# SmartAction

AI

TECHNOLOGY

SOPHISTICATED, SECURE, AND ALWAYS AHEAD OF THE CURVE

Experience the power of upgraded technology that expedites virtual agent design and deployment, while delivering multi-language and omnichannel conversations backed with actionable insights. Compliant with the latest standards and fortified with cutting-edge security measures, rest assured, your data is in safe hands.

Key Features
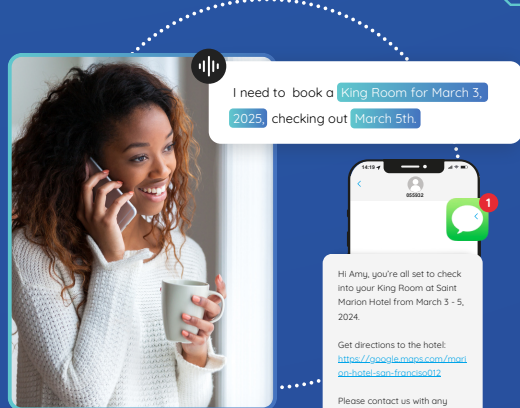
01: Omnichannel

Omnichannel is designed to meet your customers wherever they are, for a seamless and consistent experience across voice, text, chat, or email. With NOVA, your virtual agents provide uniform support and maintain conversation context, no matter how your customers choose to interact with your business.
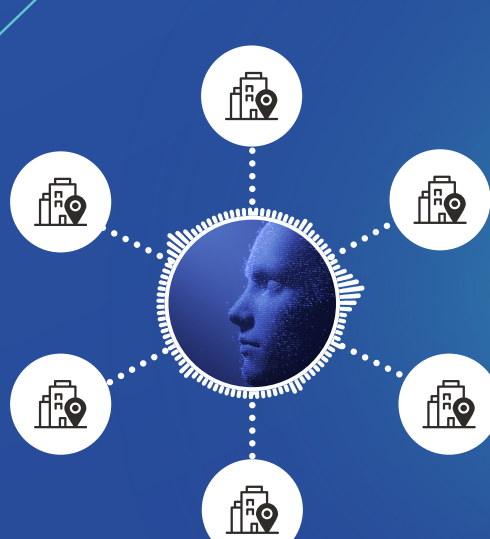
02: Multi-Location

Multi-location architecture ensures efficiency and scalability. As a SaaS platform, our multi-tenant solution seamlessly manages interactions for multiple locations or departments within a unified system, maximizing efficiency and flexibility without the need for individual setups.

03: 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.

04: 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.
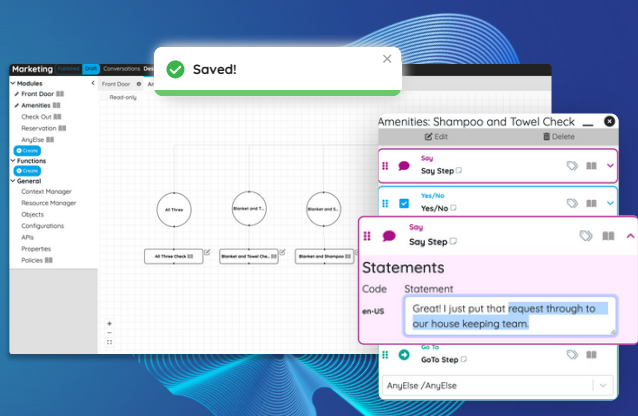
05: Instant Call Flow Updates

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.
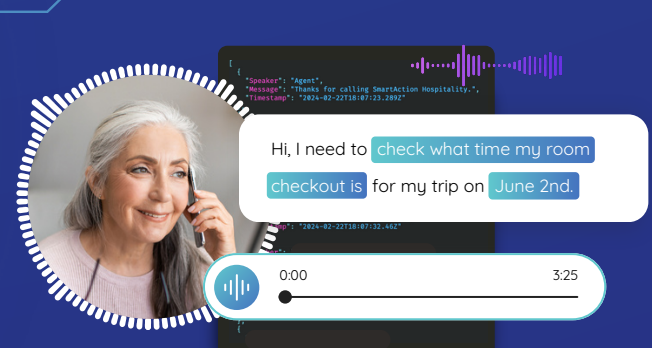
06: Call Recordings & Transcriptions

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.

07: Multi-Language

Our AI virtual agent empowers customers to effortlessly resolve support issues through voice, text, and chat, in over 90 languages, eliminating potential language barriers.

AI Virtual Agents in 90+ Languages

08: 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.
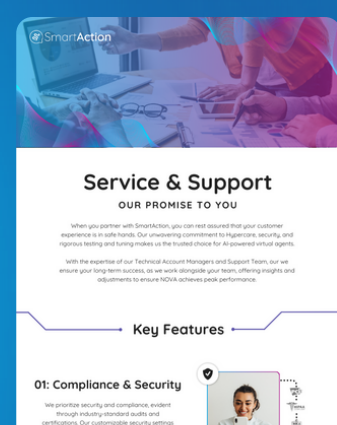
Learn More About our Technology and Dedicated Support

INFOGRAPHICS

MEET NOVA

Easy-to-Use, Low-Code Dashboard

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

NOVA PDF

Service & Support

OUR PROMISE TO YOU

Key Features

01: Compliance & Security

Service & Support PDF

Transform your Contact Center

Ready to get started? Contact us today.