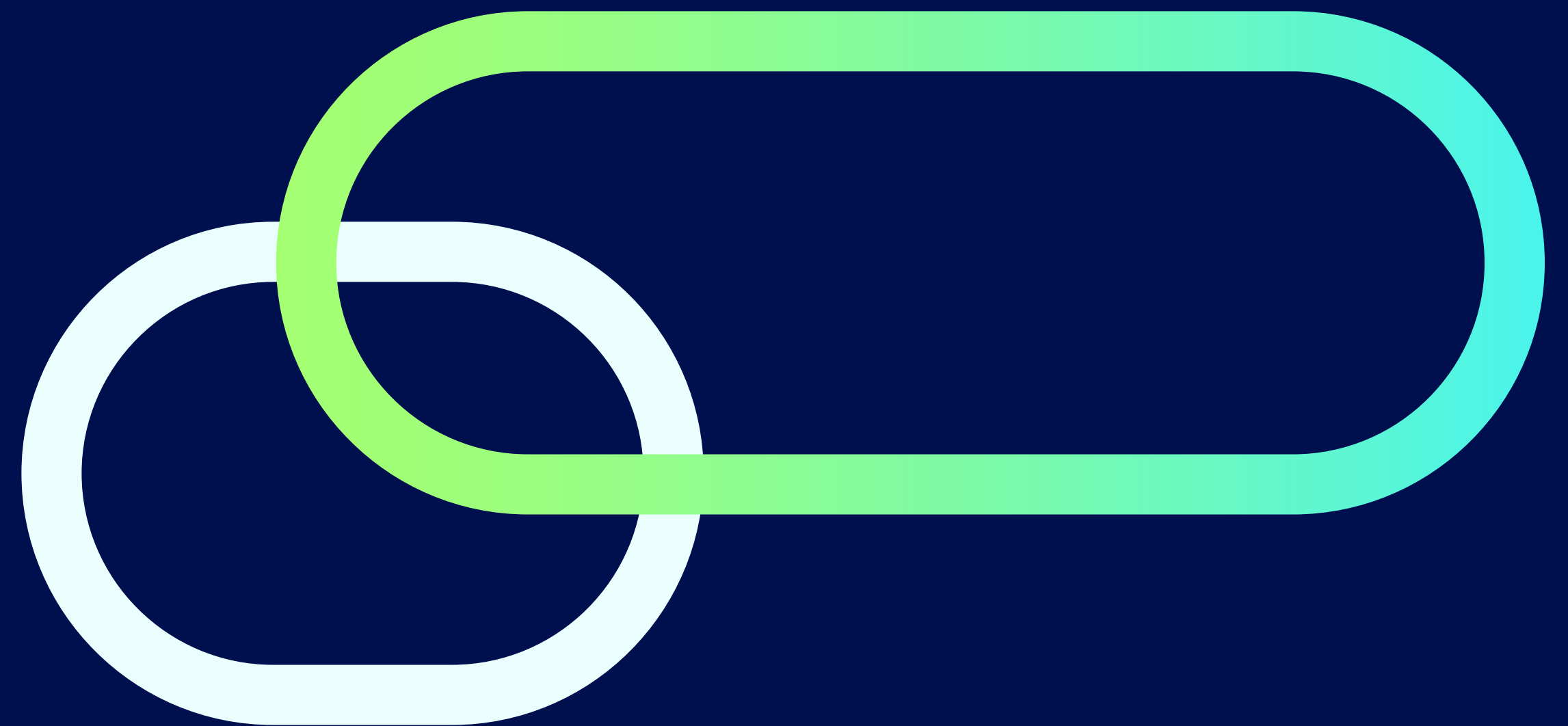


# Conversational Intelligence

We've Got an **AI** for That!



# Boost Engagement, Scale Fast.

Reach new heights in CSAT and revenue with an intelligent Digital Assistant and Contact Centre automation powered by Generative AI across voice, message, and digital channels.

