What is NOVA?

NOVA, your Natural Omnichannel Virtual Agent design platform, elevates your customer service beyond the conventional, into a realm where **efficiency meets empathy, powered by the latest in AI technology.**

With NOVA, you get:

⚙ Unparalleled Efficiency
Automate routine inquiries and free up your human agents for more complex issues.

📅 24/7 Availability & Self-Service
Ensure your customers have access to support whenever they need it, without delay.

🔳 Seamless Integration
Easily integrate NOVA with your existing CRM and customer service platforms for a smooth transition.

🛡 Data Security
With compliance at its core, NOVA guarantees the protection of your customers' information.

Connect with Us

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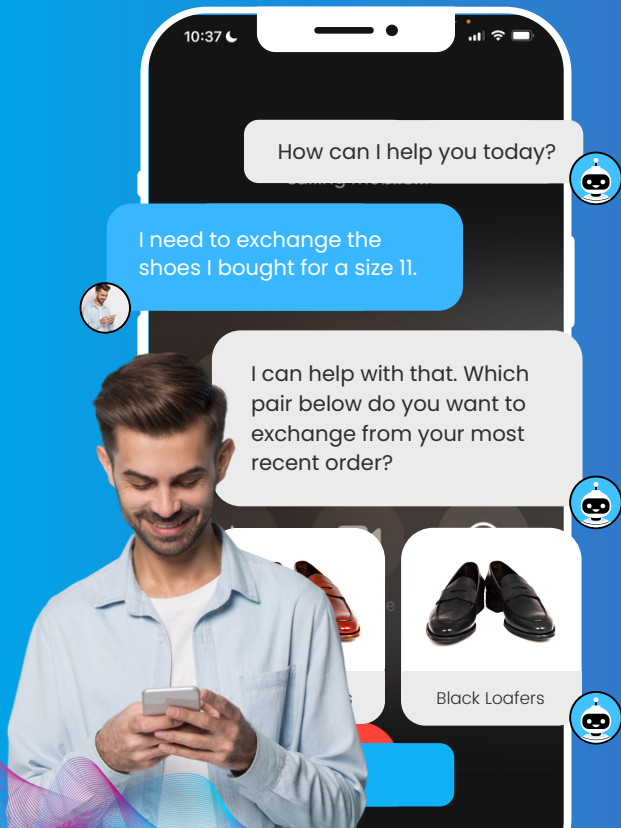🌐 smartaction.ai

SmartAction

SmartAction

Meet NOVA
AI with a Human Touch

NOVA isn't just a solution; it's your secret weapon in redefining customer engagement, making every interaction more meaningful, responsive, and efficient.

Hear our AI in Action! 🔊
Scan to watch our use case demo videos

Why Choose NOVA

🎙️ Intelligent Conversational Design

Utilize our proprietary intent recognition and natural language processing to understand and resolve customer queries with precision.

❋ Multi-Channel Support

Meet your customers where they are, whether it's voice, chat, or text, providing consistent support across all channels.

🖼️ Enhanced Analytics and Insights

Make informed decisions with comprehensive analytics detailing customer interactions, satisfaction levels, and agent performance.

🎚️ Customizable Solutions

Tailor NOVA to fit your business needs, with customizable scripts, responses, and workflows.

📍 Streamlined Customer Journeys

Reduce friction and enhance customer satisfaction with smooth, automated processes for common service tasks.

Technology Capabilities

- Natural Language Processing
- Multi-Lingual Capabilities
- Rest API Support
- Contact Center Agnostic
- One IVA for multiple locations
- Custom agent design
- Proprietary intent capture
- Crisp call recordings
- Accurate transcripts

Dedicated Hypercare

With NOVA, deployment is only the start of our journey. Our unique Hypercare process ensures that your transition to an AI-driven CX is seamless, effective, and continually optimized for success.

Dedicated Post-Deployment Support

After go-live, our Hypercare team monitors, analyzes, and fine-tunes your virtual agents for 2 to 6 months, tailored to the complexity and scale of your implementation.

Partnership for Peak Performance

Hypercare means we're not just reacting to issues; we're anticipating them. With the expertise of our Technical Account Managers and Support Team, any potential hiccups are addressed promptly, ensuring uninterrupted service and stellar customer experiences.

Proactive Optimization

Our Hypercare process ensures your long-term success, as we work alongside your team, offering insights and adjustments to ensure NOVA achieves peak performance, driving satisfaction for you and your customers.