

UNIFIED COMMUNICATION SOLUTION

Taking Customer Experience (CX) to the Next Level



Looking to SetUp Contact Center?

Prospects looking for a quick call?

Need Helpline for customers to call?

Unable to track agent productivity?

No track of customer conversations?

Call drops decreasing caller experience?

ABOUT SPARKTG

- Founded in 2002(USA) & 2009(India)
- Experienced, Leading & True Contact Centre Provider in India
- Currently handling more than a Million Calls a day on its Platform.
- Clients across several Sectors and Industries in both Private and Indian Government.



WITH SPARKTG



Enhance User Experience



Intensify Lead Conversions



Increase Agent Productivity



Personalised Customer Service



Boost Organisation Revenues



SPARK TG'S UNIFIED COMMUNICATION PLATFORM

Helps you manage all your communications

- CLOUD BASED
- PROVIDES BLENDED CALLING & MESSAGING
- REAL-TIME DASHBOARDS
- CALL & AGENT PRODUCTIVITY REPORTS
- COMPLETE CALL RECORDINGS
- APIs FOR INTEGRATION
- AI ENABLED & FUTURE READY



Blended calling with multiple kind of outbounds, Real-time dashboards with live call flows and agent statuses along with different kinds of reports helps efficiently manage your contact center with ease and ensure a high productivity from agents



OUR PRODUCTS

A unified platform to manage all your customer communications



AI Enabled Unified Contact Center Solution

Inbound Calling, Outbound Calling IVR, ACD, Manual & Bulk Dialer, Call Recording, Live Dashboards, Reports



Call Masking

Connect parties with each other without revealing identity for cab booking, astro connect, restaurant booking



