

Service & Support

OUR PROMISE TO YOU

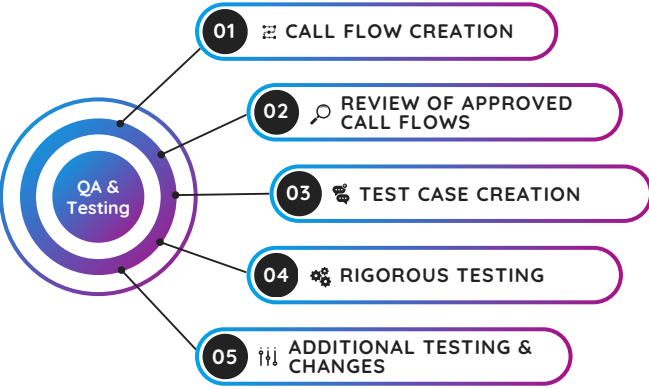
When you partner with SmartAction, you can rest assured that your customer experience is in safe hands. Our unwavering commitment to Hypercare, security, and rigorous testing and tuning makes us the trusted choice for AI-powered virtual agents.

With the expertise of our Technical Account Managers and Support Team, our we ensure your long-term success, as we work alongside your team, offering insights and adjustments to ensure NOVA achieves peak performance.

Key Features

01: Compliance & Security

We prioritize security and compliance, evident through industry-standard audits and certifications. Our customizable security settings offer unparalleled control, allowing you to tailor protections to your needs. Our process automatically redacts sensitive information to maintain high-level compliance, with flexibility for adjustments based on your specific requirements.

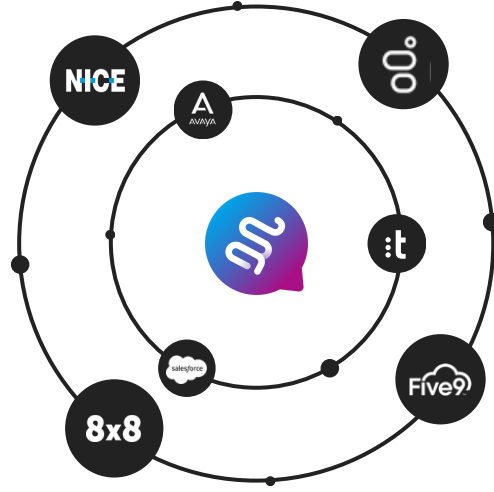


02: QA & Testing

NOVA's QA and Testing process ensures flawless customer interactions. Our QA specialists rigorously examine the application post-construction, aligning it with predefined Acceptance Criteria to guarantee seamless operation. This detailed testing fortifies our commitment to excellence, ensuring our automated services consistently exceed quality and user experience expectations.

03: Top-Tier Integrations

We set the standard in complex voice integrations and connections with a proprietary approach in efficiency and effectiveness. Whether integrating with legacy systems, telephony, or the latest AI advancements, we outperform competitors in both speed and delivery, ensuring our clients receive the best possible solution in the shortest time.



05: 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.

04: Guard Rails

We ensure accuracy and reliability in every customer interaction through robust "guard rails" that confine AI agents within defined parameters. These safeguards ensure agents retrieve only validated data, enhancing communication reliability and minimizing miscommunication risk.

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 XY2123. 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, thanks!

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: Thank you. 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: Hypercare

With NOVA, deployment is only the start of our journey. After go-live, our Hypercare team monitors, analyzes, and fine-tunes your virtual agents for 2 to 6 months, tailored to the complexity and scale of your implementation, ensuring that your transition to an AI-driven CX is seamless, effective, and continually optimized for success.

INFOGRAPHICS

Learn More About our NOVA platform and Technology capabilities

Download our Technology infographic to dive into our cutting-edge AI capabilities and our NOVA infographic to learn all about our leading AI virtual agent platform.



Transform your Contact Center

Ready to get started? Contact us today.