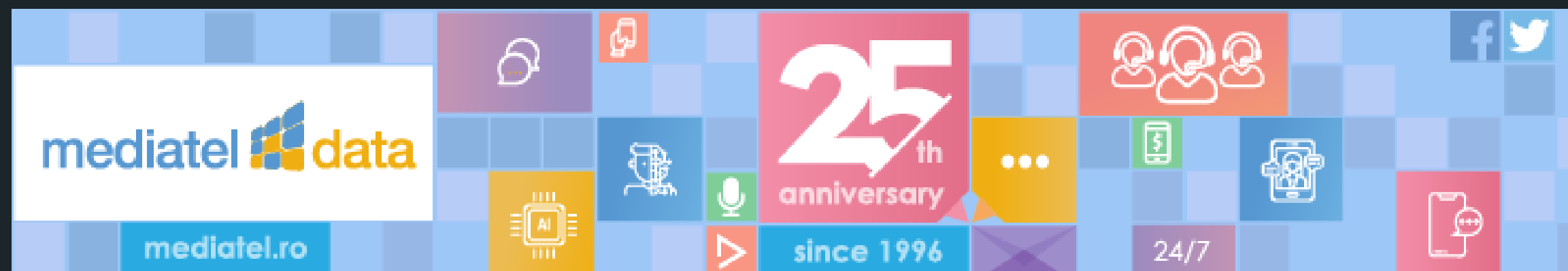


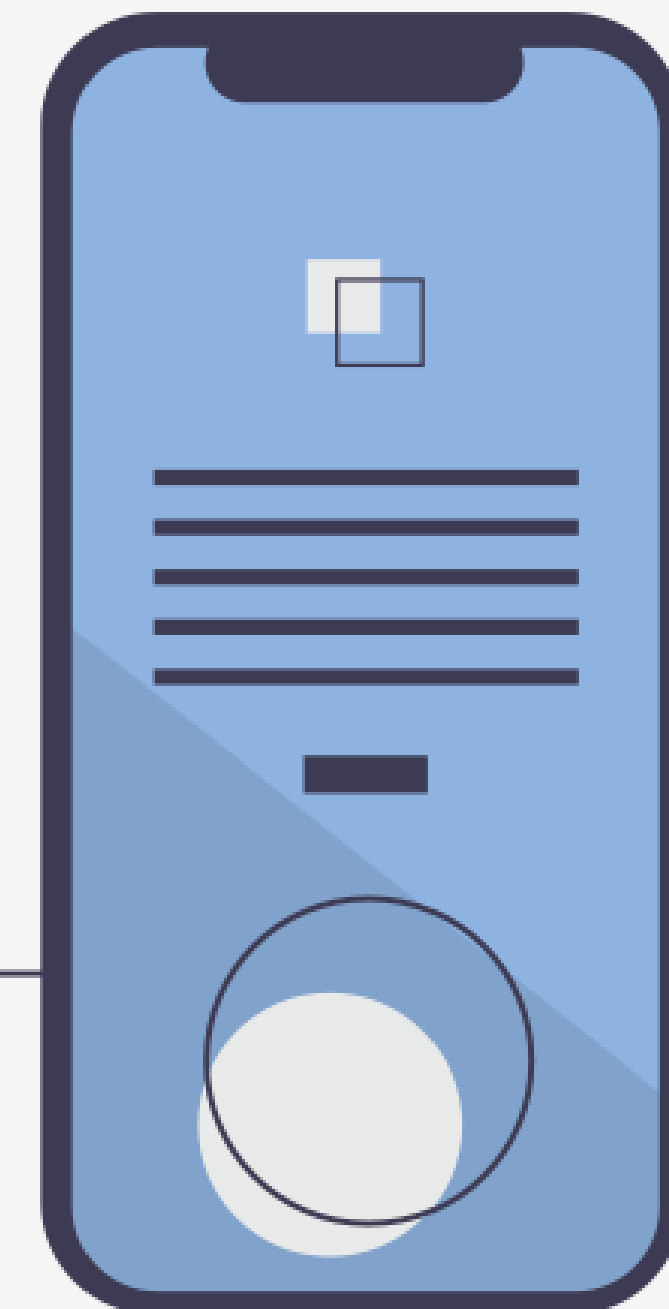
# MEDIATEL DATA CONTACT CENTER TECHNOLOGY CREATOR

Imagine

all the possible ways to get in contact, and we'll make it happen!



[www.mediatel.ro](http://www.mediatel.ro)



# OUR STORY

Established in 1996, Mediatel Data Company has stood out over time as a pioneer of technology innovations in the Call and Contact center industry in Europe as well as in the USA, Asia, or South America.