Campaign Management & Customer Engagement

IVR Blasts, WhatsApp Broadcasts, Bulk Dialer, Missed Call



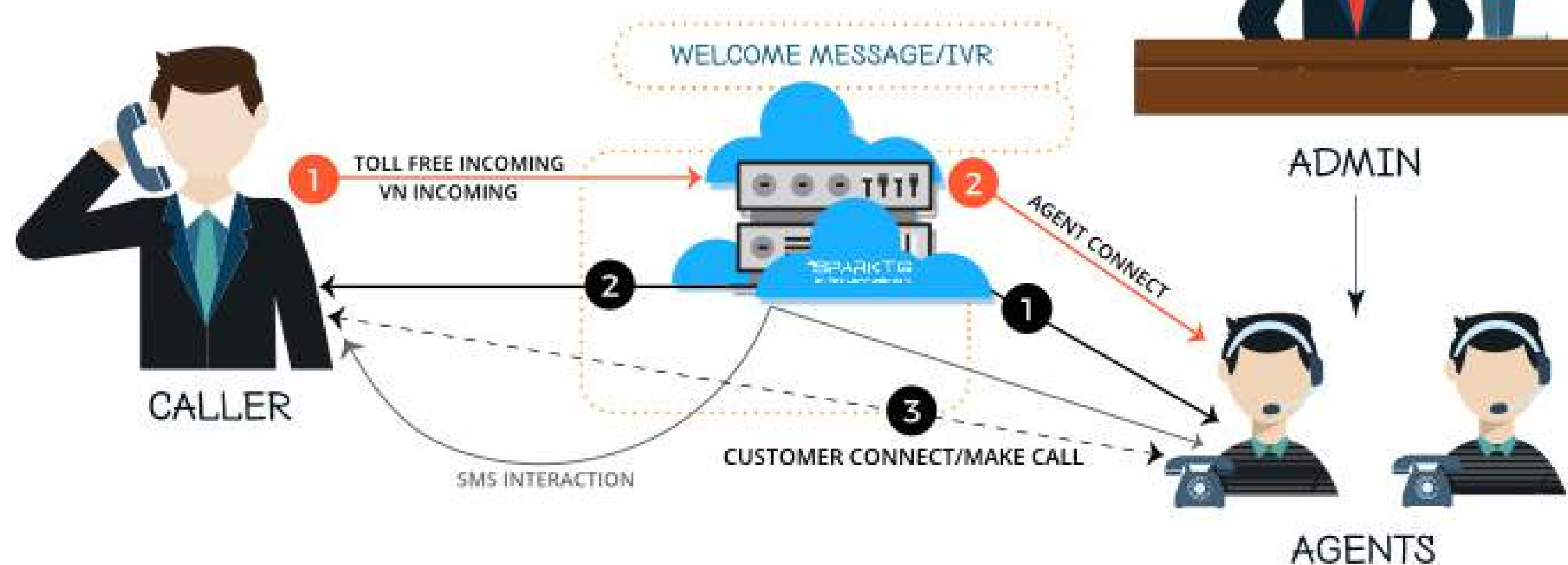
Speech Analytics & Conversational AI

AI Speech analytics, Keyword spotting, call transcript, ASR, we have it all



A CLOUD TELEPHONY SOLUTION FOR ALL YOUR BUSINESS NEEDS

VIRTUAL CONTACT CENTER



CLOUD TELEPHONY SOLUTION OFFERINGS



POPULAR FEATURES



LIVE MONITORING
Live Call Flows
Agent Status
QueueStatus



DIALER
Manual & Automated
Preview, Progressive,
Predictive



INTELLIGENT ROUTING
ACD, IVR, Location Based,
Skill Based, integrated
logical IVR



LIVE CALL TRANSFER
Warm, Cold, Queue, Multi-
service call transfer with
reports



MOBILE APP
Both Android & iOS Appt
have agents work from
anywhere



DECISION MATRIX
Call Recordings, Agent
Productivity Reports, CDR
Reports



TELEPHONY API
Multiple APIs for complete
integration and also call
scheduling



FOLLOW UPs
Agent & API Scheduled
Follow ups with complete
report



CRM INTEGRATIONS
Pre-integrated with
multiple CRMs to ensure
optimum experience



WhatsApp & SMS
Notification& Custom SMS
& WhatsApp Messages



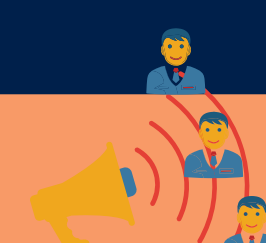
CFN
Choose between
TollFree & Virtual
Number



STICKY AGENT
Route calls to specific
agents for specific
callers



MONITORING
Spy & Whisper modes to
monitor &mentor live
calls



BROADCASTS
Bulk dialing with
recorded phrase, IVR,
agent connect



SENTIMENT ANAYSIS
Speech to Text, Keyword
Spotting & Call
sentiment



A CONTACT CENTRE SOLUTION FOR ALL YOUR BUSINESS NEEDS



Sales

Reach out to your prospects - -

- Manual & Automated Dialing
- Predictive. Progressive, Preview
- OB IVR with agent connect



Marketing

Advertise your services with

- Toll Free
- Virtual Number
- Broadcasts with promotions



Customer Service

Blended calling solution helps your customer to reach you for issues & enquiries. Schedule or make calls for update.



Logistics & Marketplace

Masking solution that helps connect two parties ensuring privacy. Mask by PIN, Mask by DID, Mask by CallerID



Billing & Debt Collection

Make & schedule calls to remind the customers to make payments. Create a Billing support line.



Survey & Data Verification

Automated & Manual outbound calls with or without agent to help personalised survey or Collection



