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Almawave

*Conversation
in action*

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| voice of the customer



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| easy interactions

vision

CONVERSATION IN ACTION

Over the last few years, the way people interact has significantly changed and rapidly evolved.

To cope with increasing business complexity, companies have invested in new technological drivers. Some of them have focused on new CRM tools to engage with the customer whilst others have placed their bets on big data and analytics to interpret information as precisely as possible. Moreover, the massive development trend of artificial intelligence-based applications has pushed back the frontiers of customer-service platforms, raising awareness of the many virtual experience opportunities on offer.

But a combination of the vast (and confusing) array of technologies available and the obsolete systems and methods still used by most businesses often leads to disappointing corporate results due to ineffective customer interaction and an inability to pick up on precious insights.

Almawave innovative vision overcomes all these difficulties. Its strategic transformational driver is the simplest of human "tools": natural language and conversation. Customer speech (text & voice) has the power to generate new, seamless, multichannel customer experiences (self and assisted), providing accurate and far-reaching business insights which are tailored to different needs. Make it simple: conversation is the key to unlocking positive customer experience and opening the door to effective business strategies.

solutions



products



the power of
natural language
to engage & analyze

iride ONE CM	Customer Service & Operations Management
iride BKO	Back-Office Operations Automation
iride TEXT ANALYTICS	Advanced Text Classification
iride CALL	Marketing Campaign Automation
iride WAVE BOT	Chatbot & Natural Language IVR
iride VOICE	Speech Analytics
iride VERBAL ORDER	Sales Process Analysis
iride KM	Information Search Optimization
iride TRAINER	Training Optimization Management
iride AWARE	Social Awareness & Insights
iride CHANNEL HUB	Multi-Channel Customer Engagement Management

IRIDE® SUITE

AlmawavesolutionsleverageIRIDE®,astateof-the-art natural language-based piece of proprietary technology, which enables semi-supervised and assisted multi-channel interactions, as well as delivering an accurate understanding and control of customer experience.

Process automation and simplification (voice & text engagement) are key components of Almawave strategy. This involves several technological features, such as: natural language processing and speech recognition (multi-language voice & text), knowledge management, spoken and written dialogue management systems, meaning-based processdriven applications and content-based unified routing technologies.

The Company provides a multi-channel natural language-driven unified front-end for contact center agents which simplifies, standardises and improves the quality of all assisted interactions and the management of all processes.

Customers can also communicate smoothly and engage autonomously with apps, websites or social networks. Almawave has the potential to significantly enhance the use of interactive

systems (speech & text) for self-assistance, providing genuine insight and contributing to solve problems with integrated end-to-end processes.

The commercial solutions available on the market today are often limited to dealing with specific tasks; frequently based on keywords, chatbots do not allow for sufficient required flexibility or ensure any great effectiveness, thus dramatically whittling down opportunities for use and leading the way to customer disappointment.

From the start, Almawave has adopted a strong semantic approach to conversation intelligence for its proprietary platform, a core value which has overcome these pressing issues.

A sound grasp of natural language has enabled Almawave to develop multi-channel, crosslanguage insight into customer interactions in a single platform, providing not only engagement models but more efficient and comprehensive business strategies in real time, so as to be able to reach the best tactical and operational decisions.

company profile

Almawave is a leading Italian player specialising in speech & text recognition technology applied to customer-experience management & advanced analytics. The Company makes substantial investments in R&D, in order to implement state-of-the-art solutions for easy interaction and accurate customer-voice recognition.

Today Almawave serves multiple industries, including large corporations and government organisations, from its offices in Italy (Rome, Milan, Florence and Trento), Brazil (São Paulo and Belo Horizonte), and in the USA (San Francisco).

It can count on strategic partnerships with prestigious universities, scientific partners and leading technological market players.

Almawave is an innovation-technology Company belonging to the Almoviva Group, the leading Italian ICT System Integrator and CRM BPO provider with a global presence.



Almawave

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