

## NOVOMIND iAGENT

A new dimension of customer contact:  
novomind iAGENT is the intelligent  
customer service platform for optimal  
multi-channel management.

On a single dashboard screen, you can  
view the communications/conversations  
between you and your customers through  
mail, chat and social media channels  
such as WhatsApp, Telegram and  
Facebook.

## Contact Us

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**NOVOMIND**

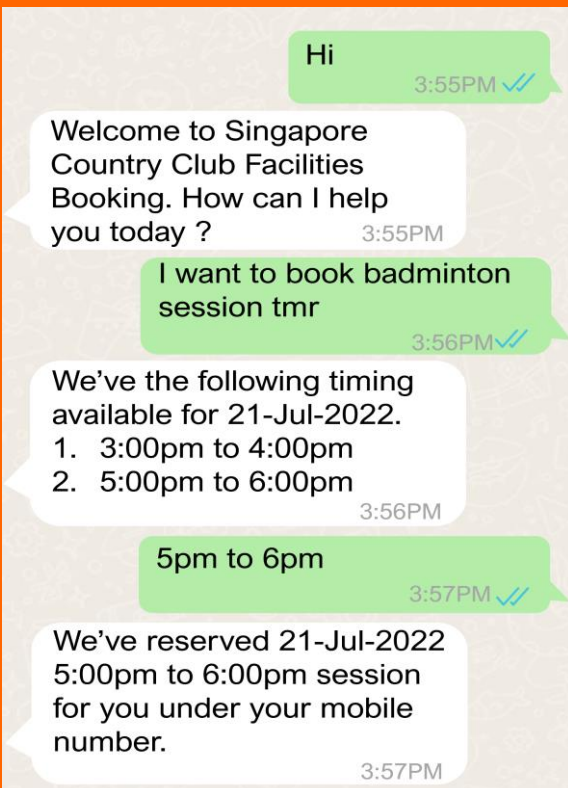
CUSTOMER FOCUSED. TECHNOLOGY DRIVEN.



**remego**

Connect Our World

## Use Case 1 – Facilities Bookings



## Club Membership Contact Management

### With NOVOMIND iAGENT

All clubs are increasingly relying on digital and social media to disseminate information and to keep in contact with their members. iAgent lets members use contact media of their choice to book facilities and to respond to event promotions. novomind iAGENT is able to direct queries to the relevant facilities managers for their perusal.

iAGENT can be trained to respond to common queries intelligently using a chatbot. Repetitive tasks such as facility booking can be automated. Below are some sample scenarios.

## Use Case 2 - Promotions



## Other Use Cases

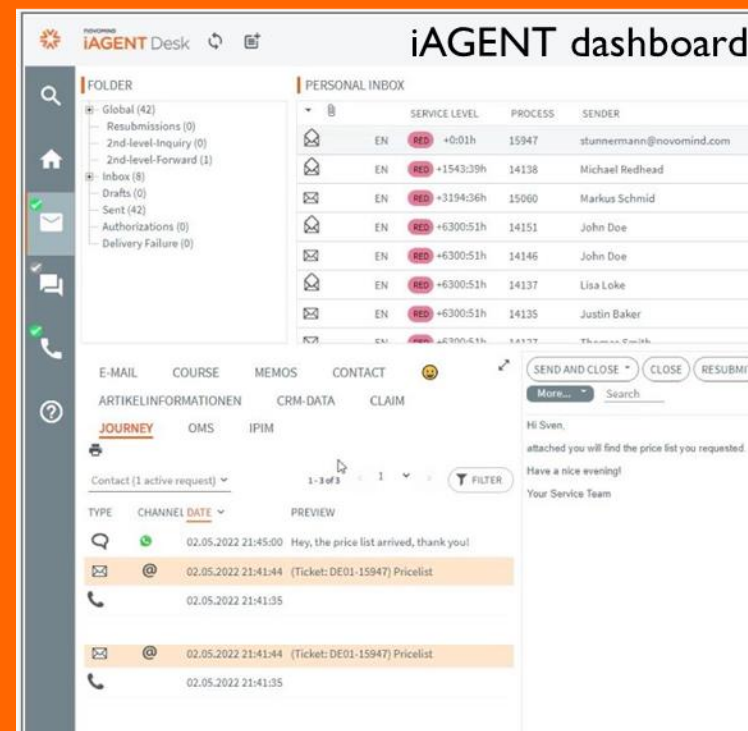
Request for help



Enquire on Local rules and etiquette



Reserve a table



# iAGENT

## Main capabilities

- offer 360° customer service  
A centralized multi-channel contact management solution for all company sizes.
- Single desktop application  
Agents can process all enquiries from all channels on a single, easy-to-use dashboard.
- Central multi-channel routing  
Queries can be directed to the right expert team based on criteria such as topic, location.
- Support multi-digital channels  
iAGENT is readily available to converse with customers via voice, email, chat and social media such as WhatsApp, Telegram, Facebook and Messenger
- Customer Journey  
A bird's-eye view on customer interactions with your Company. Use it to improve customer's service.



iAGENT is a powerful communication platform to manage and automate customer communication across all channels.

Always available – just like a friend



# Benefits

iAGENT is hosted on cloud and there is no need to invest in infrastructure. No worries on end-of-life products or hardware upgrade.

Social media connectivity is available for use upon sign-up.

An integrated dashboard that is intuitive, to be use by all departments' supervisors and customer service personnel. Their access is based on configurable user rights.



# SG Reference Site

**ACES CARE Helpline (Singapore) in**

**June 2022**

A national helpline that provides assistances to seniors in need.

Powered by novomind iAGENT - a cloud-based solution that supports voice, email, WhatsApp and Telegram channels.

Volunteers can call or chat from their home with seniors. All communication channels are recorded for follow-up or audit purposes.



Remego has a team of contact centre experts to help you develop successful strategies today for better service to your Customers.

Contact us for a demo  
[Sales@remego.com](mailto:Sales@remego.com)