Ensure your **Customer Privacy** with **CALL MASKING** feature



Your lead is safe with us
+91 XXXXXXXXX



WHATSAPP SOLUTION



**WhatsApp for
Customer Support**



**WhatsApp Broadcast to
reach out more**



**WhatsApp Bot for
Self-service**



**WhatsApp Data
Collection**



Communicate with
customers via
whatsapp

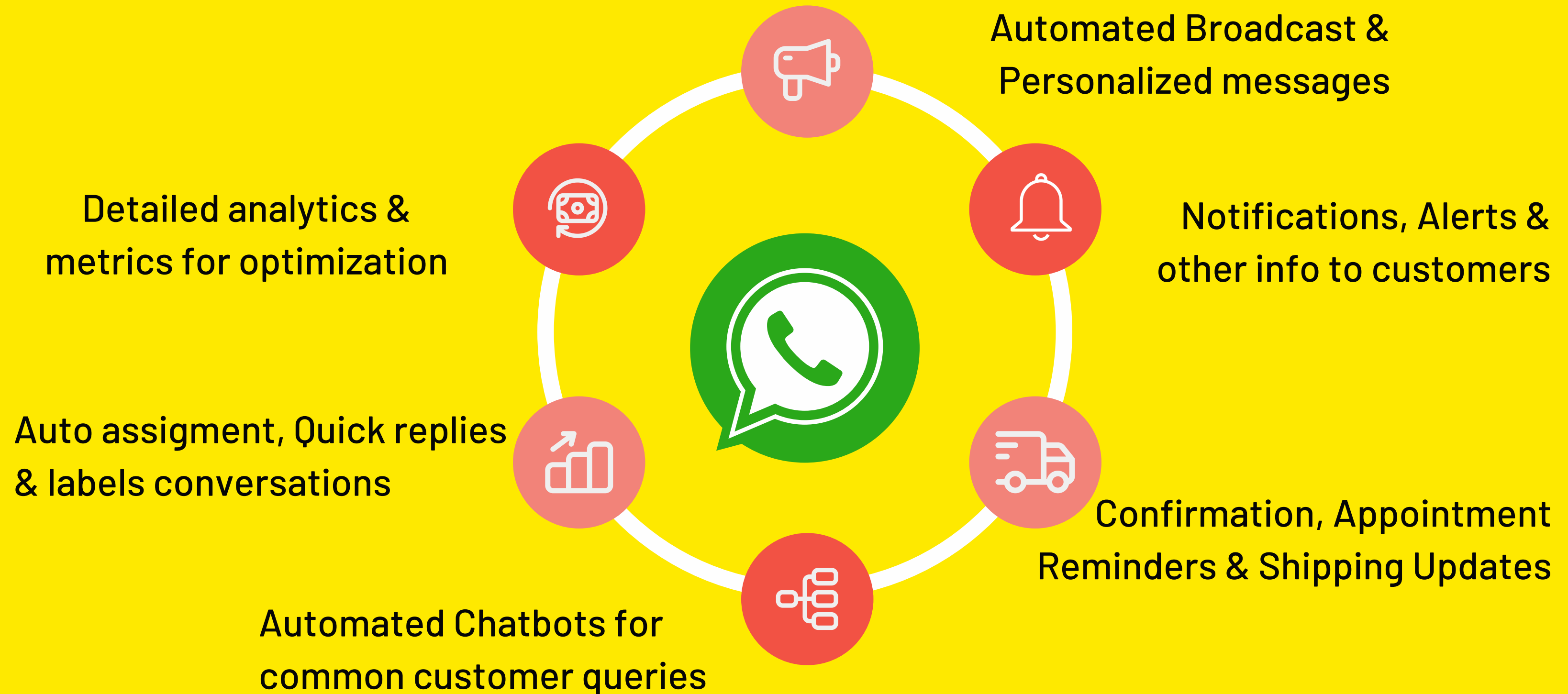
Integrate with existing
business's systems
e.g. CRM software

Improve customer
communication and
engagement

Scalable to high
volume
messaging

Security & Privacy
End to end
encryption

FEATURES OF WHATSAPP CONTACT CENTER



BENEFITS OF WHATSAPP CONTACT CENTER

Improved customer
communication & support

Increased efficiency &
message automation

Integration with other
tools & systems



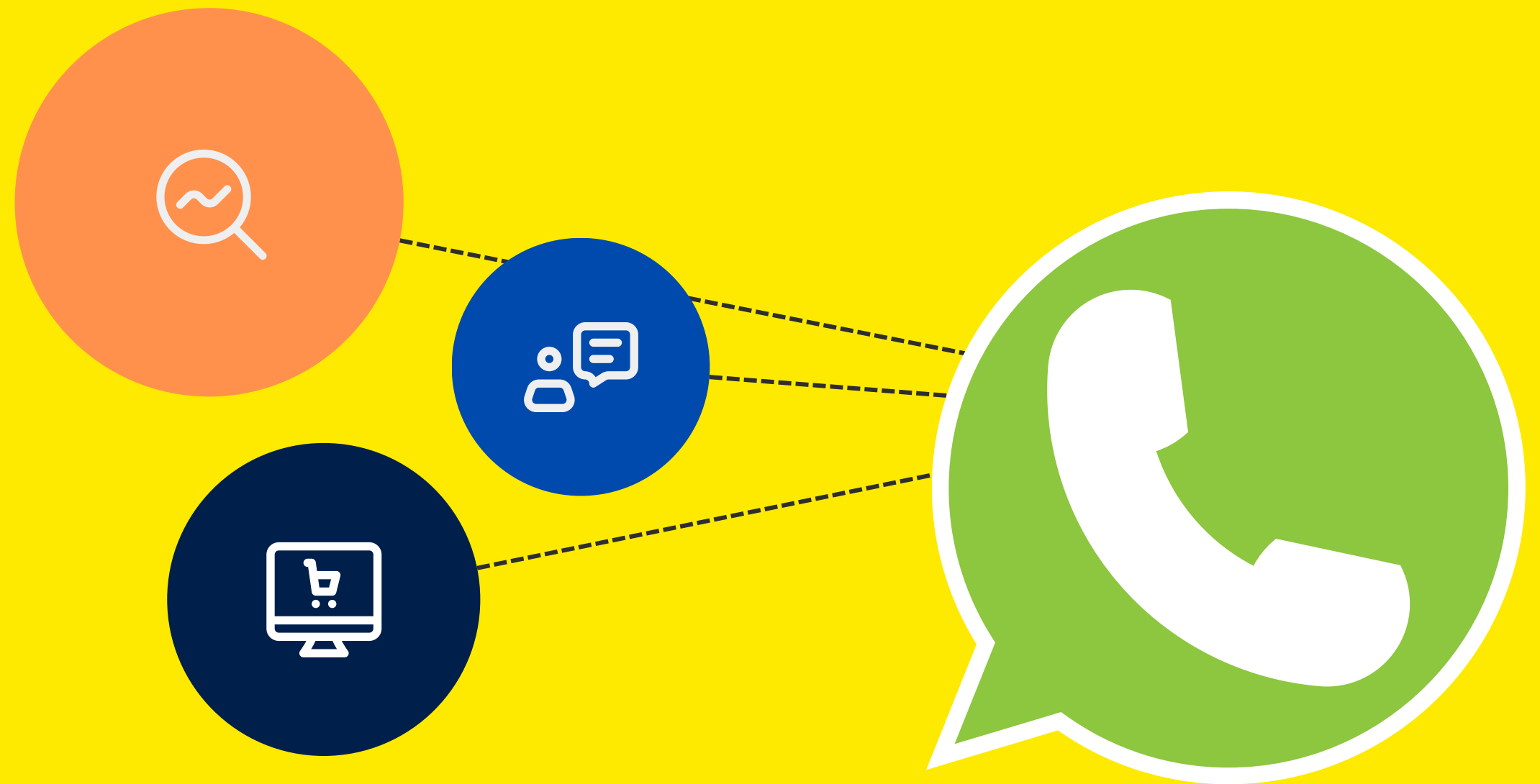
Send personalized
automated message to
customers

Enhanced security &
privacy

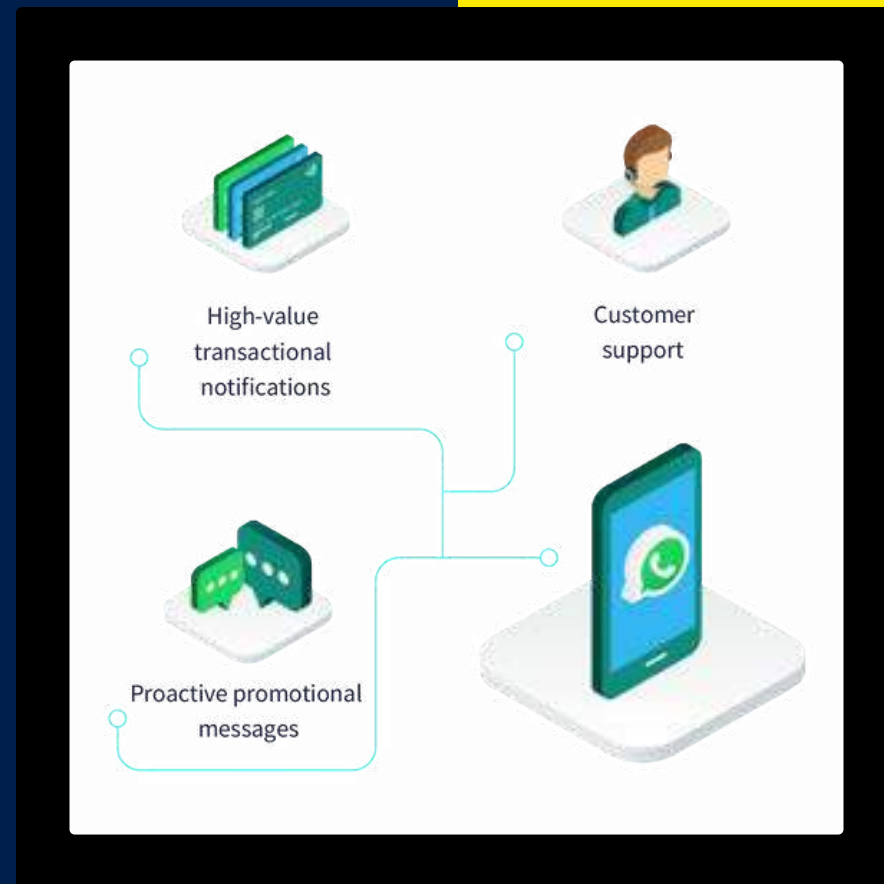
USE CASES OF WHATSAPP CONTACT CENTER

- ✓ Reduce wait time & generate new leads
- ✓ Upsell & Cross sell
- ✓ Alert & notification
- ✓ Broadcast promotional messages
- ✓ Order & delivery updates
- ✓ Recover abandoned carts
- ✓ Client re-engagement, loyalty & feedback
- ✓ Analytics & metrics report

& much more...!!!



