



ENABLE OPTIMUM CUSTOMER EXPERIENCE.



novomind
iAGENT



THE INNOVATIVE OMNICHANNEL CONTACT CENTRE SYSTEM

A new era of customer contact: novomind iAGENT is the intelligent contact centre system for the efficient handling of a very large number of customer inquiries across numerous channels – from chat and chatbots to calls, e-mails, video chats and messengers to social media. Always available – just like a friend.

Conventional call centres that answer inquiries exclusively by telephone become omnichannel contact centres. You use all communication channels and at the same time offer your customers intelligent and dialogue-capable self-service solutions (chatbot or FAQ centre) based on artificial intelligence (AI). novomind iAGENT covers the entire interaction with customers across all available channels.

Providing the basis for novomind iAGENT, our IQ Dialogue Engine is based on a combination of computer linguistic (transparent) and semantic (self-learning) procedures. In addition to making your chatbots dialogue-capable, this also guarantees an optimal recognition rate for customer inquiries (by e-mail, WhatsApp, social media and chat) in your service centre including automated handling. All this is achieved thanks to a unified knowledge database. This ensures that the same answer is given to the same question every time.

»» *The performance of the software and the consistently quick and friendly support from the novomind team have impressed us. The migration from our old system to novomind iAGENT went very smoothly.*

Holger Vogt,
DKB Service GmbH

BENEFITS

BETTER CUSTOMER EXPERIENCE

fast and seamless communication across all channels and devices

EXCELLENT USER EXPERIENCE

lower training costs and more time to respond to complex customer inquiries

FAST HANDLING

AI-based recognition and automated response to customer inquiries – also via chatbots

BETTER SERVICE

valuable customer information from third-party systems at a glance

FLEXIBLE CLOUD SOLUTION

easy to integrate, thanks to open APIs, scalable as required and GDPR-compliant

DEPLOYMENT SCENARIOS



CALL

Optimum handling of telephone calls including IVR and intelligent routing



COLLABORATION

Integration of the back office via Microsoft Teams



MAIL MANAGEMENT

Consistent response management for written customer communication (e.g. e-mail, social media, SMS, fax, letter)



CHAT

Personal real-time advice via novomind live chat software



CHATBOT AND FAQ CENTRE

Efficient and smart self service, thanks to artificial intelligence (AI)



VIDEO AND AUDIO CHAT

Plug-in-free software for instant real-time dialogue



MESSENGER IN CUSTOMER SERVICE

WhatsApp and the likes directly integrated as additional communication channels



COMPLAINT MANAGEMENT

Central handling of complaints and customer feedback



REPORTING AND ANALYTICS

Cross-channel transparency for evaluations and process optimisation of your service centre



IQ DIALOGUE ENGINE

Automated text recognition and dialogue capability due to a unified knowledge base

THE COMPANY

novomind develops intelligent commerce and customer service solutions that can be used worldwide and is among the technology leaders in Europe. Our product portfolio includes:

novomind
iSHOP

Innovative real-time shop system for growth-oriented omnichannel commerce

novomind
iPIM

Comprehensive commerce PIM system for a perfect product experience

novomind
iMARKET

Highly automated marketplace middle-ware for strategic marketplace business

novomind
iAGENT

Intelligent omnichannel contact centre system for a perfect customer experience

Any questions? Then please get in touch.
We look forward to your enquiry.

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NOVOMIND

CUSTOMER FOCUSED. TECHNOLOGY DRIVEN.