Omnichannel

Low-Code No-Code Dev Platform

Copilot to Autopilot Switch

Powerful Analytics

Multilingual Savvy

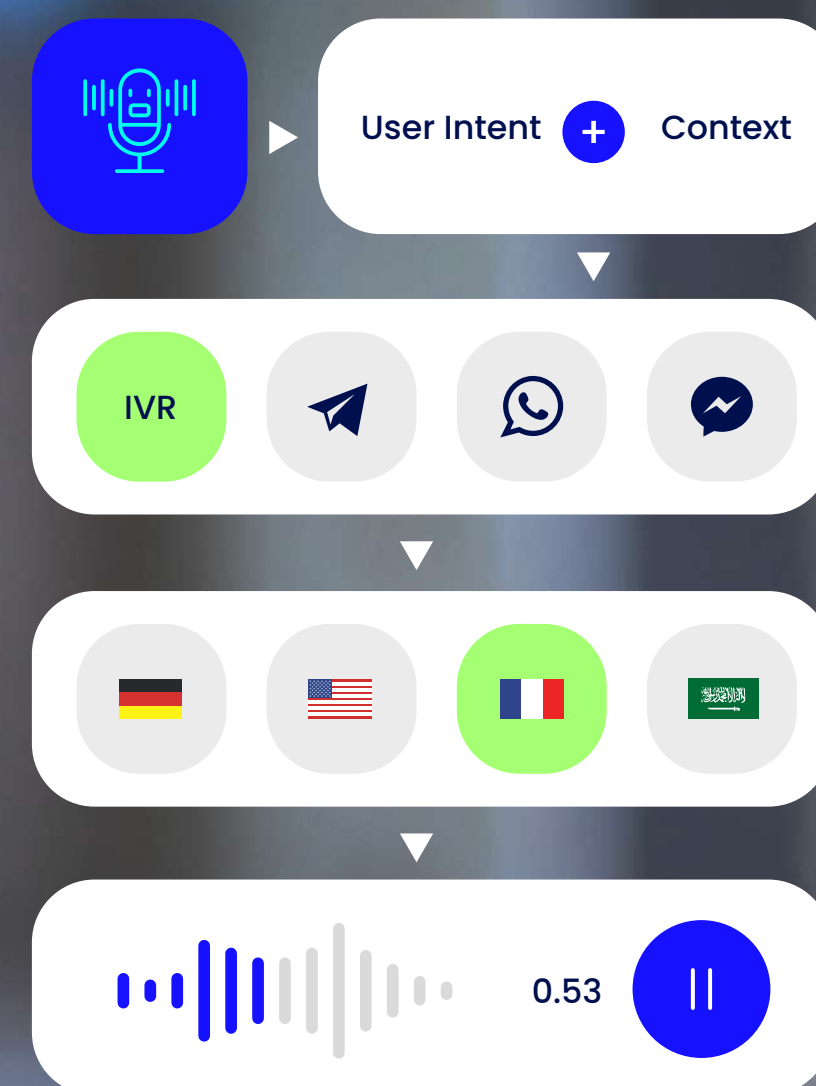
Rapid Learning with GenAI

Plug and Play Modules

Speech-to-Text

swavenet

We've Got an **AI** for That!



# Intelligence at Every Touchpoint

Modular-Based Solution for Telco's and More



## Customer Service

Automate routine queries, FAQs, and complex inquiries to boost call deflection with a robust customer support strategy.

- No-code call/conversation flows
- Adapt to any language
- Omnichannel integrations
- Minimise training with GenAI



## Post Call Analyser

Gain insights with a powerful BI tool for your contact center, analysing interactions with speech and text analytics. Discover trends and opportunities with GenAI.

- Speech-to-text transcribing
- Sentiment analysis
- History and summary generation
- Insights dashboard
- Integrate with existing systems



## Call Intent Discovery

We utilise ML and NLP to enhance first contact interactions, ensuring smart call routing for simple to complex queries.