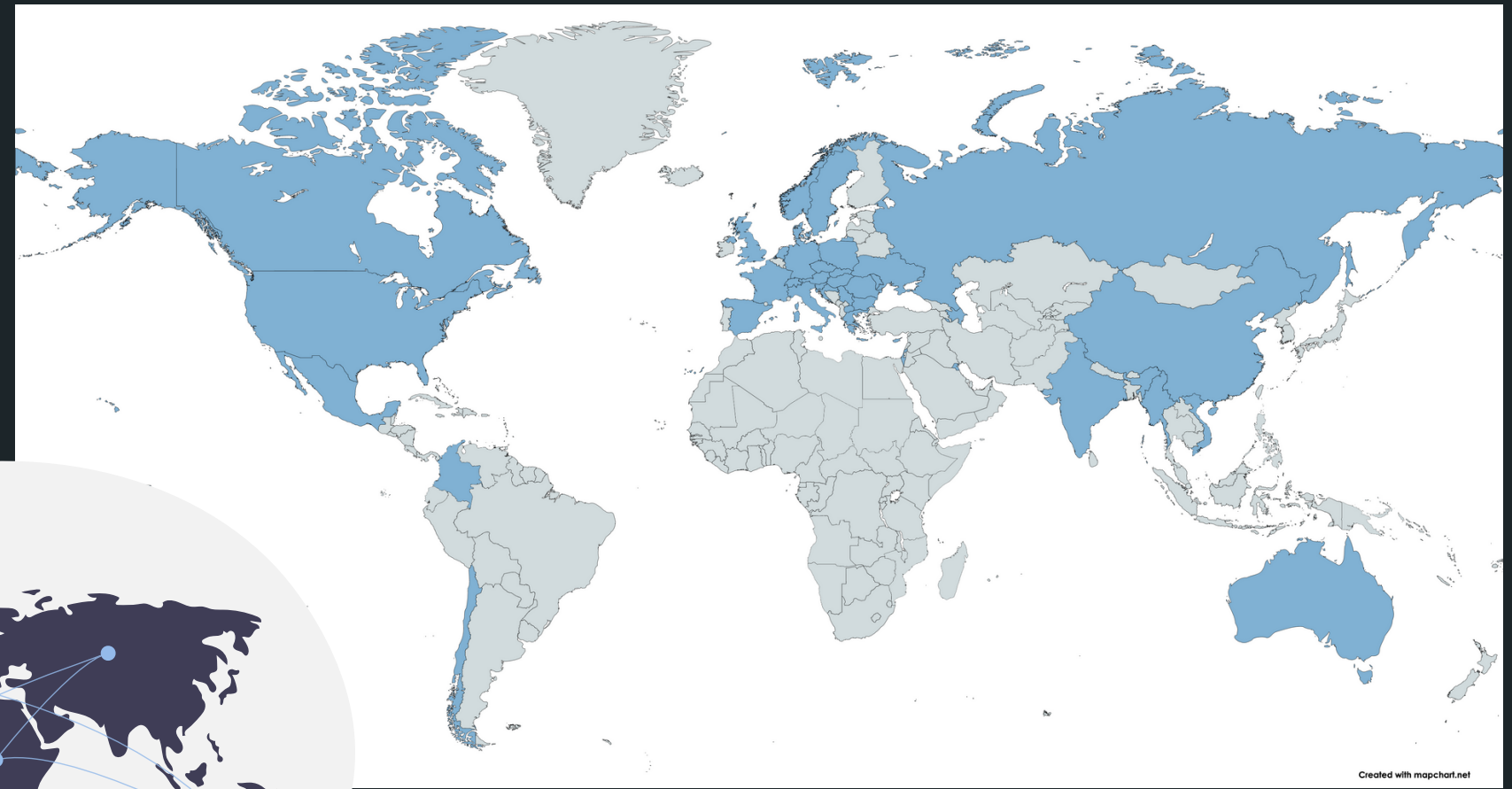
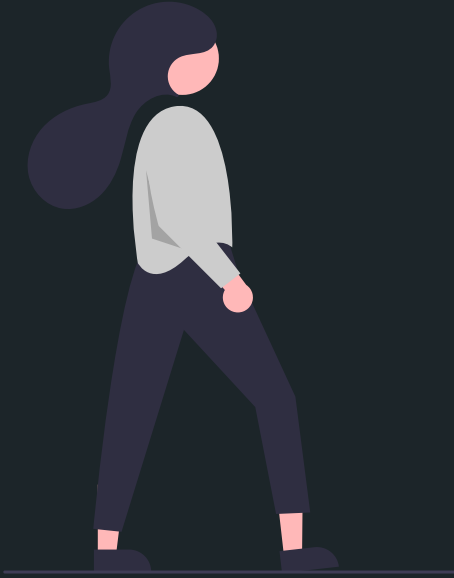
After 25 years of activity, with thousands of clients all over the world, we are at the expected rhythm, and the most important thing is that we have not lost the pleasure and satisfaction of the work done, so for us, every day is like the beginning, full of challenges and with high expectations.

During time Mediatel Data has developed a suite of applications interconnected with the telephony platform, such as the management and administration of non-vocal interactions – ticketing platform, social media integration, workforce management, video assistant, virtual assistant, voice biometrics, sentiment, and emotions analysis, etc.

With an internal team of dedicated developers and technical engineers, we manage to implement the most complex systems in a short time by applying project management methodologies adapted to our specific clients. We are agile in what we do and have the resources necessary to develop long-term partnerships.



COVERAGE



WORLDWIDE

Romania | U.S.A |  
Mexico | Slovakia | Hungary | Germany | Austria | Russia | Italy | Poland |  
Bulgaria | Ukraine | Australia | UK | Vietnam | Chile | Netherlands | Canada | France |  
| Serbia | Czechia | Macedonia | Moldova | Greece | Israel | Switzerland |  
Colombia | Malaysia | Netherlands | Denmark | Norway | Azerbaijan | India | Slovenia |  
Myanmar | Kuwait | Croatia | Mexico | China | Sweden |

# SUCCESS STORIES



SHORT SELECTION OF CLIENTS



# AWARDED & CERTIFIED



THE INTERNATIONAL  
BUSINESS AWARDS<sup>SM</sup>



# INDUSTRIES EXPERTISE

Mediatel Data provides customized flexible solutions, from consultancy hardware installations and software development to extended support and maintenance, all in a wide area of industry fields.

Trusted by leading companies in every industry.

