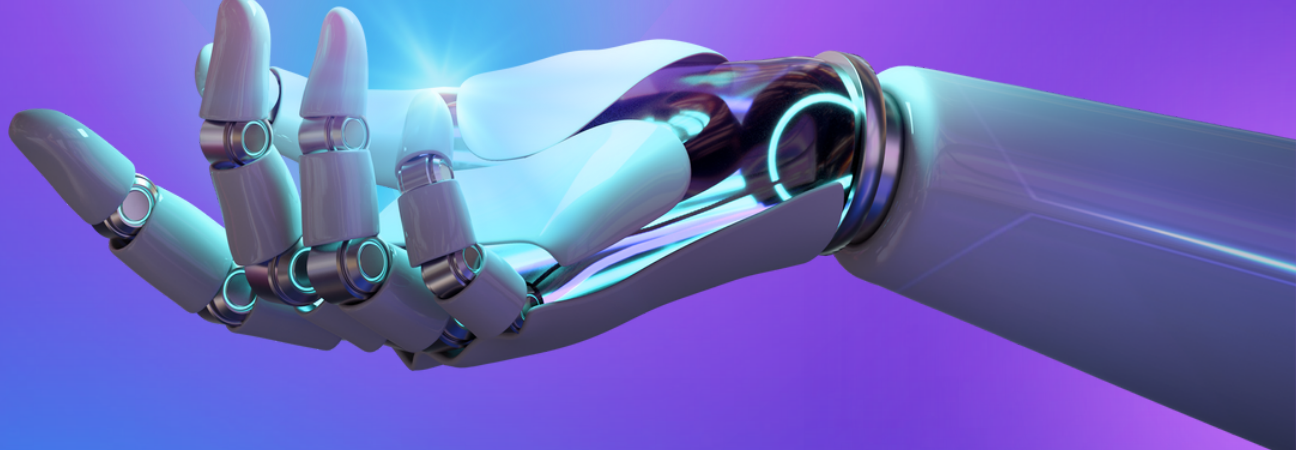


MEET NOVA

YOUR NATURAL OMNICHANNEL VIRTUAL AGENT



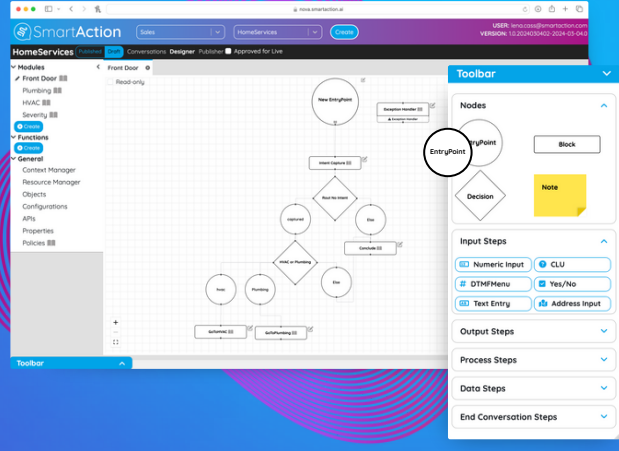
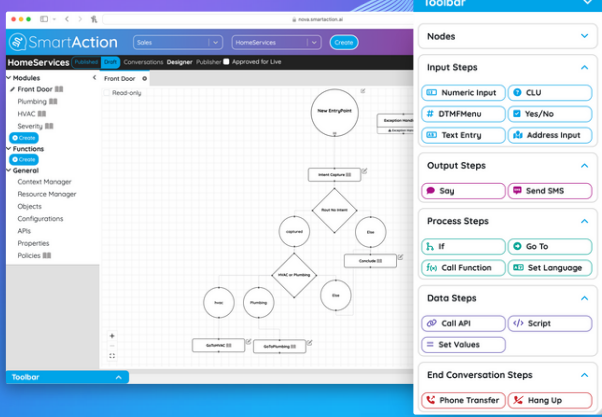
Experience the power of upgraded technology that expedites virtual agent design and deployment, while delivering multi-language and omnichannel conversations backed with actionable insights.

Our conversational design platform, NOVA, **cuts the delivery time of virtual agent design by 85%**, actualizing exponential ROI even faster. In our mission to revolutionize customer interactions by liberating brands from the outdated "press zero" model, **we're setting new standards of service excellence.**

Easy-to-Use, Low-Code Dashboard

01: Drag & Drop Builder

NOVA's intuitive drag-and-drop interface lets you effortlessly create and customize virtual agents, without coding. Craft complex call flows, integrate elements, tweak greetings and responses, shape customer journeys, and more.

