

TOGETHER WITH ELEVEO, NATILIK EXCEED CLIENT EXPECTATIONS, ILLUMINATING THE CUSTOMER JOURNEY THROUGH EMPOWERED TEAMS AND INTELLIGENT INSIGHTS HOLISTICALLY OPTIMISED THROUGH A SIMPLIFIED PLATFORM.

The world has changed and Natilik can help you change with it, through optimised workforces wherever they may be. Realise accelerated ROI through conversational analytics and interaction insights to inform rapid business decision making and reactive operations that protect your brand, customer retention and revenue.

TRANSFORM YOUR CONTACT CENTRE. ILLUMINATE YOUR CUSTOMER JOURNEY .

DELIVER OUTSTANDING CUSTOMER EXPERIENCES AT EVERY TOUCH POINT



CAPTURE THE VOICE OF THE CUSTOMER

It can be hard to keep on top of the wants and needs of your customers. With Eleveo you can accurately measure how your customers feel about your brand and your service through post call surveys. Use these vital insights to remediate any issues and maintain competitive advantage.



DELIVER EXCEPTIONAL EXPERIENCES

With an NPS score of 89, Eleveo is truly an expert in customer experience, so rest assured they will provide you with the tools you need to deliver exceptional experiences. Elevate your reputation, retain customers and protect your future revenues.



NO HIDDEN COSTS

Unlike other workforce optimisation (WFO) vendors, Eleveo don't charge for; licenses to cover operating systems or databases, API's, connection to CTI, GDPR compliance, media decryption, archiving capabilities or server licenses. Keep costs low and make sure you get the functionality you need, at no additional cost.

A FULLY INTEGRATED CUSTOMER EXPERIENCE SUITE



OMNI CHANNEL RECORDING

Protect your interests by recording 100% of customer and agent interactions. With Natilik and Eleveo you can record calls, screens, video and even perform live monitoring, gaining reassurance all your bases are covered.



WORKFORCE MANAGEMENT

Save time and hassle through simplified forecasting and scheduling. Eleveo's one of a kind, user friendly, drag and drop scheduler keeps things simple and logarithmic forecasting facilitates effortless, optimal scheduling every time, freeing you up to spend time on the tasks that really matter.



QUALITY MANAGEMENT

Interactions from any channel can be searched, selected and reviewed quickly and efficiently, ensuring that the quality process is streamlined and cost effective. Automated categorisation by type, source, and customer data, makes reviewing interactions simple, helping you turn data into profitable changes for the business.



NEXT LEVEL ANALYTICS

You can't manage what you can't measure. Eleveo's advanced speech and performance analytics make finding customer patterns and trends easy in today's challenging omni-channel landscape. Quickly gauge customer sentiment and use these comprehensive insights to drive positive change across your entire business.



EFFORTLESS COMPLIANCE

Manage sensitive data to comply with strict regulations, protect privacy and prevent fraud. Easily anonymise, extract or delete personally identifiable data and auto pause the recording of PCI DSS data. Have the peace of mind that you have the tools to comply with even the most severe data privacy and protection regulations.



ELEVEO AS A SERVICE

You need a solution that can provide the flexibility and scalability to support your ever changing business. Eleveo's SaaS offering lowers your costs, simplifies your billing and supports the agility of your business.

WHY NATILIK?



Natilik's in house adoption experts understand your business needs when taking your team on an adoption journey of new technology, especially in a time when most contact centres are balancing a remote workforce and the challenges that creates.



A dedicated Contact Centre practice with certified SDM and contact centre engineers, trust in Natilik as your award winning contact centre partner to deliver your best in class solutions guaranteeing an exceptional level of service.



Minimising downtime and providing peace of mind with Natilik's 24-7 follow the sun support team. Trust our certified experts to alleviate your in house team and enable you to focus on your core business activities.

SEE WHERE WE CAN TAKE YOU

To learn more about Eleveo please reach out to your dedicated account manager or email hello@natilik.com