Craft Talk

MESSAGING CONTACT CENTER

Give customers the answers they need

with humans and AI teamwork

65%

OF USERS WOULD LIKE TO

SEND A MESSAGE, NOT TO CALL

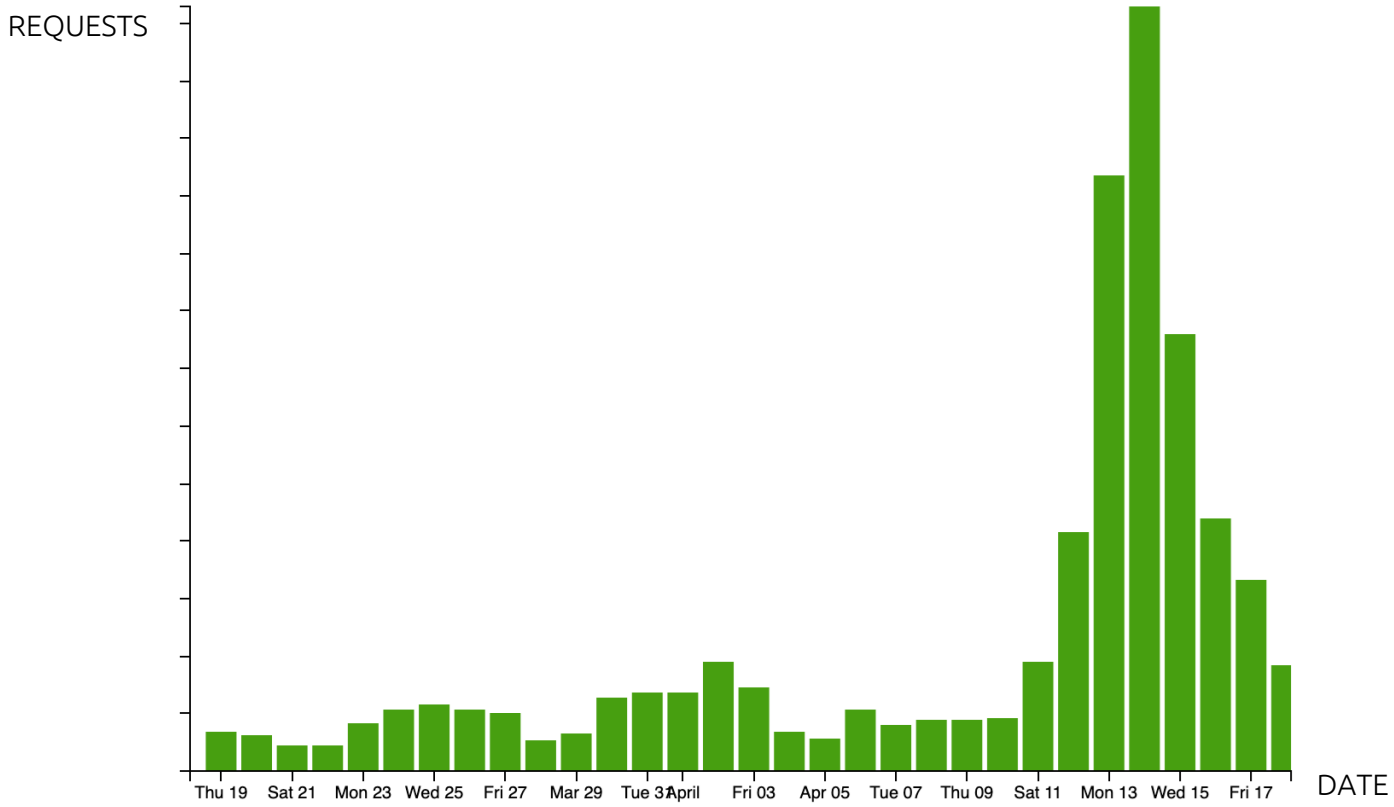
>100,000

CONTACT CENTERS IN THE WORLD

EMPLOY OVER **7 MILLION AGENTS**

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

▲

COVID-19 NEWS HERE

AI IN CRAFTTALK

INSTANTLY LEARNS FROM AGENTS

HOW TO HANDLE REQUESTS

CRAFTTALK MAGIC

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

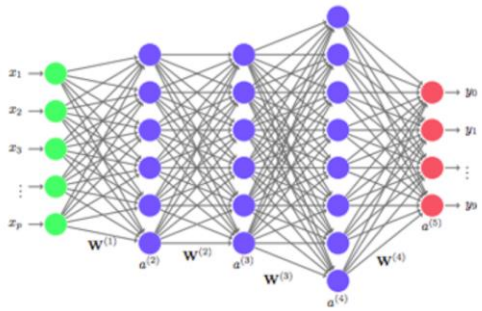