Telemarketing

Financial  
Services

Collections

Customer  
Service

Sales

Market Research

Medical Industry

Help Desk/Support

Info Lines

Inbound services

Insurances

Ticketing/  
Reservations



E-MAIL & TICKETING

REPORTING & MONITORING

AUDIO + VIDEO RECORDING

CONFERENCING VOICEMAIL

OMNI-CHANNEL MULTI-CHANNEL

CHAT SOCIAL MEDIA

PHONE PAY

WORKFORCE MANAGEMENT

- REAL-TIME ANALYTICS FORECAST

BOTS AUTOMATION

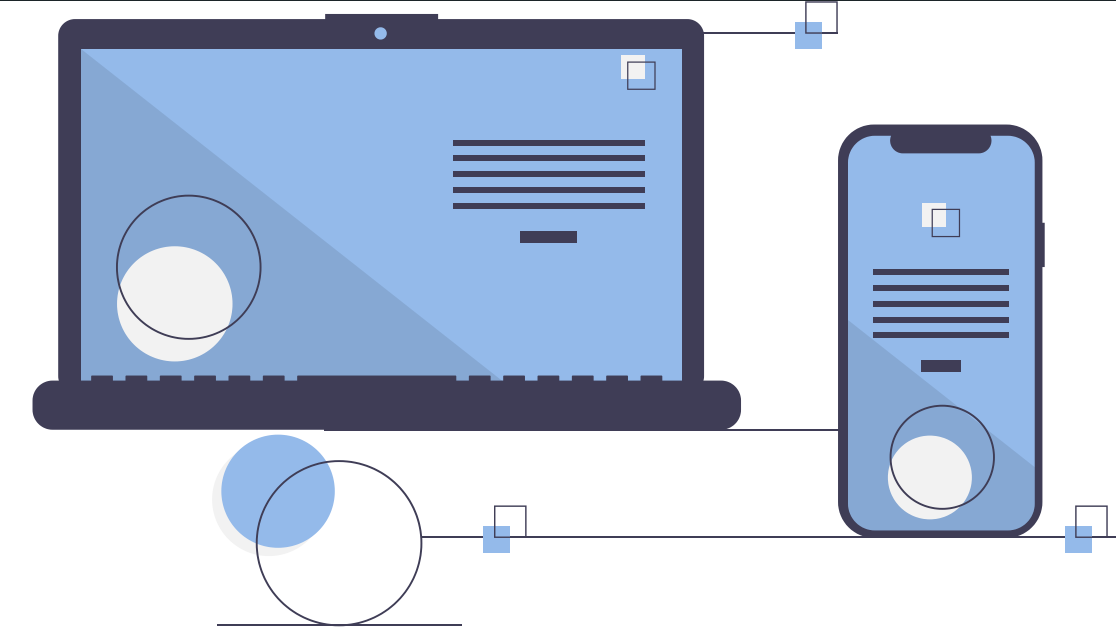
ARTIFICIAL INTELLIGENCE

WEB APPLICATIONS

mediatel **data**

**CALL & CONTACT CENTER SOLUTIONS**

WWW.MEDIATEL.RO



# SOLUTIONS & SERVICES

Due to the dynamicity imposed by 2020, we have challenged ourselves and went even one step further, by developing 100% personalized solutions in a quick yet professional manner: in just one year, we have succeeded in customizing our AI solutions for banking, accounting, telephony, energy management, and medical services.

Well-known companies are already using our services and this credits our work for more than 25 years of best practices and experience! We believe in our technology created and its potential to accelerate communication!

# PRODUCTS AND SERVICES

## GREAT BENEFITS



- We offer 'Proof of concept'
- One-time fee for life
- We provide software & hardware (Identification and replacement of defective hardware)



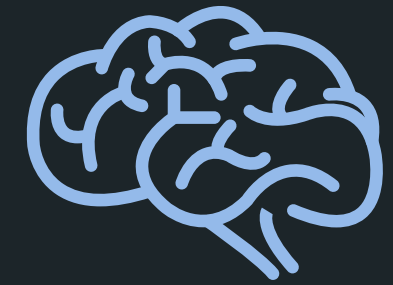
- Dedicated support team 24/7
- 99,99 % uptime
- Unlimited assistance on-site and remote
- Unlimited training sessions



- Consulting & Integration included
- Advanced technology
- Tailored solutions
- Custom documentation



- Great recommendation based on hundred of clients
- Ten thousand installations and a variety of businesses

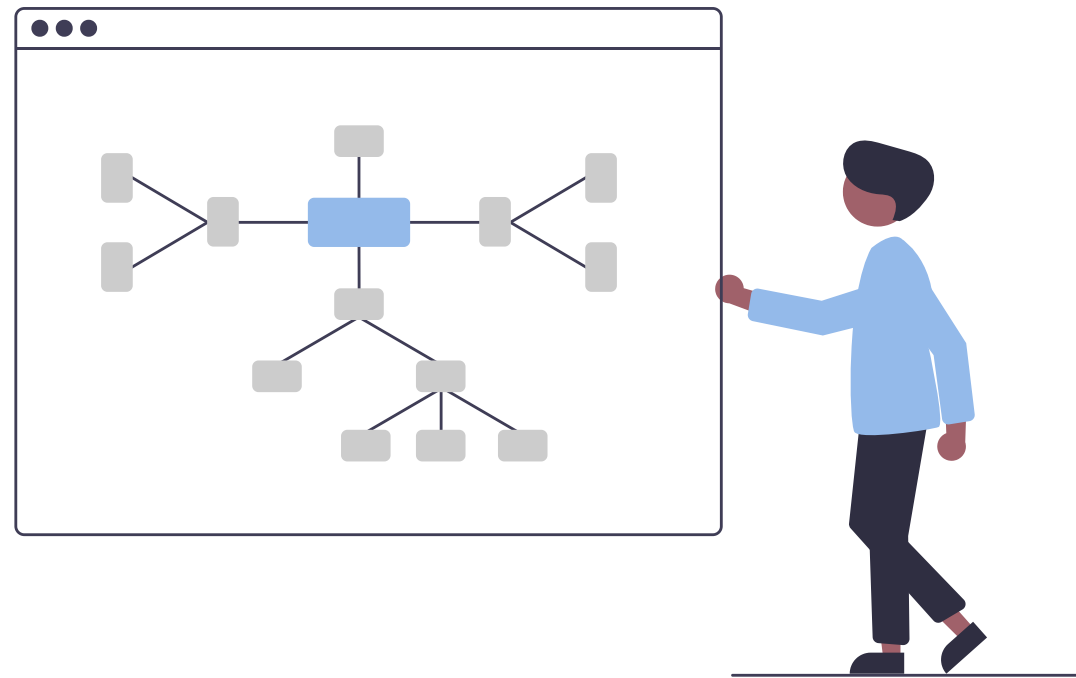
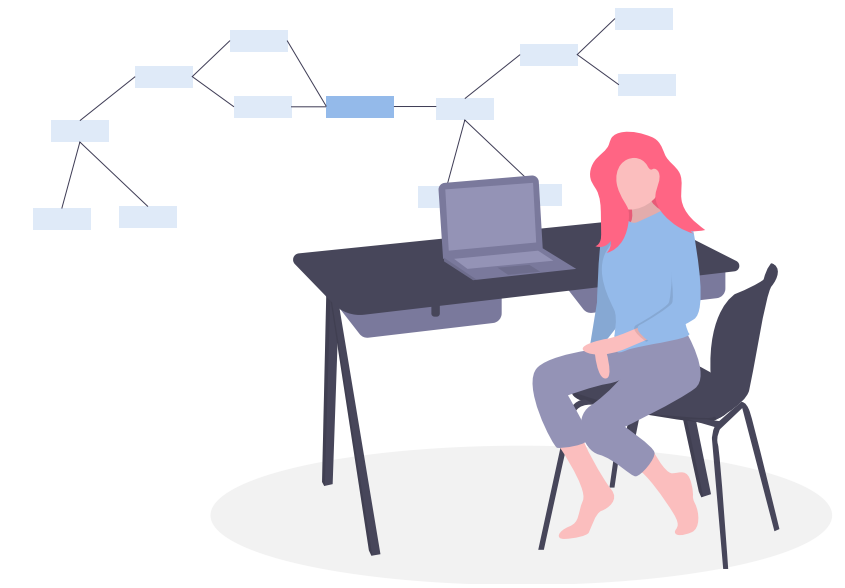


