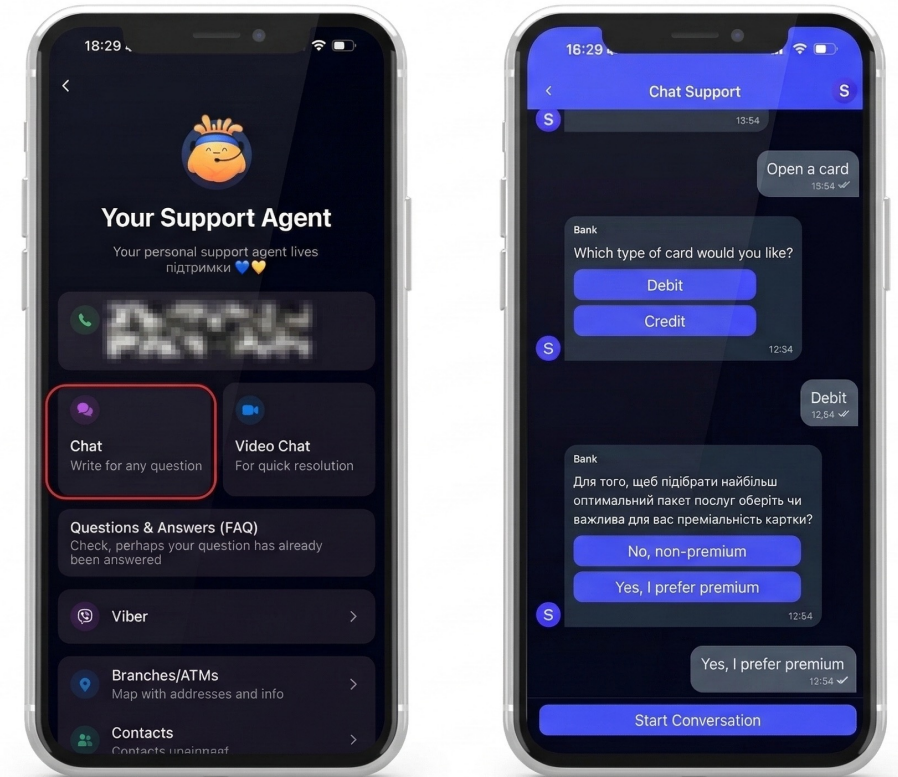
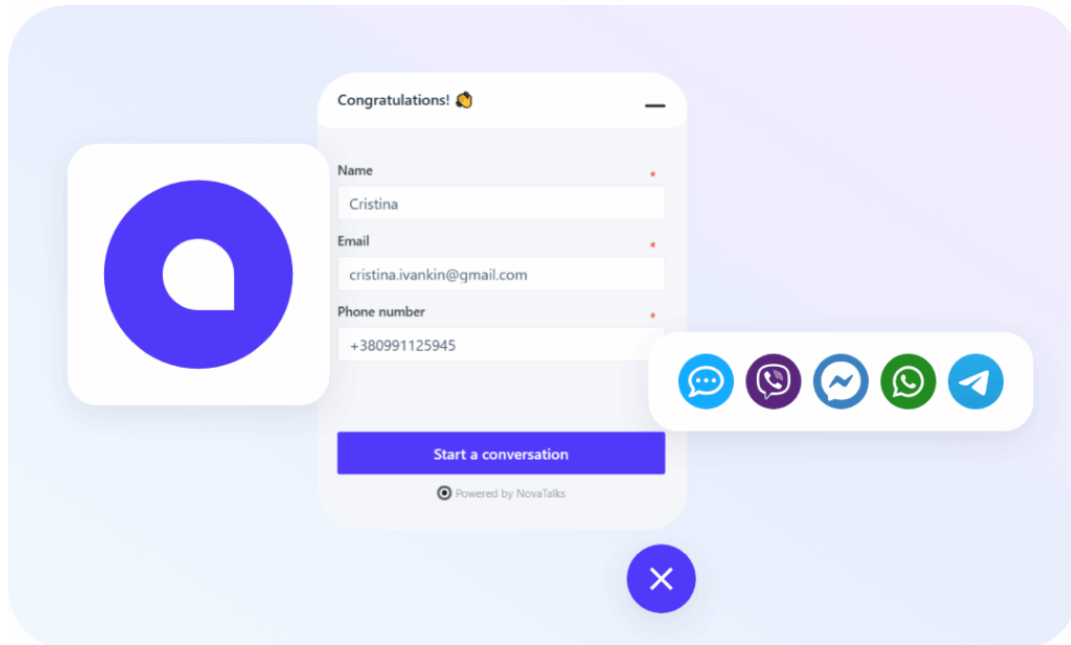




