

MESSAGING CONTACT CENTER WITH AI

Omnichannel contact center powered by a teamwork of AI and human agents to organize easy-to-use and quick customer service in a chat.

AI in CraftTalk instantly learns from human agents how they handle real requests. This enables full automation of up to 70% of requests in just 2-3 months without involving ML experts. AI also assists agents and allows complex scenarios and external integrations to reach even higher automation level

For a **contact center**
and for automation of
HELPDESK/HR processes

COMPONENTS

- **Omnichannel chat with a workplace for agents** optimized for working from home and office
- **One knowledge base** for humans and AI
- **AI assists humans and replies to clients**
- **Chatbot scenarios** with integrations
- **BI analytics** to analyze agents and AI work

ADVANTAGES

- **Quick launch** – from 1 day
- **Agent workplace** optimized for chats
- **AI instantly learns** to handle real clients' requests looking at how agents do that
- **High precision AI** enabled by huge amount of data collected from agents and by using deep learning models
- **AI quickly adapts** to new topics. This enables efficient peaks (like those during COVID-19) handling
- **No need in ML experts** to control and train AI
- **Scaling, high availability and working under high load** – proven by the largest companies using our product
- **Integrations with CRM** and other systems

CHANNELS

- Chat on the website
- Chat in the authorized zone on portal
- Mobile app
- Messengers
- Social networks
- Email

WE PROCESS 1 MILLION REQUESTS PER MONTH FOR OUR CLIENTS (BANKS, RETAIL, LOGISTICS):
Russian Post, Moscow webportal, Alfabank, Rosselkhozbank, Magnit

Pricing: licenses or SAAS. Quick launch on Microsoft Azure cloud

WEBSITE

craft-talk.com

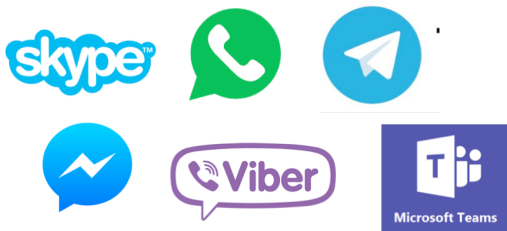
CONTACT

info@crafttalk.ru

In our case the same number
of agents process **4.6x**
more requests in a contact
center after switching to
CraftTalk