- Security & Certification
- Fully integrated solution
- Customizable & free updates
- On Cloud, On-premises, Rent to Buy
- Extra features



# MEDIAL CALL & CONTACT CENTER

WITH ITS STATE-OF-ART FEATURES AND USE OF A WIDE RANGE OF INDUSTRY-LEADING STANDARDS, THIS FULL PACKAGE REPRESENTS A COMPREHENSIVE INTEGRATION OF VOICE, EMAIL, AND WEB INTERACTIONS TO DIFFERENTIATE YOUR BUSINESS FROM THE COMPETITION.



## MULTICHANNEL

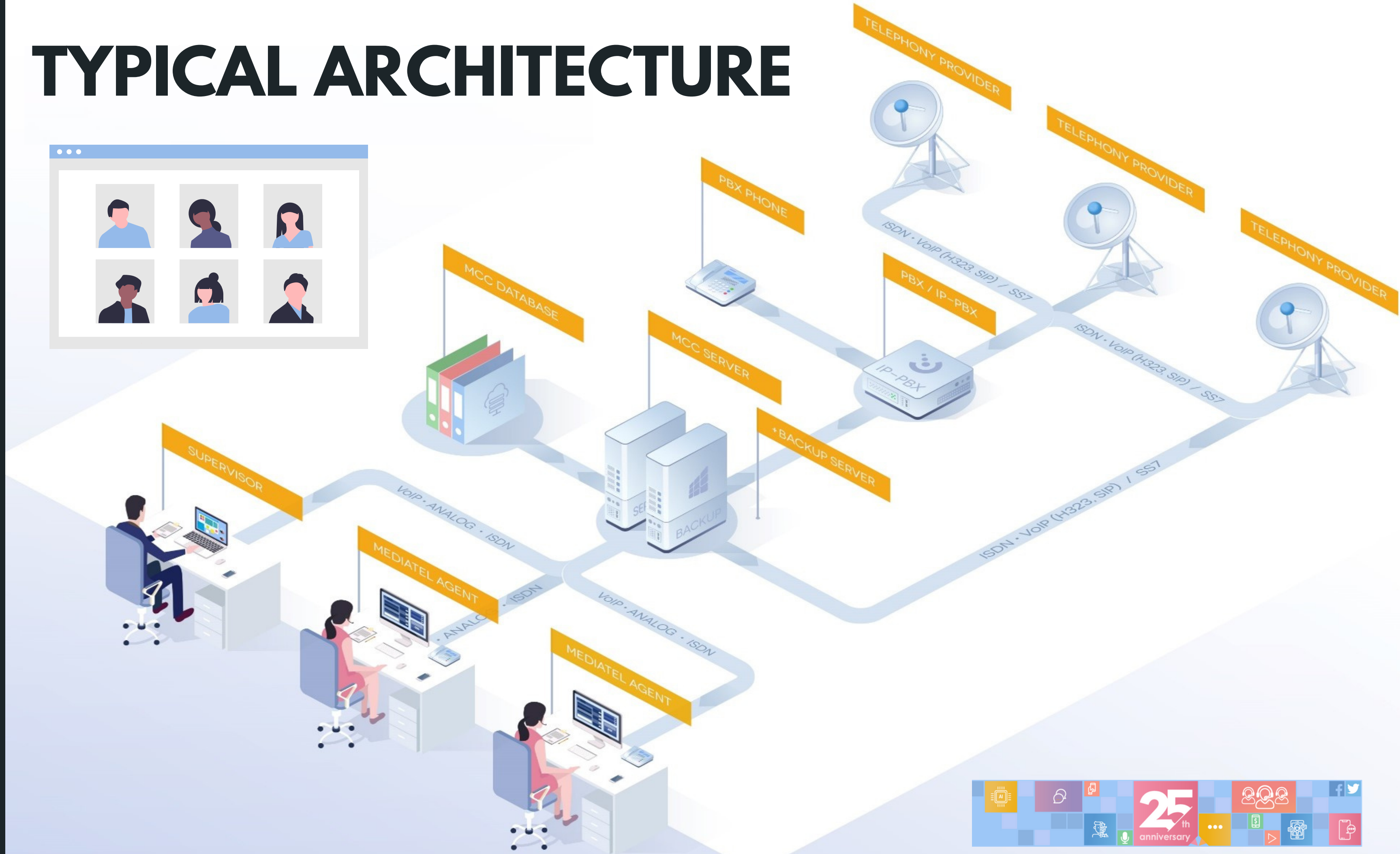
THIS COMMUNICATION SYSTEM IS MORE OF AN OPERATIONAL APPROACH AND ENABLES CUSTOMERS TO COMPLETE TRANSACTIONS USING DIFFERENT CHANNELS.