- Live agent transfer
- Context awareness
- Intent mapping



## Fraud Detection Intelligence

We offer a high-performance, scalable fraud intelligence solution offering real-time threat intelligence and scammer-level content controls to effectively identify and prevent fraudulent activities.

- Validation across data points
- Advanced pattern analysis
- Wangiri detection

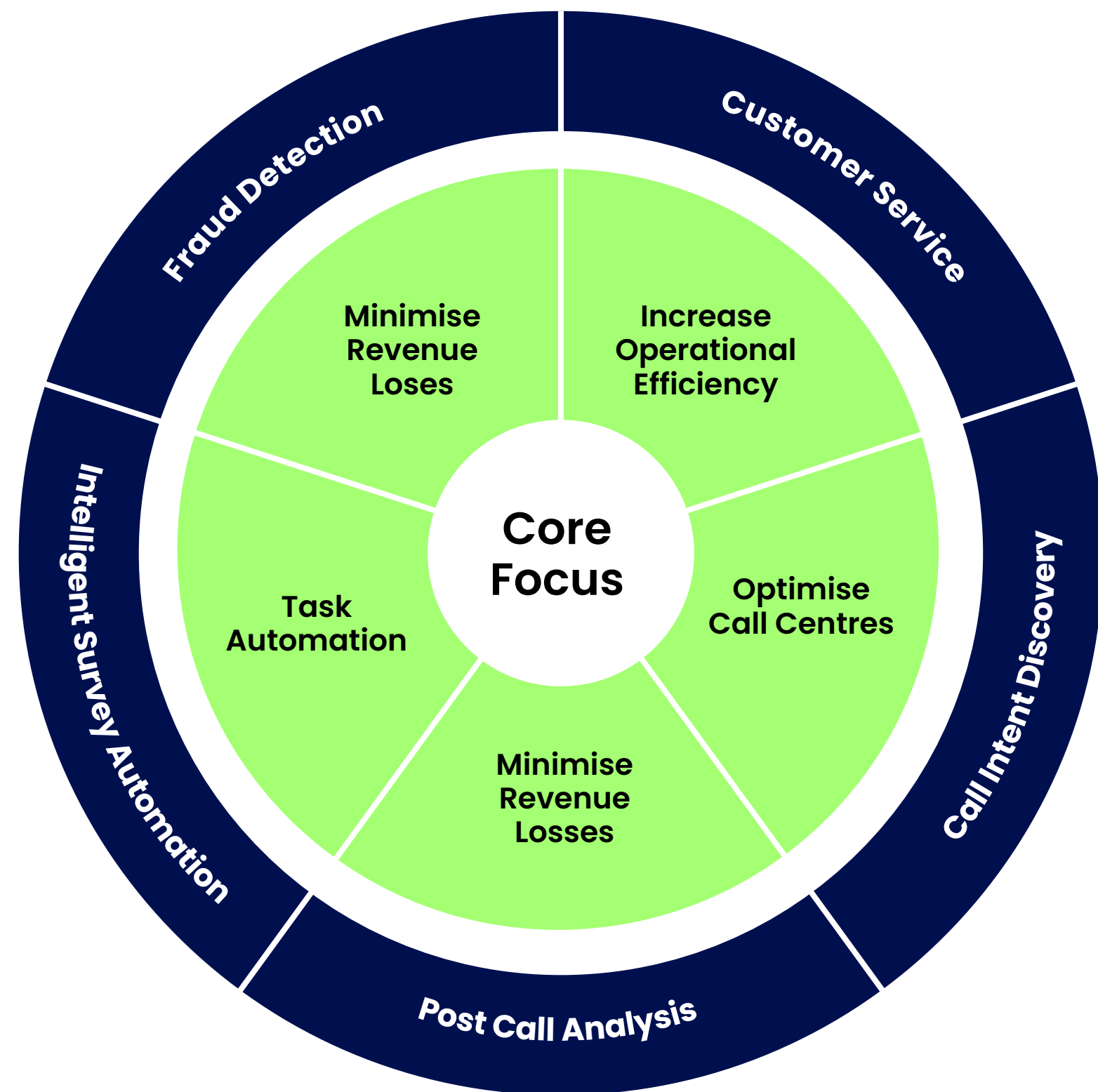


## Survey Automation

Empower your business intelligence with our platform's survey automation tool, reaching your customers on the channels they use daily.