Conversational AI



AI Voice & Chatbots



Outbound Voice & Chatbots



Intent Recognition



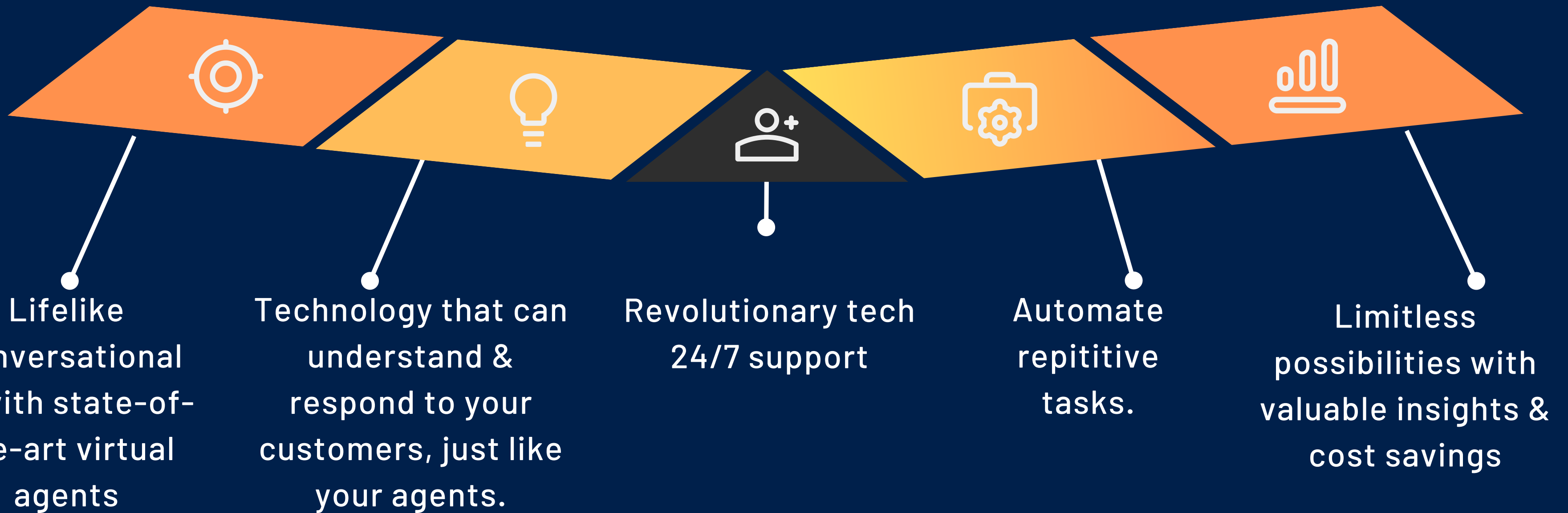
Call Sentiment Analysis



