



Centralized Customer Conversations for Enterprises using AI and ML

About us

At Woveon we pull in phone, SMS, chat, emails and social customer messages all into one place. Your business can resolve an issue or find that new sale opportunity fast. Enterprises have a wealth of customer information, but no way of pulling together all the relevant communications. Teams spend, on average, 20% of their time jumping between different systems and platforms trying to understand a customer inquiry and searching through history to piece together what happened, who said what, when and why.

Who we are

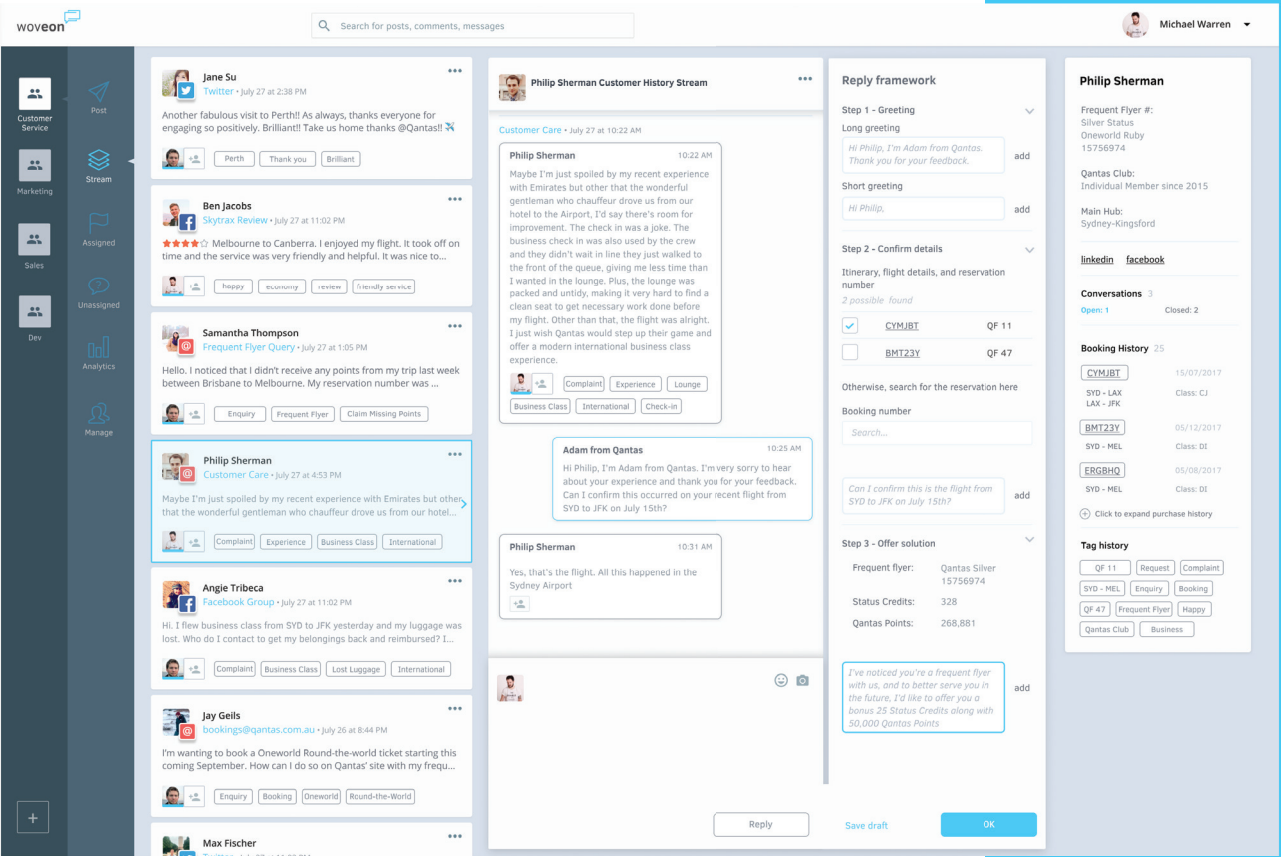
Woveon is a tool that enhances the customer experience between businesses and their customers. Using AI and ML, Woveon weaves relevant conversational, transactional and behavioral data about a customer and

empowers teams with the knowledge to resolve a problem in real-time. Woveon helps teams become more human and personal with customers by suggesting responses that will convert sales and close issues faster.



Technology


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Benefits

-  **Optimize Response Times**
Enable hyper responsive teams by decreasing team response times by up to 80%. Woveon provides the right information at the right time about a customer.
-  **Discover New Opportunities**
Woveon enables marketing and sales campaigns target the right customers, prioritize the right customers and open up new revenue opportunities.

-  **Integrate**
We integrate all the other customer systems and conversations. In fact you're customers will love that fact you know them better.

-  **Customer Loyalty**
Increase and retain happy customers. Woveon drives personalized customer responses and experience with your business.

Team



Adam Rawot
CEO
University of Pennsylvania,
BS in Mechanical Engineering

Mentor, Consultant,
Research Customer Service
& Customer Experience.



David Dinh
COO
University of Technology Sydney,
BS in Applied Finance & Law

Enterprise Product
Management & Customer
Service.



Chadwick Wingrave
CTO
Virginia Tech University,
PhD in Computer Science

Enterprise Technology,
Management, Security and
Scalability.

Why use Woveon

Single Customer View

Empower your teams with the right customer information, profile information access faster their history from multiple channels and deliver more personalized customer responses. Woveon connects all the SMS, telephone, email, chat and social messages into one place.

Powerful Analytics

Harness the power of all the customer conversations, take a deep dive to understand lost sales, open up new revenue streams and uncover which customers need priority. Woveon makes sense from the all chaos to uncover hidden bottom line opportunities.

Intelligent Responses

Powered with AI, Woveon intelligently learns the customer profiles, past transactional, behavioral and conversational data to suggest responses that have worked to close a sale or convert awesome customers into lifelong revenue streams.

**Speak to a
conversation
data warehouse
expert today at
woveon.com**

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