## OMNI-CHANNEL

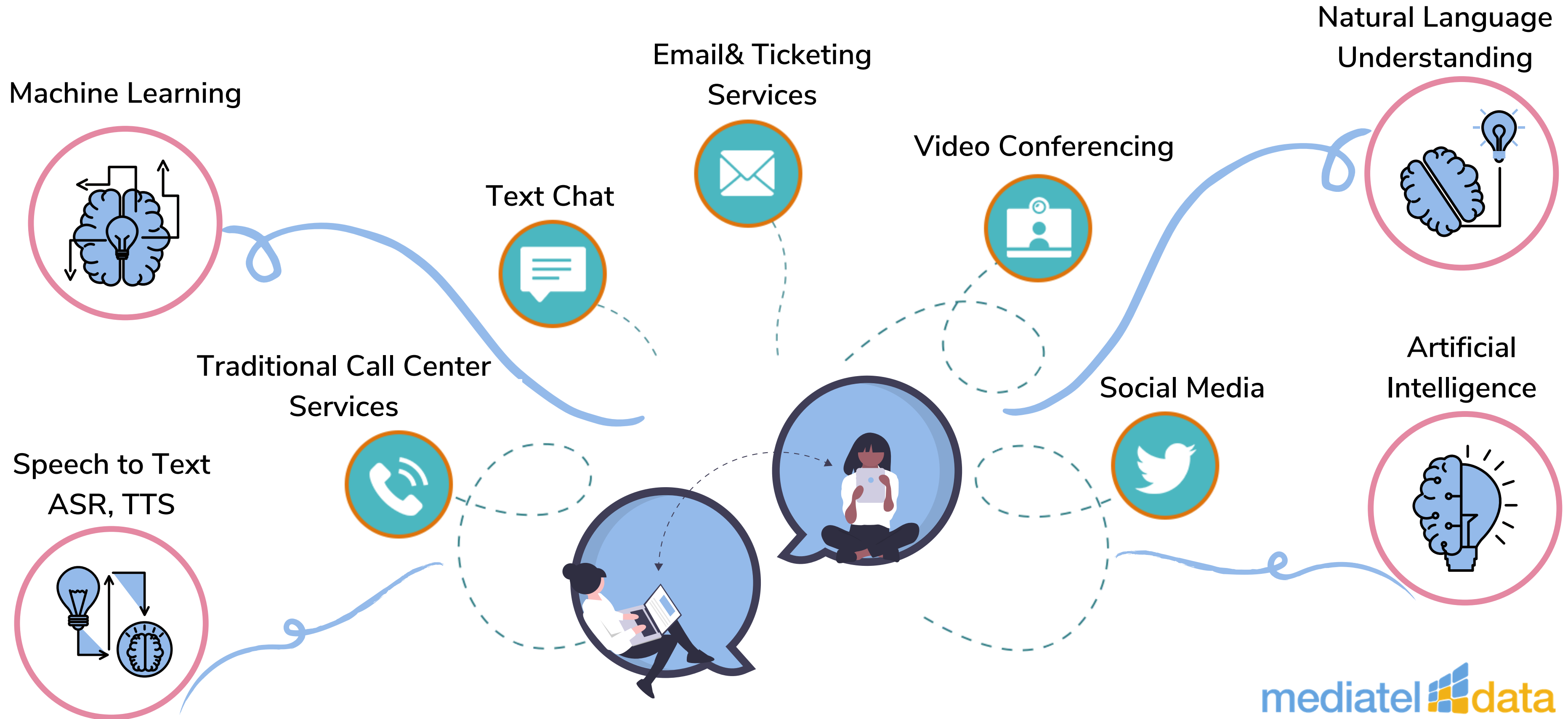
THE COMMUNICATION SYSTEM VIEWS THE EXPERIENCE THROUGH THE CUSTOMERS EYES AND MANAGES HIS EXPERIENCE ACROSS ALL CHANNELS OR A SEAMLESS, INTEGRATED, AND CONSISTENT EXPERIENCE.

THIS SYNCHRONIZED APPROACH PRESENTS A SINGLE FACE TO THE CUSTOMER AND A CONSISTENT WAY OF COMMUNICATING.

# TYPICAL ARCHITECTURE



# CONTACT CENTER CUSTOMER ECOSYSTEM



# SMART CALL CENTER

The Mediatel Data System administrates in one platform incoming and outgoing calls in order to handle all call interactions.

Dialer modes can be defined as manual, predictive, power, or/ and preview for an unlimited number of leads.

During calls, a conference mode can be activated, whispering/ live-coaching (only the agent hears the supervisor's voice) or neutral listening, without interfering on both sides.

Inbound and outbound calls can be recorded automatically for a defined period of time and also with the possibility to do it video (agent screen).

Mediatel Data Dialer has as main functionalities: Automatic Call Distribution (ACD) and Call Blending.

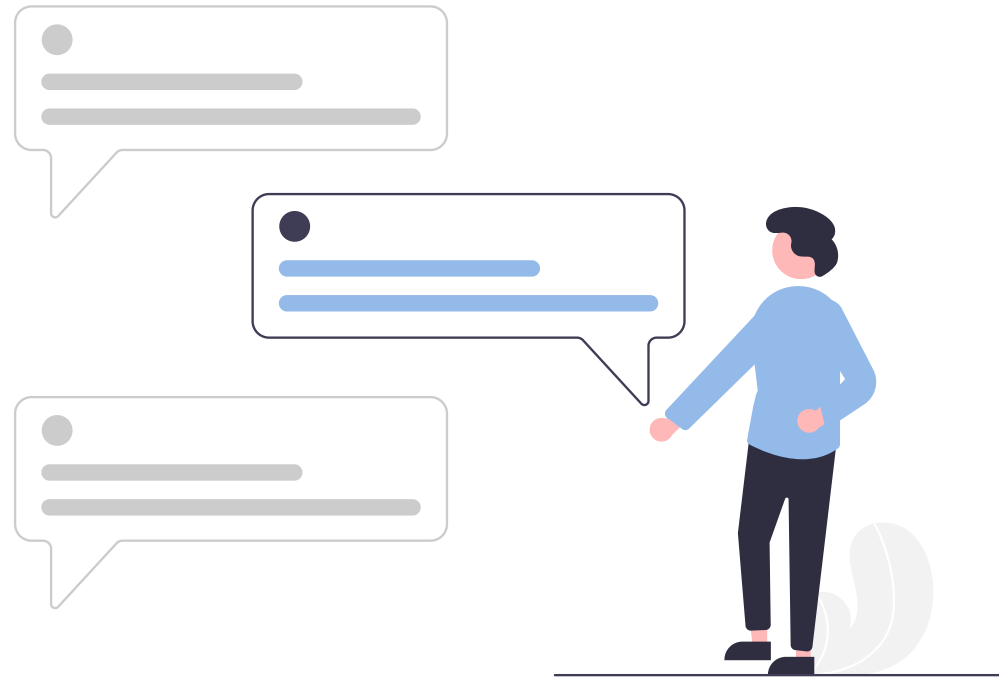
Media Call Center predictive phone dialer automatically adjusts to calling patterns, the number of agents, and the average call length. If calls are short, a dialer should dial more lines. The system has feature-rich scripting and calls management components are completely integrated with the dialer. With full call control, logic and branching, scripting is available for any predictive dialing project. Scripts can manage complicated surveys, multi-level sales campaigns, fulfillment (email, fax, MS Word®), external databases, and more.

