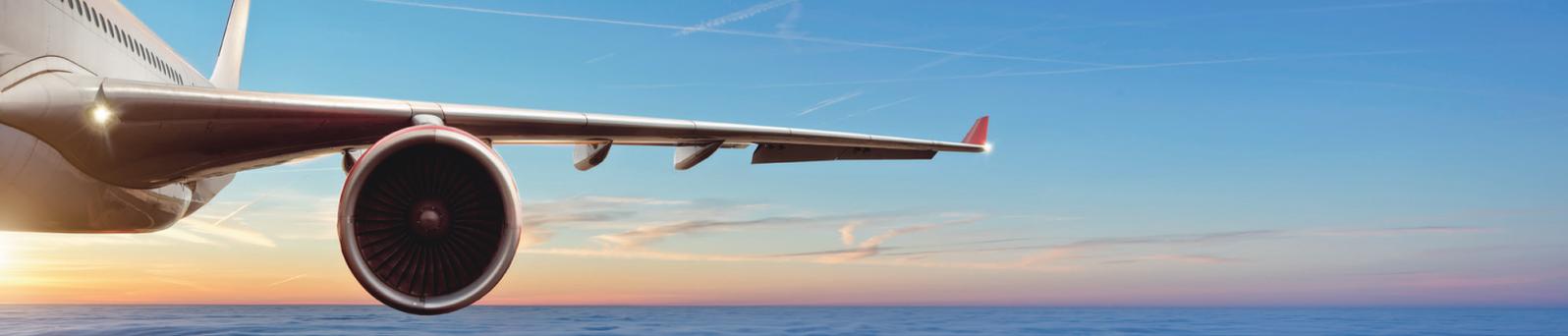




# Comnica Connect

**Smart-sourcing your customer service into one hand**

Comnica provides cloud-based customer experience solutions and telecommunications services, exploring new channels for AI based customer experience. Our focus is on aviation, mainly in the EMEA region. Our strength lies in covering all the services an airline needs: telecommunications, local/premium/toll-free numbers, smart IVR, digital customer assistant, virtual calling system and call centers – all under one single contract.



We have been flying with Wizz Air for more than 6 years, managing 55 million minutes during 10 million+ phone calls for the company. Our solution package supports the work of ~300 agents in 4 different countries, in 12 languages. Now we are expanding our businesses to new regions.

### **Inward dialing numbers from all over the world**

- Normal rate, toll-free (green) or premium numbers in 140+ countries
- Excellent audio quality without capacity restrictions
- Traffic through multi-redundant network at competitive prices
- **Premium Rate Numbers to transform your customer service into a cash-generating unit**

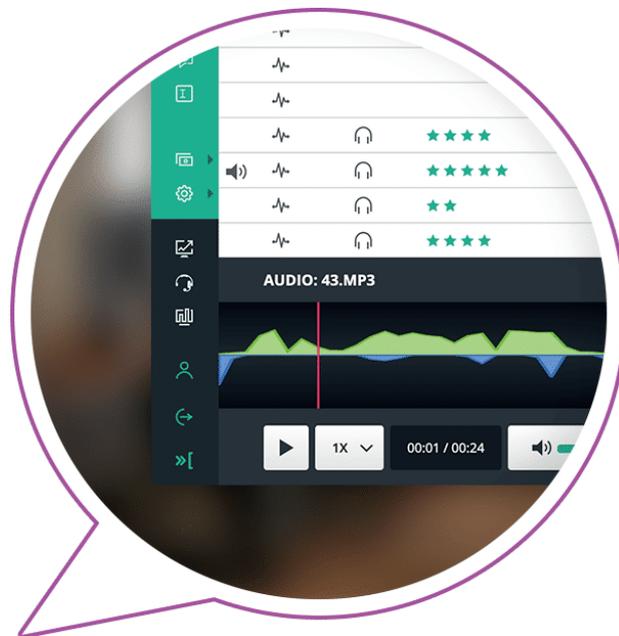
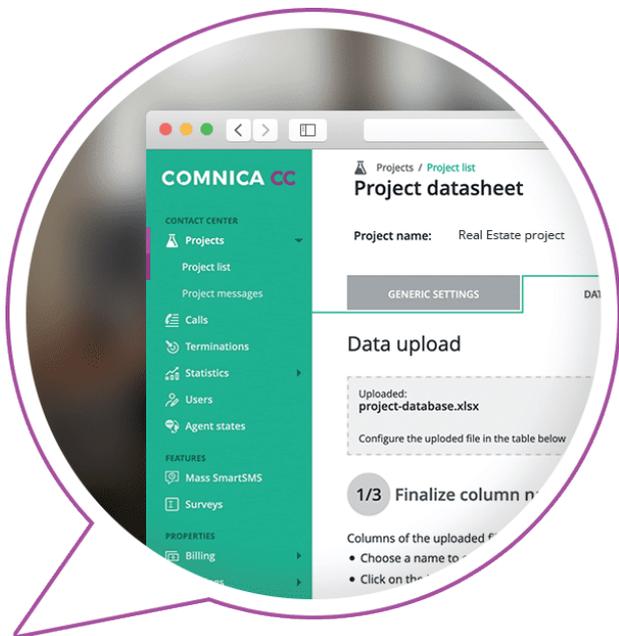
### **Digital Customer Assistant**

- AI based assistant answering your passengers' inbound calls and chats
- Guiding them through complex processes, such as cancellations, refund claims etc.
- A system continuously learning from your backend knowledge bases
- Capable of handling 86 languages / dialects
- Releasing substantial human capacity in your contact center
- **Reducing your customer service operations costs**

### **Smart IVR**

- Navigate the caller and automate steps through interactive voice response
- Work with hundreds of incoming numbers at the same time
- Allow your customers to choose their own language from anywhere
- Select opening hours and days, make ad-hoc announcements with a few clicks
- **Secure payments via IVR**





## Multilingual contact centers

- Airline experienced contact center partners throughout CEE
- 20 supported languages
- 500+ professional agents
- **Quality control for all communication channels**

## One system above all to have the big picture

- Virtual contact center platform for your in- and outbound calls, emails and messages
- Integration with Navitaire ticket reservation system
- SmartSMS to conduct mobile passenger surveys and promote destinations
- Real-time control with continuous QA, 100% voice recording
- Transparent reports, real-time statistics for your C-level
- **See all your data arriving from remote call centres real-time, in one place**

➔ **See**, how implementing AI and streamlining your operation can save you 500 thousand EUR in a year.

➔ **Ask for a demo** and we will show you how smart sourcing with Comnica can be cheaper than maintaining an internal operation.

COMNICA  
contact



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## Few of our clients:

