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Unlocking Customer Service Excellence

AI-Powered Voice Analytics & Automation.

DISCOVER THE SYNERGY OF VERIVACMS AND RIVASTOR: YOUR PATH TO INVALUABLE CUSTOMER INSIGHTS

In today's fast-paced business environment, understanding your customers is essential for success. Whether you're a small or large enterprise, automating reservations, appointments, handling sales inquiries, and managing complaints efficiently is pivotal. That's where the integrated power of VerivaCMS and Rivastor comes into play.

VerivaCMS extends beyond conventional call recording, seamlessly capturing interactions across various channels, including social media networks, making it your centralized repository for valuable customer data. When you combine VerivaCMS with Rivastor, our integrated solution unveils powerful capabilities for analyzing, leveraging, and optimizing these insights.

The synergy of these two platforms enables businesses of all sizes to streamline and enhance their customer service operations, elevating their ability to deliver exceptional service and drive success.

Elevating Customer Service with Voice Analysis

Using AI-driven alerts to automate and enhance customer service

Business Use Case for SMEs and Corporates - Automating Reservations, Appointments, Sales Enquiries and Complaints



What We Offer

Customer-Centric Efficiency

When customers leave voice messages on your business line, our solution streamlines the entire process, ensuring their requests and concerns are promptly addressed.

Instant Alerts for Action

Once Rivastor works its magic, automated email alerts are dispatched to the right teams within your organization, guaranteeing swift and coordinated responses.

In-Depth Analysis:

Uncover valuable insights into customer behavior, response effectiveness, and performance indicators, empowering data-driven decisions.

Emotional Pulse

Gauge customer sentiments and emotions expressed in voice messages via our sentiment mapping dashboard.

Centralized Message Storage

All voice messages are securely stored in a central location, safeguarding critical information.

Data Insights at Your Fingertips

Our powerful voice analysis tool, Rivastor, automatically extracts key details from voice messages, like the nature of the request, contact information, and more.

Seamless Integration

Our solution effortlessly syncs with lead management systems, ensuring no opportunity slips through the cracks.

Efficiency and Customer Satisfaction

We offer a holistic solution that not only preserves essential data but also enhances customer service, improving customer satisfaction and operational efficiency.

Through these automated processes, businesses can proficiently address customer requests, manage appointments, handle sales inquiries, and resolve complaints with expediency. Our solution not only safeguards valuable information but also optimizes customer service, culminating in heightened customer satisfaction and improved operational efficiency.

REAL RESULTS

Maria, a dedicated Customer Service Manager, understood the pivotal role of exceptional customer service in the success of her business. She faced a constant challenge in efficiently handling customer interactions and addressing complaints. Maria needed a solution that would not only automate these processes but also enhance the quality of customer service.

Efficient Complaint Resolution: Maria's team adopted a systematic approach to converting customer interactions into actionable tasks, which led to faster complaint resolution.

Enhanced Customer Satisfaction: The quicker response times to customer inquiries and complaints resulted in higher customer satisfaction and loyalty.

Time Savings: By eliminating manual tasks such as transcription and categorization of voice messages, Maria's team saved valuable time and could focus on strategic customer service aspects.

Maria's journey is a testament to the value of an integrated solution like Veriva CMS and Rivastor in enhancing customer service. By automating and streamlining customer interactions, Maria not only improved the quality of service but also achieved tangible results in terms of faster response times, higher customer satisfaction, and operational efficiency.



KEY BENEFITS



Efficient Complaint Resolution

Maria can address customer complaints promptly, enhancing customer satisfaction and loyalty.



Better Decision-Making

Data-driven insights from voice message analytics provide valuable information for improving customer service strategies and processes.



Time Savings

Automation of transcription and categorization of voice messages saves Maria's team time, allowing them to focus on strategic aspects of customer service.



Enhanced Customer Satisfaction

Quick response times to customer inquiries and complaints lead to happier customers, resulting in higher retention rates.



Operational Efficiency

The integrated solution streamlines customer interactions, improving the overall efficiency of customer service processes.



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