



NOVO EMM Loop

Interactive customer communication
100% automated

Book a **DEMO** now!

AUTOMATING STANDARD PROCESSES INTELLIGENTLY

THE IMPORTANCE OF THE COMMUNICATION CHANNEL FOR CUSTOMERS

Customers prefer the

- **easiest**
- **fastest** and
- **most cost-effective**

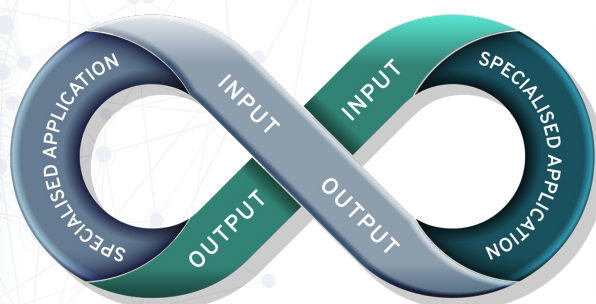
communication channel. And **they expect a response via the channel they have chosen.**

Studies show that brands with a **strong omnichannel** strategy can retain **89 percent of their customers** on average.

In comparison, companies with a weak omnichannel approach only retain 33% of their customers. **A strong omnichannel strategy is therefore crucial to maximize customer satisfaction and loyalty.**

EXAMPLE PROCESSES INBOUND:

- Order
- Complaint
- Damage report
- Cancellation
- ...



EXAMPLE PROCESSES OUTBOUND:

- Odometer reading query
- Meter reading query
- Product evaluation query
- Annual turnover query
- ...

WHY THE AUTOMATION OF CUSTOMER COMMUNICATION IS BENEFICIAL

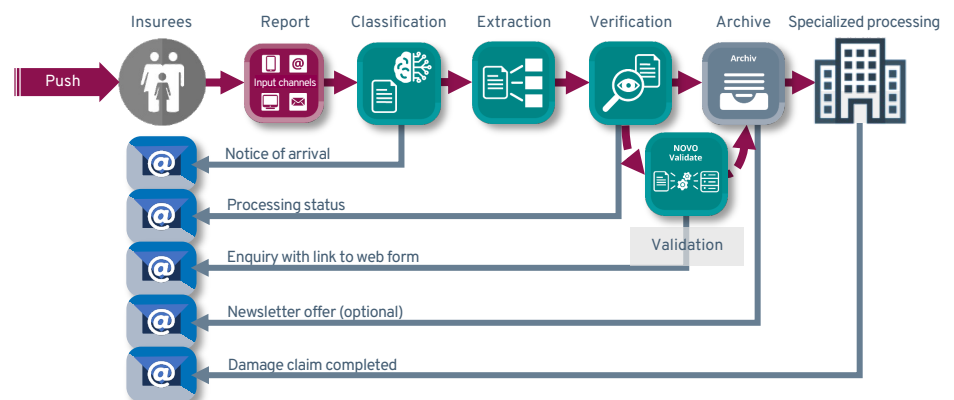
The automation of customer communication offers numerous advantages that help companies to operate **more efficiently and in a more customer-centred manner**. The **NOVO EMM Loop** developed by AGNITAS and inovoo is a **powerful tool** that covers all these advantages and possibilities.

By using NOVO EMM Loop, companies can **streamline and standardise their communication processes**, resulting in **considerable time and cost savings**. Recurring tasks such as sending confirmation messages, follow-ups or reminders can be automated, allowing your team to focus on more complex enquiries and individual customer needs.

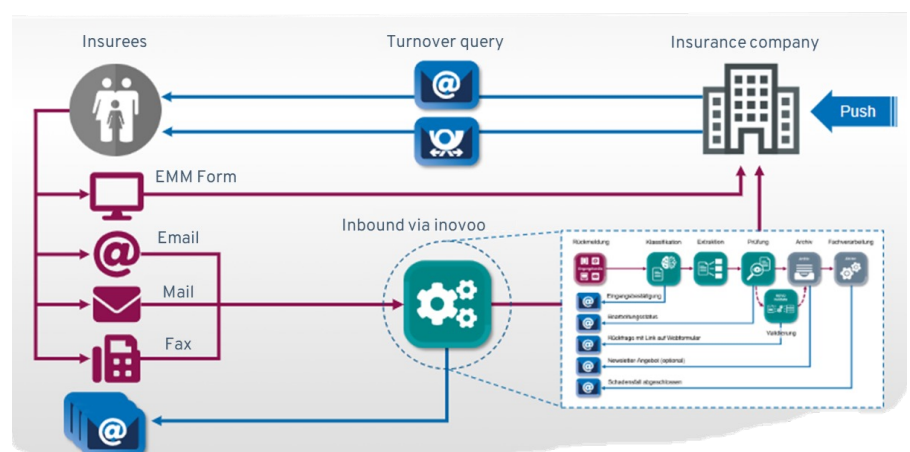
Furthermore, NOVO EMM Loop ensures **consistent and error-free communication**. All customers receive the right information at the right time, **which increases satisfaction and trust in your company**. With the integrated analytics and reports, you can also continuously monitor and optimise the effectiveness of your communication strategies.

Take the next step towards efficient and effective customer communication. Try NOVO EMM Loop now and see the numerous benefits for yourself!

INBOUND: USE CASE „DAMAGE REPORT“



OUTBOUND: USE CASE „PLI TURNOVER QUERY“





I want to find out more
about NOVO EMM Loop
(click here!)

ADVANTAGES THROUGH AUTOMATION WITH NOVO EMM Loop



MAXIMUM AUTOMATION

Relieve your employees of
tedious routine tasks and create
capacity for value-adding tasks.



PROCESS ACCELERATION

Reduce processing times
significantly with automated return
management in standard processes.



COST EFFICIENCY

Reduce operating costs
starting from day one with
amortisation within a few months.



ERROR REDUCTION

Eliminate sources of error in
your standard processes
thanks to automation with
clearly defined workflows.



CUSTOMER SATISFACTION

Increase customer satisfaction
through fast process times,
low error rates and cross-channel
communication.



SECURITY

Benefit from verified
processes, the latest
technologies and
a powerful partner.

ABOUT INOVOO

With our software solutions, we help
companies optimize their data-, document-
and object-driven processes and make
hyperautomation and **intelligent
document processing (IDP)** possible.

At its core is an easy-to-manage, **low-code
platform** that delivers **intelligent process
automation (IPA)** and efficient digitization.
Business workflows are highly automated
through **integrated AI** for content and
capture services.



ABOUT AGNITAS

As an e-mail pioneer in Germany, AGNITAS helps
its customers with **digitisation**, specifically with
the **automation of communication** via **e-mail**,
SMS and web push.

For 25 years, we have been **developing** and
operating software for large companies and
corporations that can be **flexibly adapted** to
changing requirements.
Our customers are mainly operating in the
e-commerce, media, banking, insurance and
energy supply industries as well as the public
sector.

