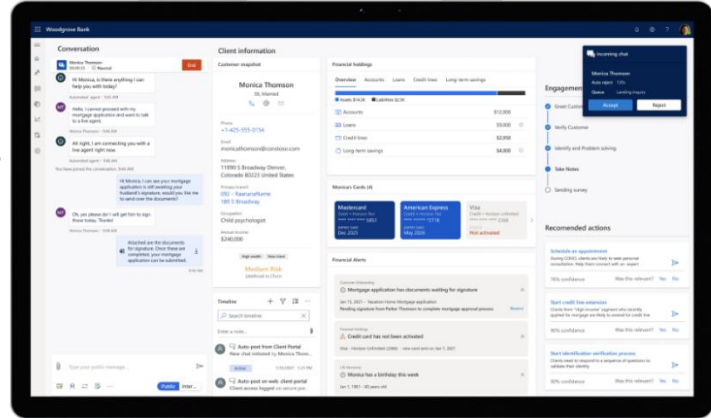




For All Industries: Customer Service Automation

We offer

- Intelligent chatbots
- Platform integrated CTI solution
- Voice recognition with text analyzer
- Power BI analytics (CSAT, CSI)
- Microsoft Teams integration
- Integrations with WhatsApp, Instagram, Facebook, and other social platforms



5 +

Communication channels out of the box

1 month

Average solution deployment time

92 %

Cases resolved automatically by bots

Best for

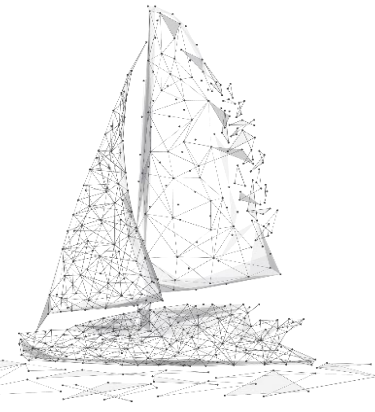
CEO, COO, CIO, and Customer service directors

Key business outcomes & benefits

✓ **Omnichannel interactions:** all communication channels in one window

✓ **Reduced support workload** through chatbot implementation

✓ **Enhanced customer service** to foster loyalty & drive repeat purchases



About us

Awara IT is a global IT consulting company. Our offices are located in Kazakhstan, Spain, Italy, Finland, Bulgaria, USA.

We automate and innovate key business processes digitally based on world-class technologies - ERP, CRM, Low-Code, Data & AI.

Our mission is to help our clients achieve sustainable growth in an ever-evolving economy through digital transformation.

In projects, we leverage:

- ✓ Hybrid methodology using best IT practices
- ✓ Architects and consultants with industry expertise
- ✓ Latest Microsoft technologies
- ✓ In-house developments and innovations

15+

years on the IT consulting market

150+

support and implementation projects

200+

certified experts on our team

10+

industries proficiency

Why Awara IT

- **Client-centricity:** IT solutions based on customer goals and objectives
- **Integration:** Integration of new solutions into current IT landscape
- **Global presence:** A single supplier in all countries of your presence
- **Modern approach:** Implementation of global best practices & technological advancements
- **Consulting:** Expert consulting to empower your business processes
- **Awara IT Academy:** Organization of hackathons, training courses, workshops, and educational video courses
- **Proven expertise:** Winner of prestigious awards, including Microsoft Partner of the Year