HR

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**

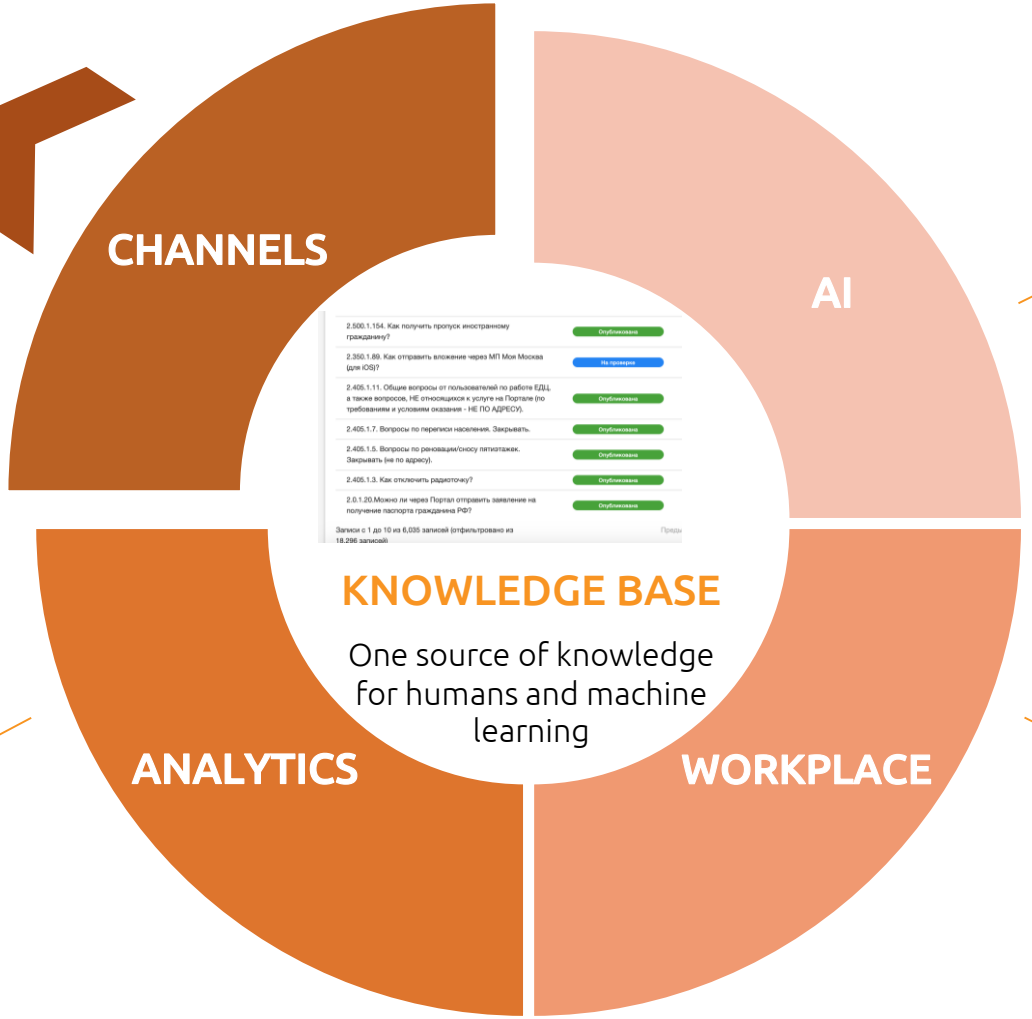


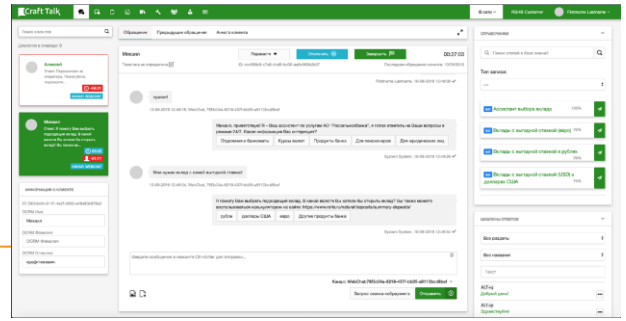
AI AUTOMATION

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

BI ANALYTICS

Track what is happening





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

WE NEED:

Remote Practice

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

Craft Talk

craft-talk.com

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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