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Widget for your website

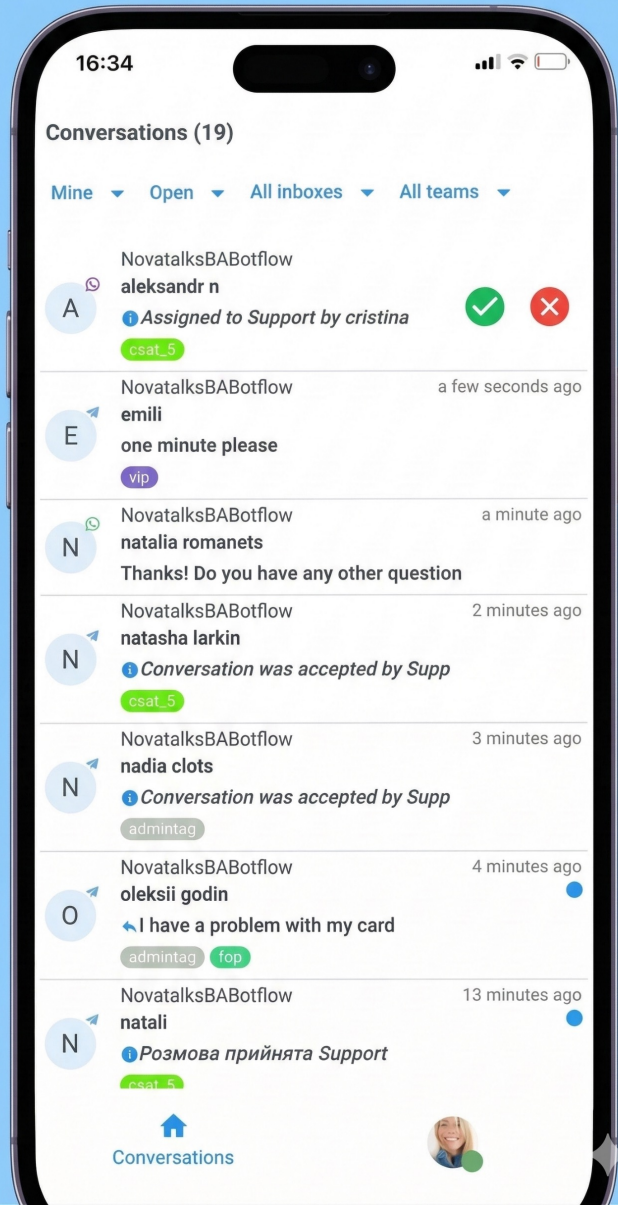
Make the widget yours with our flexible editor. Enhance your brand identity across all devices, gather actionable user data, and provide a new communication channel for your customers.



NovaTalks SDK

Give users a quick, easy way to reach you directly in your app. NovaTalks SDK lets you embed a secure, full-featured chat channel.

Mobile application



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



Integrations

Ability to built-in third-party systems, like CRM with automatically opening client cards, Knowledge Bases, etc. and send any data to other systems.

NovaTalks Insights

NovaTalks Insights – a separate component that analyzes all customer requests and metadata, providing clear, actionable insights.