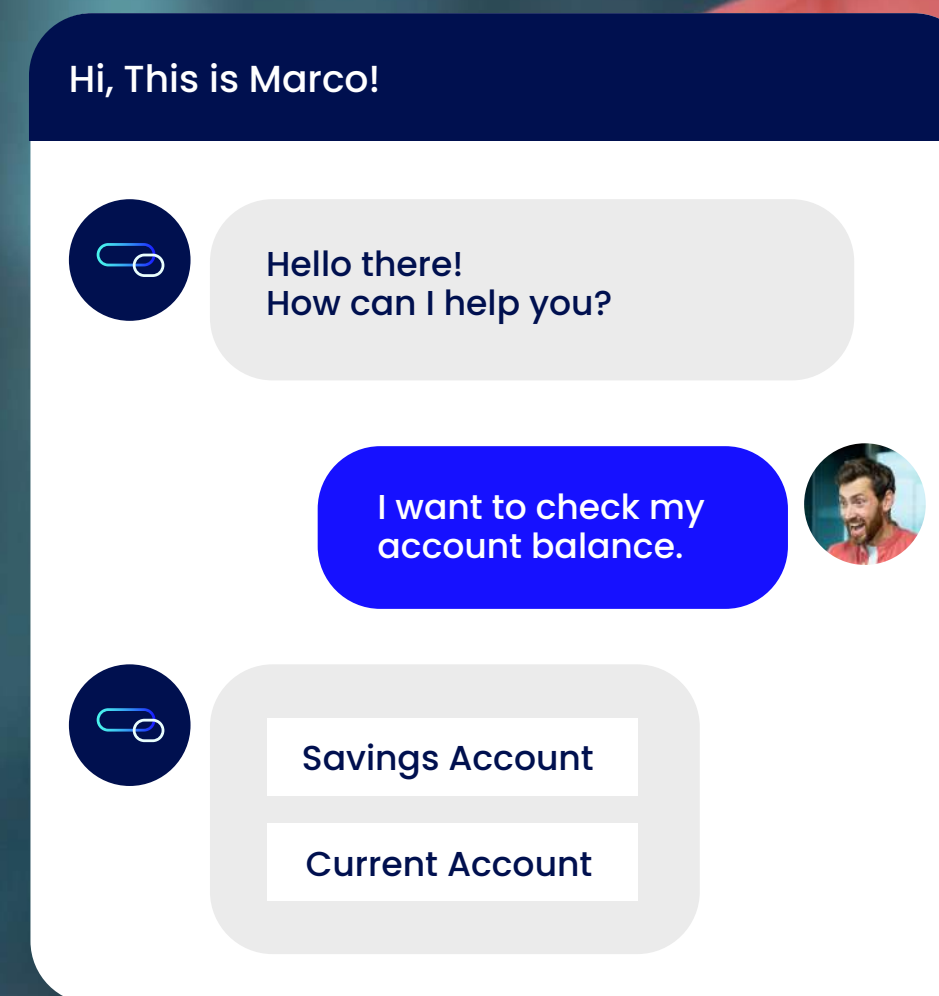
- Simple form creation
- Natural language-led
- Speech-to-text enabled
- Transcribe and record

# Secure and Intelligent



## An All-In Ecosystem for CX

Make every user interaction count with AI and employ advanced security solutions to provide superior and intuitive services that delight customers throughout their journey.