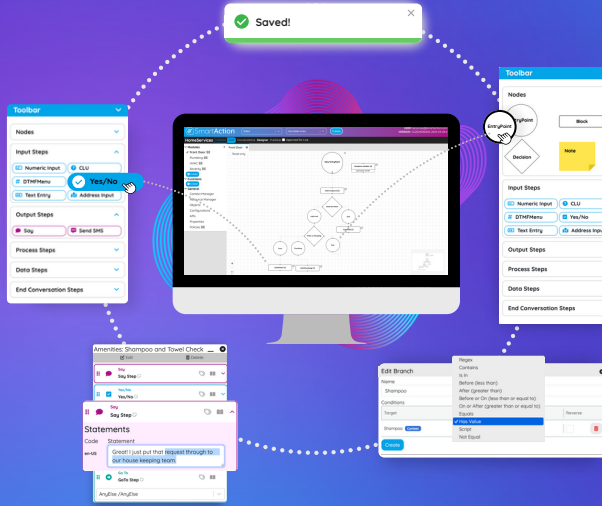
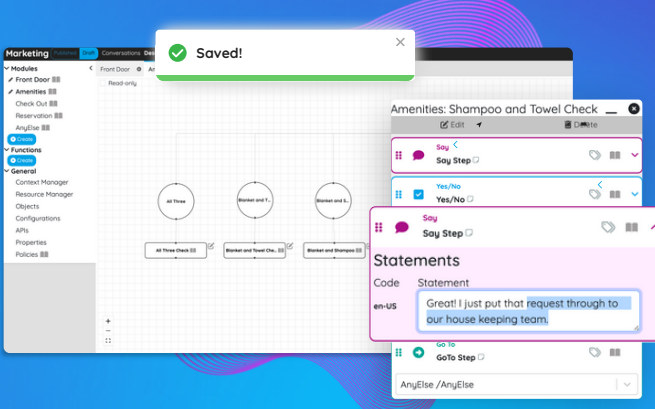


02: Pre-Built Steps

NOVA simplifies call flow creation with its library of pre-built steps, covering common interactions like greetings, information collection, and issue resolution. Combine these steps to quickly build tailored, customer-friendly call flows, ensuring consistency and reliability.

03: Instant Call Flow Updates

NOVA enables real-time adaptability, allowing swift edits and publication of changes to reflect the latest updates or announcements instantly. Whether responding to emergencies or market demands, NOVA ensures communications stay relevant and aligned with business needs.



04: Friendly UI

NOVA boasts a user-friendly interface designed to simplify call flow management and empower users to make informed decisions based on rich call data analysis. Drop in new steps, adjust responses, review transcriptions, and more, all in one, easy-to-use dashboard.

05: Call Recordings & Transcriptions

Our AI virtual agent records and transcribes all customer calls and provides that data to the SmartAction Hypercare team. Through examination of this data, our team evaluates the performance of your virtual agent and optimizes it as needed to always ensure it's providing the best CX possible to your customers.



Conversational Flow

Caller inquiring about order status.

Caller: Hi, I want to check my order status. I placed it last week.
Virtual Agent: I can assist with that. Are you speaking about order #8154685015?
Caller: Yes, that's it.
Virtual Agent: Thank you. Just a moment while I look that up for you... Alright, I see your order was shipped out two days ago with tracking number XYZ123. It should be arriving by the end of this week. Would you like me to email you the tracking details?
Caller: Yes, that would be great, thank!
Virtual Agent: You're welcome! I've sent the details to your email. Is there anything else I can help with today?
Caller: No, that's all.

Prescriptive Flow

Caller wants to make a payment on account.

Virtual Agent: Welcome to ABC Bank Payment Center. To get started, please say or enter your account number.
Caller: [Caller enters account number]
Virtual Agent: Great. You have a balance of \$250. Would you like to pay this amount now?
Caller: Yes.
Virtual Agent: Great. Will you be paying with a credit or debit card today?
Caller: Credit card.
Virtual Agent: Please enter your credit card number followed by the expiration date and security code.
Caller: [Caller enters payment information]
Virtual Agent: Thank you. Your payment of \$250 has been successfully processed. Would you like a confirmation number for this transaction?
Caller: Yes, please.

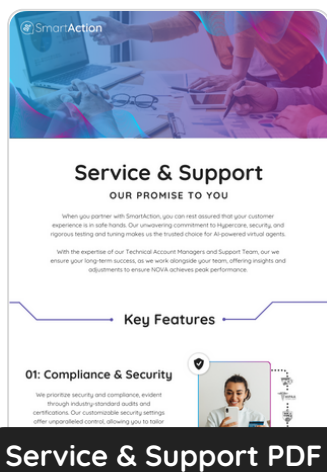
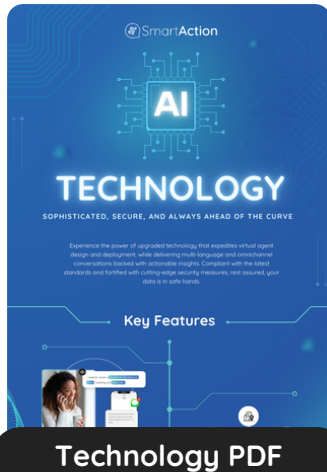
06: Agile Call Flows

With NOVA, agile call flows are revolutionized with the ability to tailor dynamic conversations, from open conversational inquiries to specific, prescriptive flows, powered by predictive and proprietary intent-capture technology for faster resolution. Our expert team ensures each flow is optimized for empathy and efficiency, elevating your customer experience.

INFOGRAPHICS

Learn More About our Technology and Dedicated Support

Download our Technology infographic to dive into our cutting-edge AI capabilities and our Service & Support infographic to learn all about the dedication of our team.



Transform your Contact Center

Ready to get started? Contact us today.