- Predictive Dialing
- Manual, Preview, Custom & Power dialing
- Automatic Call Distribution
- Call Blending
- Conference, Whispering (coaching), and Listen Only
- Call Back& Missed Calls Tool
- Pre-call recorded messages & niGHT messages
- Identifies voice mails
- IVR - pre-call, in the middle of the call, post-call
- IVR API (DTMF, ERP, CRM)
- Personal or impersonal call distribution
- Voice and video recordings
- Unlimited calls stocking (as your space allows)
- Listen and export recordings with just a click
- SIP Connection & PBX Integration
- SQL and Oracle databases supported
- WEB Integration & CTI Integration
- Scripting & Routing
- Secure integrations with other apps and systems
- Monitoring and SLA included
- Historical reports and live monitoring
- Wallboards
- Screen pop-ups, Alarms & Notifications
- Mini CRM – Agents Mini Wallboard
- Internal messenger/ chat
- Quality Control Management
- Work from home/ remote supported



# TICKETING PLATFORM

## VOICE & TEXT MESSAGES - 360° VIEW



Mediatel Data chooses to boost sales and services by embedding video, voice, chat, social media posts, comments and co-browsing into customers' journey.

The latest iteration of Mediatel's Contact Center solution leverages the full range of communication channels to further enhance the interactive customer experience.

- Send & receive messages via social media channels and live chat
- Voice calls can be included as a ticket – interaction
- HTML and Plaintext Email
- SPAM-Free, Collision Avoidance, secure and unified mailbox
- Full ticket lifecycle from opening to resolution
- Assigned Tickets/ Emails/ Messenger to agents, teams, group
- Assigned Live Chats to agent, team, group
- Dynamic/ Automatic Templates (email that almost writes itself)
- Autoreply and ID generation
- Track all kind of business issues based on e-address/ key-words
- Send & receive attachments
- Includes photos, GIF, and emoticons
- Link Chats and Tickets to the same platform
- Flawless FAQ integration, respond to inquiries
- Waiting Time indicator, SLA, KPI, custom formulas
- Search & Filter options
- Alerts & Notifications – visual and pop-up
- Personal signatures incorporated
- Automatic distributions based on rules, prioritization, and slots



# LIVE CHAT & SOCIAL MEDIA



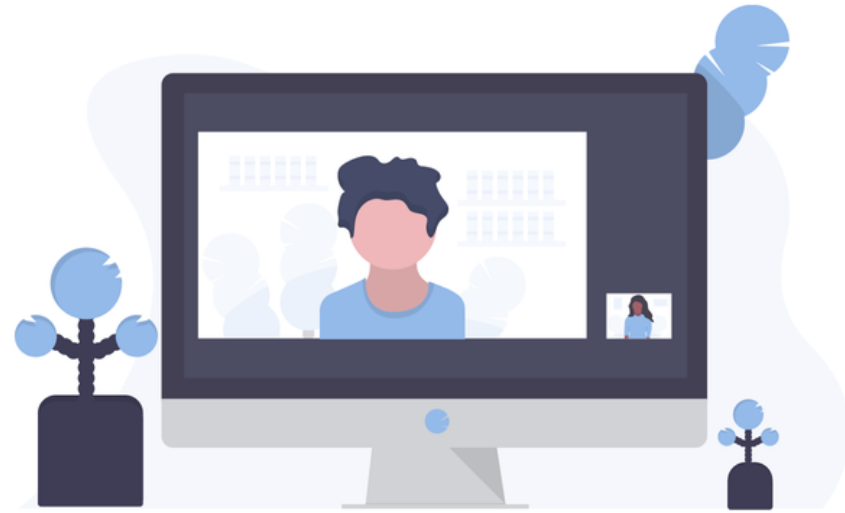
## Functionalities & Capabilities Social Media Integration

- Single Platform - Users can manage multiple Facebook pages (Messenger and Wall) in a single interface, without having to connect to a browser.
- Posts and Messages turned into tickets - Tickets are distributed to users (depending on skills), they can manage a large simultaneous volume of messages received on the page.
- Easy tracking on campaigns - Tickets (you can see which user worked on a ticket and previous conversations).
- You can generate reports with different statistics, per user, per campaign (page), etc.
- Can be integrated with AI tools.

## Functionalities & Capabilities for LIVE CHAT

- Direct line of communication with your website visitors
- Operator chat queue line
- Chat priority levels
- Skills distribution
- Global chat archive
- Quick & easy to install and also fully customizable interface for your business Reports and Analytics
- Any offline message will easily transform into a ticket/ mail and can be processed during the working hours
- Integrated with other interactions like Calls, SMS, Emails, CRM, etc (Omnichannel Platform)
- The agent can see the page URL from where the message came (are cases when you have live chat in different websites), room data (you can define one or more), and client id (it is registered in your database).