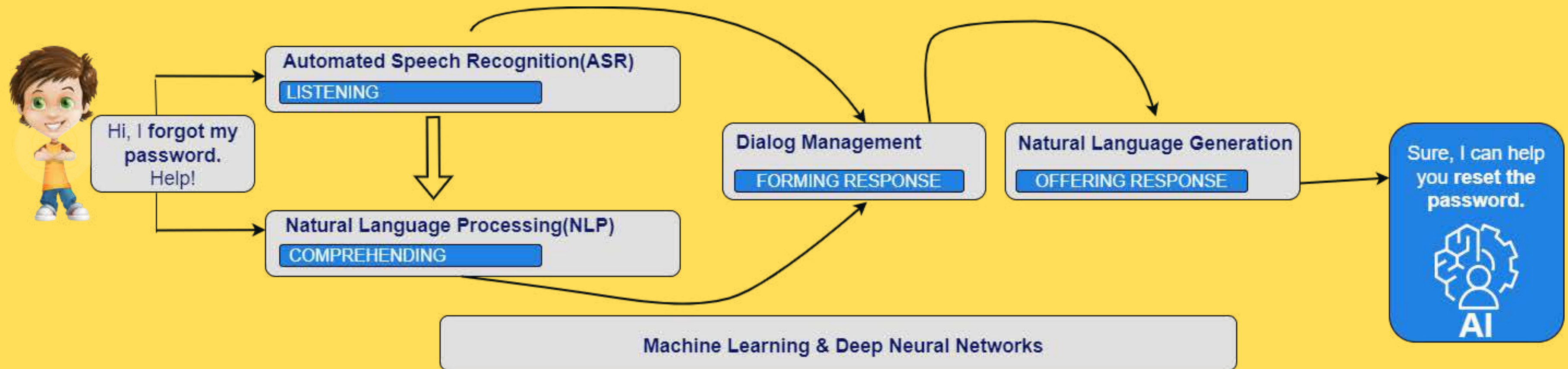
Speech to Text for Call



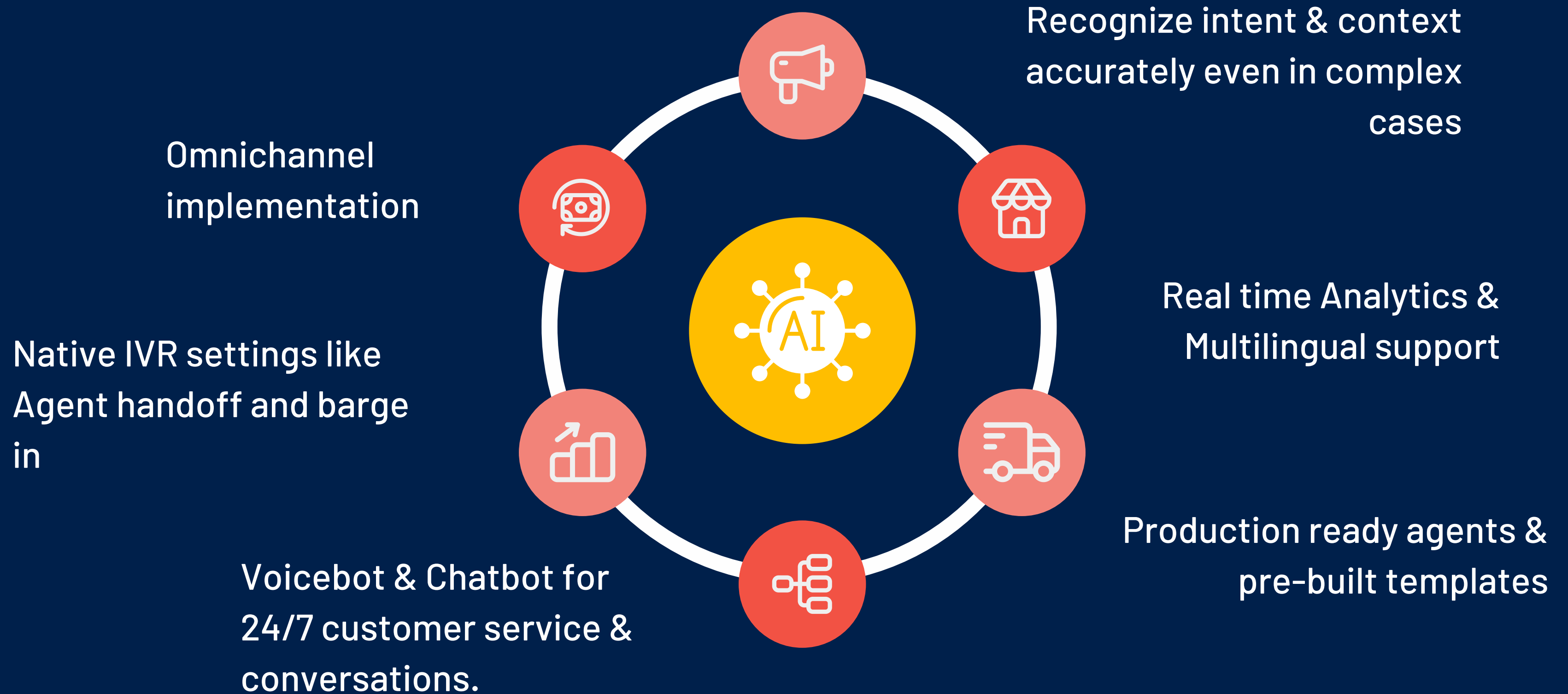
WHAT IS CONVERSATIONAL AI?



