MESSAGING CONTACT CENTER

Give customers the answers they need with humans and AI teamwork
>100,000 CONTACT CENTERS IN THE WORLD EMPLOY OVER 7 MILLION AGENTS

65% OF USERS WOULD LIKE TO SEND A MESSAGE, NOT TO CALL
SOMETHING HAPPENS...

REQUESTS TO A CONTACT CENTER

10X INCREASE IN TRAFFIC IN ONE DAY!

CAN’T SCALE NUMBER OF AGENTS

PRETRAINED CHATBOT DOESN’T HELP – IT’S UNAWARE OF NEW TOPICS
CRAFTTALK SOLUTION WILL WORK

AI IN CRAFTTALK
INSTANTLY LEARNS FROM AGENTS
HOW TO HANDLE REQUESTS
YOU START WITH AGENTS HANDLING ALL THE CONVERSATIONS…

AND WITH TIME YOU NOTICE THAT:

• 60% OF DIALOGS ARE HANDLED AUTOMATICALLY
• AGENTS BECOME 2X MORE EFFICIENT
FOR CLIENTS

Contact center
Unified support for your clients on web-sites, portals, mobile app, in messengers, social networks and other channels

FOR EMPLOYEES

Helpdesk
One door for employees support in a chat to get help and to open tickets

HR
Free up your HR professionals from basic day-to-day tasks
CRAFTTALK PLATFORM COMPONENTS

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

CHANNELS

AI

ANALYTICS
One source of knowledge for humans and machine learning

WORKPLACE

BI ANALYTICS
Track what is happening

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

AI AUTOMATION
Powered by deep learning
Trained on humans interactions

HUMAN AGENTS UI AND QUEUES
Workplace powered by AI assistant and queues
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
WE NEED:

Remote Practice

- DEVELOPERS: .NET, PYTHON
- MACHINE LEARNING: TENSORFLOW, PYTORCH, KERAS, PYTHON, NLP
- OTHER: BIZDEV, PRODUCT MANAGER, MARKETING
MESSAGING CONTACT CENTER

To get access to your client’s heart - get settled in his phone. Let’s do this with CRAFTTALK!

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