#Facebook Posts& Comments #Facebook Wall #Messenger  
#WhatsApp #Twitter #Zalo #LinkedIn

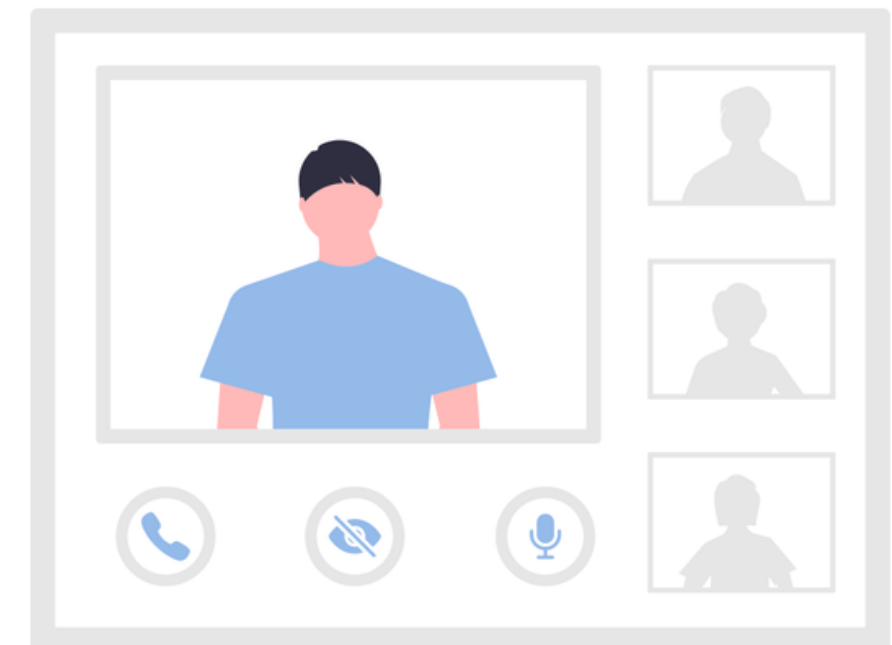


The Video Assistant brings to your customers the in-person experience while engaging in private, end-to-end secured interactive sessions with your support agents from a mobile device, tablet, or laptop, without the need to install or download any additional software.

Staying true to its inheritance in the customer support paradigm, Video Assistant gives the support agent a unique set of tools to control the flow of the interactive session – session initiation, screen sharing request, remote camera control, remote screenshot capture, and video recording. The agent's experience can be further enhanced with extra information extracted from clients' history and other interactions, while real-time face tracking and recognition make it ideal for customer onboarding scenarios.

## Features & Capabilities

- Secure connection
- Access with a unique link, sent via SMS
- Compatible with any browser on any device
- GDPR complaint - asks the client consent
- Photos can be made and saved during the session
- All information is saved on the server
- Customize the experience, platform and application
- The sessions can provide reports (talking time, start-end, average, total, etc.)
- The sessions can be marked as solved with resolutions & logs are traceable
- INTEGRATED into OMNI-CHANNEL & ALSO INDEPENDENT USAGE APPLICABLE



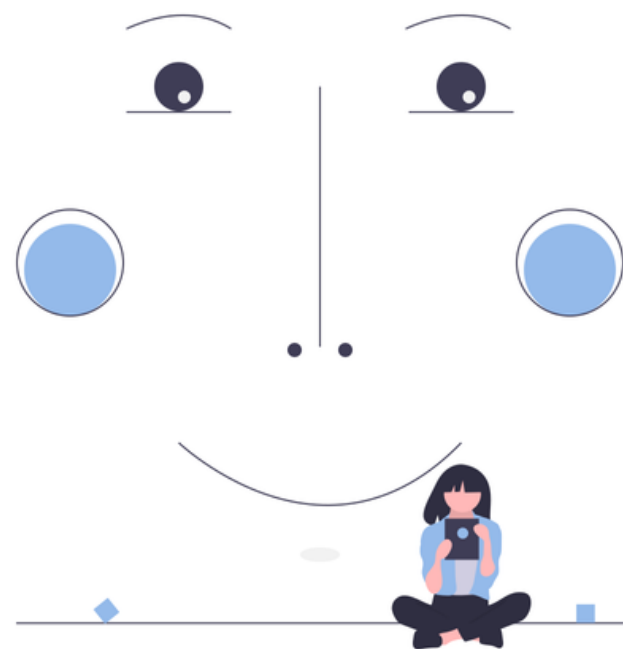
By working closely with the development and support departments, we have designed and implemented Machine Learning-based modules for the Mediatel Data Call & Contact Center software, all gathered under the concept of **Virtual Assistant**.

Ranging from identifying the intents of customers that contact a business via several channels (voice call, video call, e-mail, WhatsApp, Facebook, etc.), understanding the topics that they are interested in, analyzing their attitudes, or proving their identity (via Voice biometrics or Facial recognition), we have integrated numerous new technologies, as part of our continuous efforts to offer the best products to our clients.

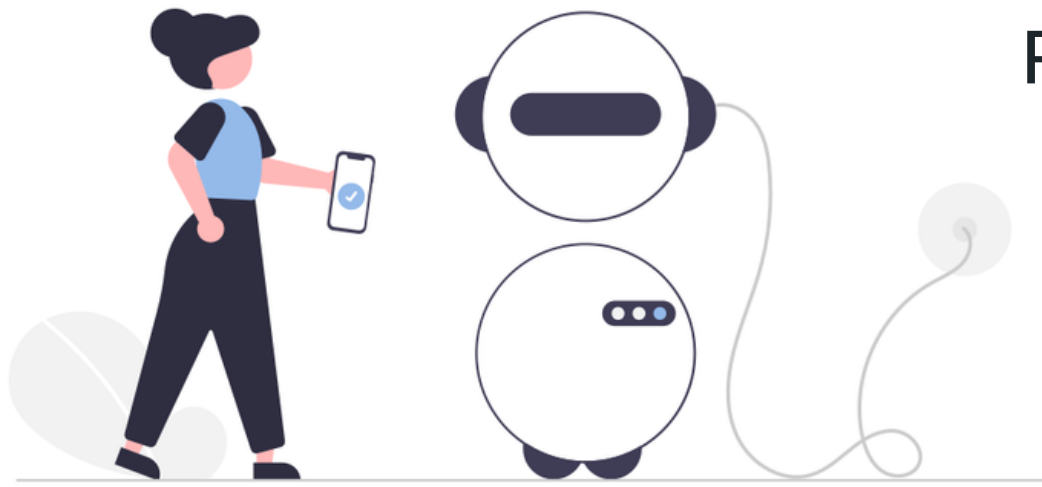
Our Machine Learning models are dynamic and our Virtual Assistant is designed to allow constant improvements. When landing a model in production, we accompany it by feedback mechanisms through which the users can signal the misclassifications. This information is then used to periodically re-train the model, and we make sure that the models are always complying with the most up-to-date business needs.