FLOW LAYOUT OF CONVERSATIONAL AI



FEATURES OF CONVERSATIONAL AI



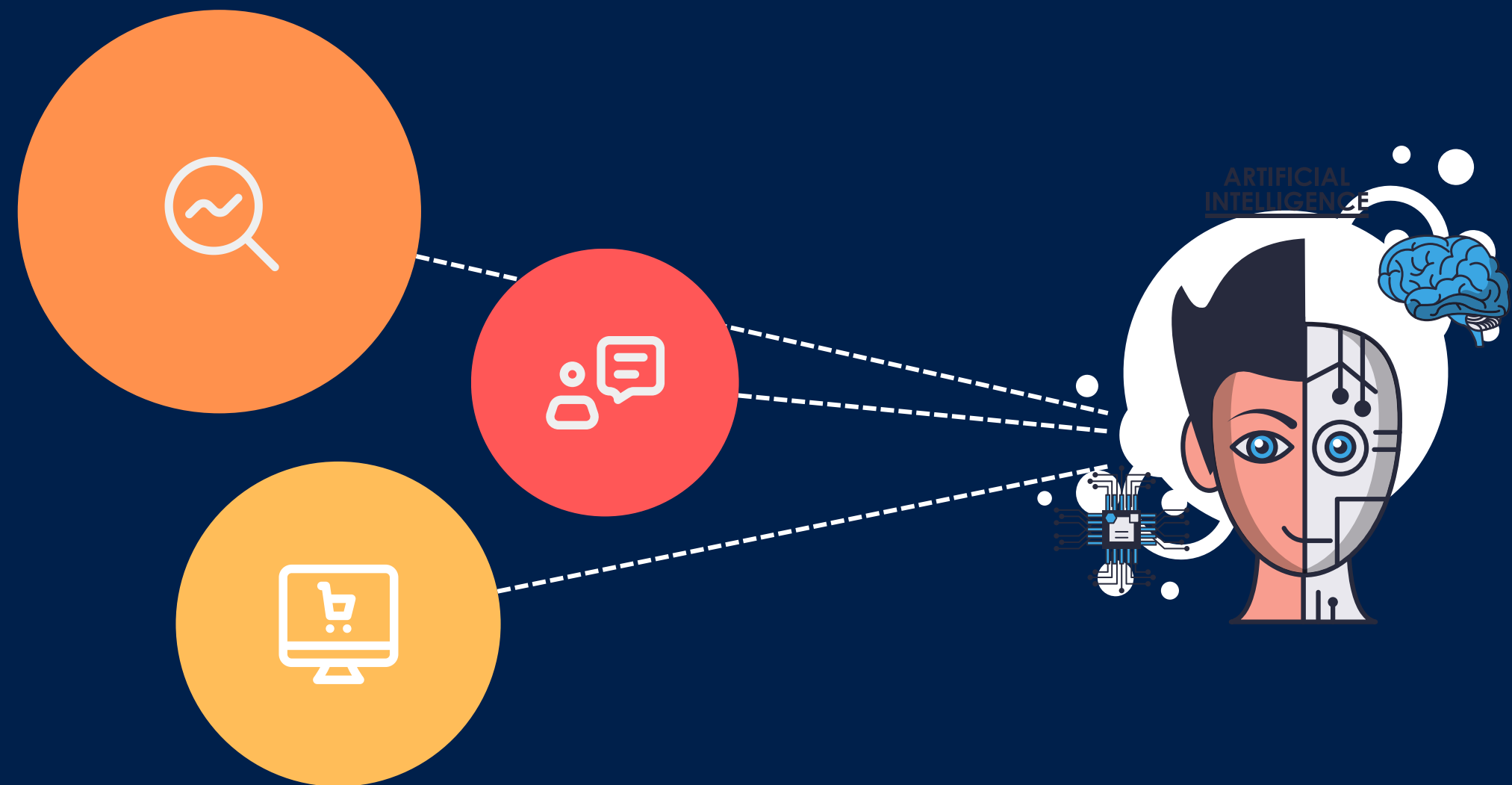
BENEFITS OF CONVERSATIONAL AI



INDUSTRY USE CASES OF CONVERSATIONAL AI

- ✓ Virtual customer service agents & Chatbots
- ✓ Ecommerce
- ✓ Healthcare
- ✓ Language translation
- ✓ Banking & Financial Services
- ✓ Automotive Industry
- ✓ Edtech

& much more...!!!



EASY INTEGRATIONS WITH MULTIPLE THIRD-PARTY BUSINESS APPLICATIONS



WHY SPARKTG?

SparkTG's team has more than 30 years of experience in Contact Center space, making it the best telephony solution for your business needs



Redundancy

A solution that is always available has the maximum uptime. No Call drops, dedicated channels



Scalable Solution

Auto scalable with usage, no need to worry on getting multiple resources as you grow



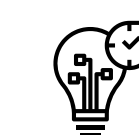
Breakthrough Features

Real-Time Call Monitoring, Missed Lead Single click follow up, Call Schedulers, Bulk OB Dialers, Sticky



APIs to integrate

We have telephony APIs that helps you integrate your CRM or any third party tool with it



Future Ready

With recent launches and work on AI & ML SparkTG is aggressively working on keeping it ahead of time

CLIENTS

Clients across all industry sectors



Software Advice.

Overall: ★★★★★

"The product is good and easy to use, the after sales support is quick and responsive with ease of integration with other applications"



GetApp

Overall: ★★★★★

"till now its very good, all I can say is that SparkTG is great in the current market"



Reach Us

Call 1800-123-454647
Mail at sales@sparktg.com

