



AIWAVE /+
Telco & Media

The power of **connections**

 **ALMAWAVE**
GROUP

We accelerate the digitization of businesses by improving the user experience through AI.
We drive informed strategic choices for a competitive advantage in the marketplace.

The Benefits of AIWave 4 Telco & Media



CREATION OF
PERSONALIZED
EXPERIENCES



TRANSFORMATION OF
RELEVANT INFORMATION INTO
A COMPETITIVE ADVANTAGE



ENABLING A DATA
MANAGEMENT
STRATEGY



INNOVATION
IN BUSINESS
OPERATIONS

The result?

Many solutions to make your company more data-driven



AIWAVE /+
Telco & Media

OUR SUITES FOR YOUR ORGANIZATION

Optimize your success with customized solutions for your professional role



GOVERNANCE & KNOWLEDGE

Products and solutions to simplify access to knowledge and to “hidden” information in order to support organizations by leveraging NLP technologies.



CUSTOMER EXPERIENCE

Products and solutions that help companies build an experience which is more and more customer centric and tailored to his or her needs, simplifying interaction and the range of services offered through omnichannel engagement.



PEOPLE & OPERATIONS

Products and solutions to support companies in the digital transformation of their operations and activities, helping them to become more agile and connected from a data-driven perspective.



SUSTAINABILITY & INCLUSION

Products and solutions that support companies in assessing sustainability-related phenomena with a focus on responsible and steady growth.



MARKETING & COMMUNICATION

Products and solutions that provide simplified, extended and inclusive access to information, enabling the implementation of marketing and communications strategies that are increasingly effective since they are data-driven.



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PRODUCTS AND SOLUTIONS

For a more
evolved company
model





CUSTOMER INTERACTION ANALYTICS

A custom integrated dashboard that includes cross-channel analytics, morphing procedures and anonymization of sensitive data, as well as multilingual content classification. The analytics measured in the dashboard include churn prevention, customer satisfaction, first-call resolution, sales conversion rate and performance management.

CUSTOMER PROFILING & SEGMENTATION

Expansion of databases' informational assets to facilitate customer profiling through the use of profiling algorithms.

LOCATION INTELLIGENCE

A unique combination of geo-localized data, online content and real-time market trends for a comprehensive picture of an area's risks and potential in order to support regional business development and marketing initiatives.

REAL TIME AGENT

A solution for real-time process performance monitoring, which includes alert functionalities based on thresholds and events, speech analytics, training and immediate support and proactive interception of opportunities and critical issues. Interactions can occur via chat and conference calls.

DATA GOVERNANCE FRAMEWORK

A framework providing organizations with an end-to-end governance experience using complementary data catalogs, data privacy and data quality features.





DATA DELIVERY PLATFORM

A unified data-delivery platform that abstracts access to different consumer data systems, displaying data in business-friendly formats and guaranteeing delivery according to default semantic and governance rules.

VIRTUAL ASSISTANT

Text and/or voice-based virtual assistant to support operators in handling customers and their inquiries. Interactions become faster and more effective thanks to natural language and the use of ontologies specific to the Telco & Media market.

INFORMATION DISCOVERY PER CRM

A solution for creating and maintaining content using structures and templates. The following features are included: case-based reasoning using a graphic editor; natural language search of the knowledge base; feedback and collaboration tools; advanced reporting for monitoring data and resources.



CHANNEL MANAGEMENT

A single front-end for multichannel integrated company or group customer care. This includes a telephone toolbar and a single view of the client for full control of the call; semantic classification of the contact with integrated Knowledge Base search capabilities; and a custom shortcut for information with dedicated icons and personalized responses.

CONTRACT & CAMPAIGN MANAGEMENT

A solution to automate and schedule information campaigns, surveys, caring initiatives and promotions through digital channels. It also includes features such as real-time campaign monitoring and classification and automatic distribution of emails, with a view to quality assurance & compliance.

PUBLISHING CONTENT GENERATOR

Solution for automatic generation of content and news - in the form of text and/or podcasts - from structured data from different sources (data-to-text generation). With the Natural Language Generation application, semantic accuracy and a natural form are guaranteed!

VIRTUAL TRAINING

A single indexing and search platform, semantic and multilingual enrichment. It includes e-learning sessions, assessment sheets, gamification and a business process simulator.

DIGITAL MONITORING

A platform for the real-time collection and analytics of thousands of items of content on bulk data related to the brand and key topics in the Telco & Media market, to identify sentiment about your initiatives and provide a clear estimate of your reputation.

BROADCAST MEDIA MONITORING

A solution for acquiring news and multimedia content from worldwide broadcasters in real-time. It is an advanced search engine for accessing content of interest, with automatic alerts based on predetermined criteria and delivery of the transcript within minutes of airing. Twenty-four-hour availability with multilingual ASR (automatic speech recognition).



The natural interaction
with technology

#AI4you

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