## Features & capabilities

- Reply to questions (voice& text)
- Send notifications
- Reporting
- Track tasks
- Route to agent
- User intent detection





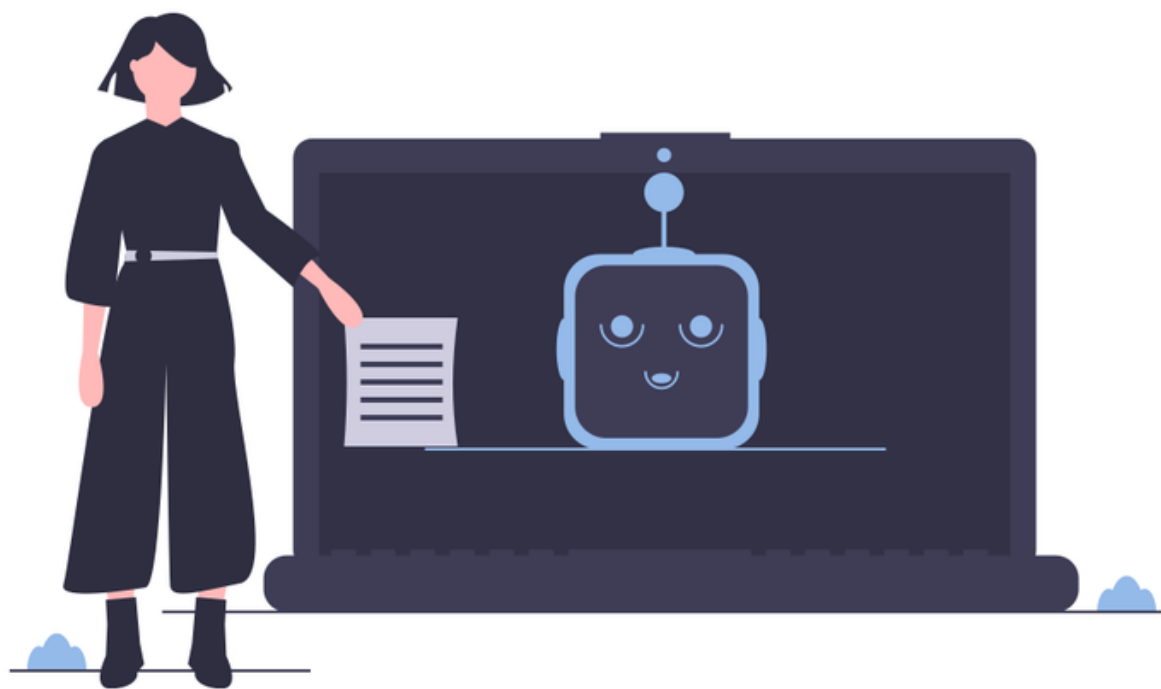


## Purpose:

- Identifying the intentions and entities of what patients say;
- Implemented scenarios in IVR - VoiceBot;
- Implemented text scenarios - ChatBot.

## Implementation steps:

- Data Collection and records through IVR (~ 2500);
- Transcription of audio recordings Transcript analysis - identification of intentions and entities;
- Transcription processing and AI model training;
- Setting scenarios for the bot Scenario implementation.



## Benefits:

- 24-hour availability
- Instant, recorded & consistent answers
- Instant transactions
- Programmability & customization
- Integrated ecosystem

# SENTIMENT AND EMOTIONS ANALYSIS

## Emotions Analysis

**Purpose:** Understand customer reactions, to provide actionable insights on how to improve the offered content.

**Mechanism:** Automated Machine Learning with Neural Architecture Search.

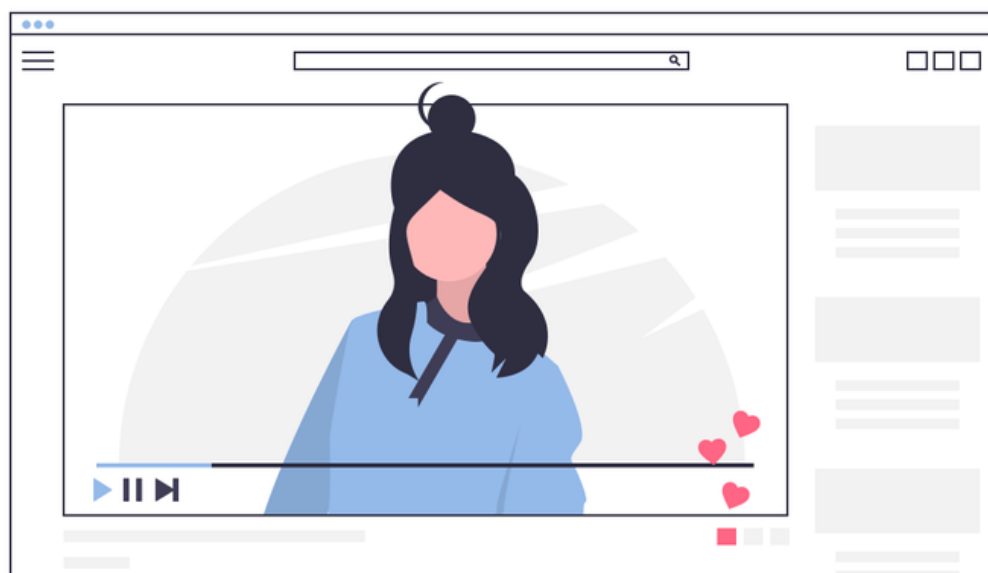
**Capabilities:**

- Analyze speech, text, emojis;
- Currently trained in English and Romanian;
- Easily customizable on own use cases and languages.

## Sentiment Analysis

**Purpose:** Catch the general impression that people get from consuming a piece of content.

**Solution:** Compute a positivity or negativity score.



# CONTACT US



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