# Make the Switch

Create 'Aha' Moments and Delight Customers

Enterprises and SMEs Use  
GenAI-Powered Conversational AI

80%

queries automated

50%

faster time to market with  
GenAI and no-code flows

50%

boost in agent  
productivity

40%

increase in CSAT for  
improved satisfaction



# Your Competitive Edge

Benefits of Navigating a Customer-Centric Strategy

Experience peak efficiency and cost savings, achieve soaring ROI, and optimise OPEX seamlessly through well-aligned customer journey interactions.



## Always-On Service Agent

**24/7 Omnichannel**

Experience the power of omnichannel support with advanced NLP and Generative AI, enabling human-like, context-aware conversations. Our solution streamlines self-service and simplifies time-off management, eliminating the need for night shifts with 24/7/365 availability.

## Smart NBA/NBO Navigation

**Intelligent Recommendation Engine**

Advanced ML and NLP technologies continuously learn and improve, enhancing understanding and providing personalised responses. Our platform suggests next-best alternatives and options for users, enabling intuitive and superfast navigation.

## Security with Agile Risk Detection

**Fraud Detection Intelligence**

Real-time threat intelligence and advanced controls help to effectively identify and prevent fraudulent calls and scams. We offer unparalleled content control and scammer-level insights for robust protection.

## Boost ARPC and Accelerate Sales

**Cross-Sell and Upsell Skills**

Our advanced algorithms help increase revenue opportunities by guiding users to new products and services through intent discovery, personalise offerings based on their preferences and behaviours.

# From Copilot to Autopilot

## Build, Train, Tune

Build end-to-end customer journeys tailored to your needs with ease.

## Data Visibility & Insights

Harness AI to analyse data and make smarter decisions, faster.

## Unlock Human Potential

Automate mundane tasks, liberate time for meaningful human connections and strategic business initiatives.

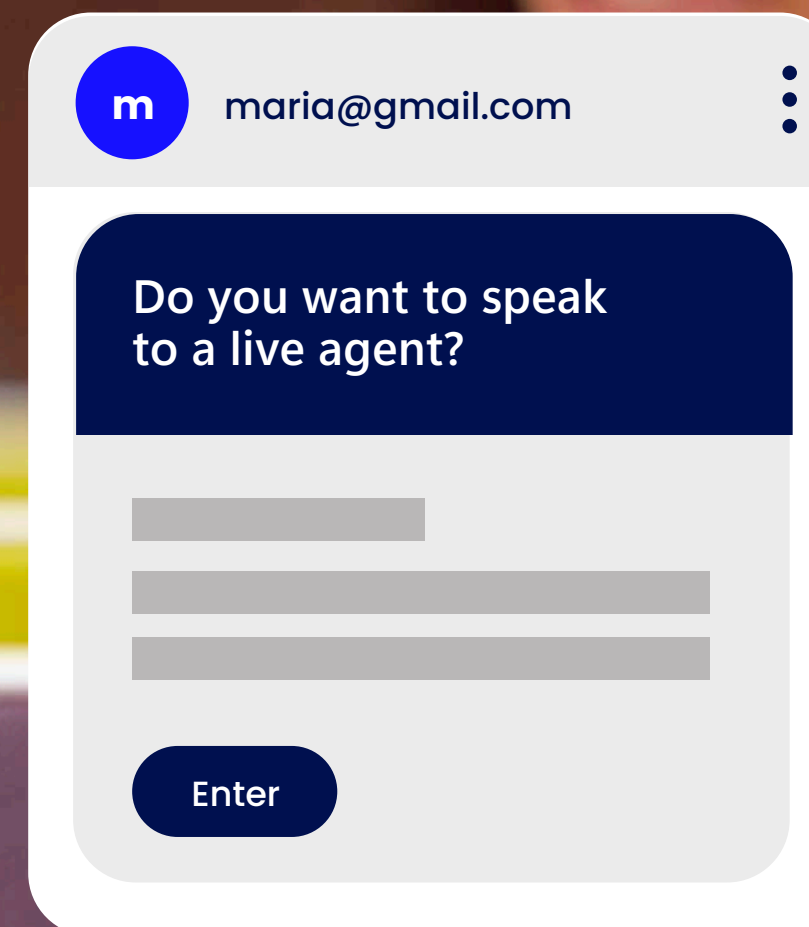
## Supercharge Operations

Boost efficiency and effectiveness with AI-driven process automation.