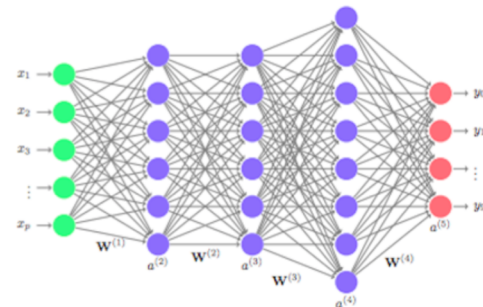
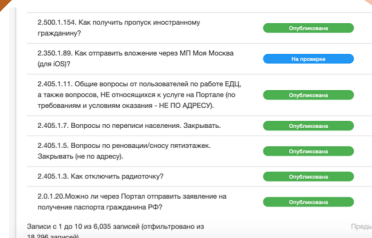
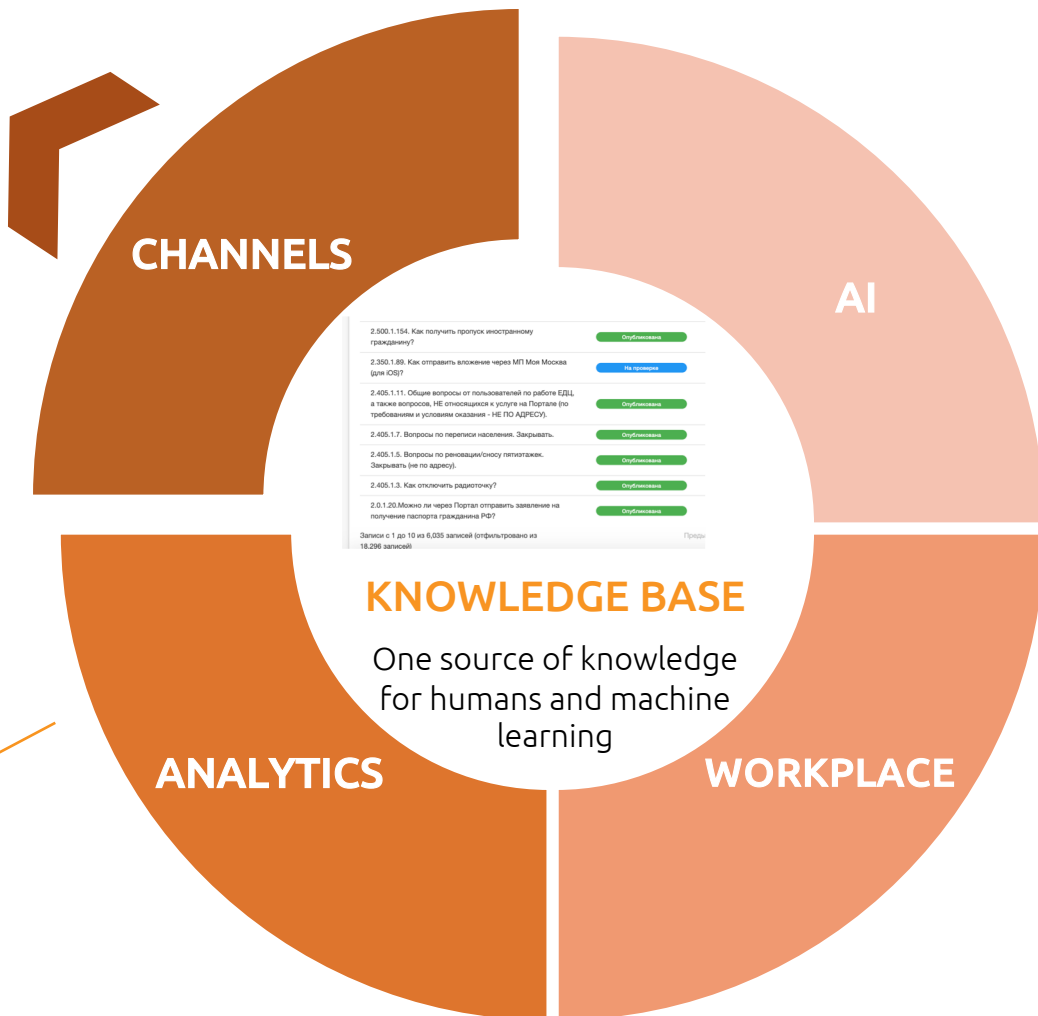


CRAFTTALK PLATFORM COMPONENTS



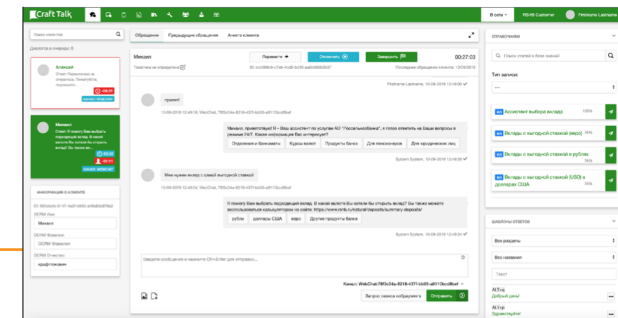
CONNECTORS

Messengers, social networks, chat on website, emails: for **clients** and **employees**



AI AUTOMATION

Powered by **deep learning**
Trained on humans interactions



HUMAN AGENTS UI AND QUEUES

Workplace powered by **AI assistant** and queues

leading to increased **cost efficiency** and enabling the **highest quality of service**

OUR CASE

2 WEEKS

Migration to CraftTalk from Genesys
6000 support topics, 450K request/month in peak

57%

Requests are **fully automated** without escalations to live agents

↑ 2.0x

2.0x more requests are processed in a month by the same number of agents as in Genesys

↑ 4.6x

4.6x more conversations handled with the same number of agents