- Keyword and category trends analysis
- Emotions detection in customer requests
- Automatic analysis of agents work: if agents follow the conversation scripts, authentication correctness etc.
- Using for sales: implementation of successful sales techniques and elimination of unsuccessful ones

3.1. Category Metrics

filters	% Total Avg Duration	% Total Avg Reply Time	% Total Avg Incoming Messages	% Total Avg Outgoing Messages	Dialogs Num	Emotions
All	0%	0%	0%	0%	2,624	👍
Ident_Phone	-47%	-22%	31%	50%	569	👍
Ident_INN	-10%	-2%	43%	67%	641	👍
Restructuring	49%	-54%	7%	11%	71	👍
Loan_Receive	-48%	-60%	10%	6%	172	👎
Promo	-58%	-31%	61%	57%	112	👍
Tech_Problem	-47%	-51%	18%	44%	141	👎

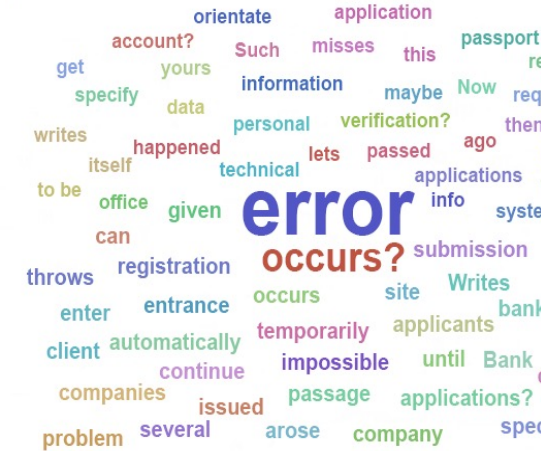


Avg Duration

3.2. Key Terms Trends

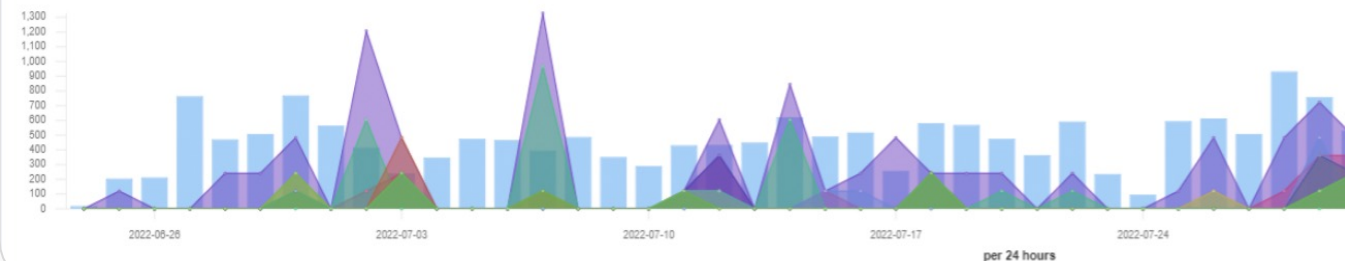
Words	Volume, %	Abs Change (yesterday-last 7d)	Abs Change (last 7d-last 21d)	Abs Change (last 30d-last 90d)	↑ ↓
error	23%	6.9%	-2.3%	-1.7%	↑
occurs	13%	9.2%	1%	-0.2%	↑
personal	10%	7.4%	0.7%	-0.6%	↑
submission	10%	7.4%	0.5%	-0.1%	↑
account?	6%	5%	0.5%	0.2%	↑
applications	6%	5%	0%	-0.3%	↑
occurs?	6%	2.7%	-0.4%	-2.4%	↑
several	3%	2.5%	0.2%	-0.2%	↑
applications?	3%	2.5%	0.5%	0.2%	↑
this	3%	2.5%	0.2%	-0.2%	↑
password	3%	2.5%	0.2%	0.2%	↑
enter	3%	2.5%	0.2%	-0.5%	↑
Try	3%	2.5%	0.2%	-0.5%	↑
account	3%	2.5%	0.2%	-0.8%	↑

3.1. Key Terms Cloud



Top Key terms - Count

3.4. Key terms Dynamics



Our customers



sense bank



goodwine



TOUS

alliance bank





Contact us

sales@novatalks.com.ua

novatalks.com.ua