## 10x Customer Service

Elevate CSAT and NPS to new heights with personalised, real-time engagement.

Do **More**  
with **Less**



m maria@gmail.com

Do you want to speak to a live agent?

Enter

# Industry-Agnostic AI

From Enterprise-Grade to Consumer-Level,  
Our Conversational AI Adapts to Diverse Industries, Scaling Effortlessly.

## Telecommunications



### **Fraud Detection:**

Integrating with the company's access management and internal fraud models, the system enhances protection against various fraud types, including synthetic identity fraud, Wangiri attacks, and promotion abuse, ensuring a secure platform for customers.

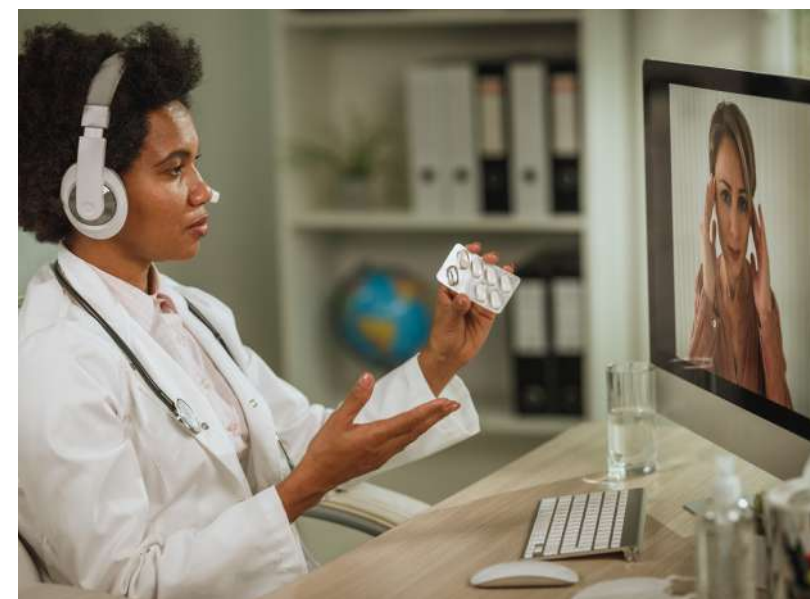
## BFSI



### **Document Collection & Sharing:**

Customers can seamlessly fill forms, upload documents, and verify information without having to visit a bank branch. This not only improves operational efficiency but also enhances the experience.

## Healthcare



### **Efficient IVR Call Routing:**

Connect callers to the right agent or department immediately, reducing call queues and improving first call resolution rates. This reduces hold times, enabling prompt channeling and issue resolution.

## Retail



### **Order Tracking:**

Retail and e-commerce businesses can offer real-time order updates and shipment tracking, which reduces the need for large customer support teams and eliminates repetitive tasks.

## Hospitality and Travel



### **Drive Ancillary Sales:**

Boost ARPC and reduce CAC by offering intelligent recommendations tailored to customer preferences and engagement history, driving personalised ancillary up-sell/cross-sell.



# Elevating CX to New Heights

Let's Connect  
Because We've Got an **AI** for That!

Unleash the power of our advanced Generative AI conversational intelligence solution for your customer service team no matter the industry, whatever the use case.

[info@globalwavenet.com](mailto:info@globalwavenet.com)  
[www.globalwavenet.com](http://www.globalwavenet.com)

## Headquarters

Global Wavenet Pte Ltd,  
1, Fusionopolis Place #03-20, Galaxis, Singapore 138522

**APAC:** Singapore, Colombo, Kuala Lumpur | **EMEA:** Bucharest, Nairobi | **AMER:** Bogotá

