



Target: Complex critical support management (Lead Sales Retail, Government, Ind. Machinery, Construction, Construction)

- ↗ Customer Services
- ↗ Customer Support
- ↗ Sales Prospecting

Product/Service Type: SaaS

Founding date: 03/2021

+35 clients: 10 active (3 Govtech, 5 Construction, 2 complex retail, 1 aviation,)

#GenAI, #RPA, #CX

DIFFERENTIATOR

- **Human-Centric:** Focus on creating seamless, personalized customer experiences.
- **Complex Solutions:** SmartBots designed for multi-layered, complex tasks.
- **End-to-End Integration:** Combines customer experience with operational efficiency.
- -30 day delivery

Contact



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It's not just customer service, it's smart experience.

(multi-architecture gamified and humanized intelligent chatbots)

Pitch

Conversational operating system that helps companies and organizations with complex and/or critical support levels transform their relationships with customers, individuals, and stakeholders, with total control over their contact channels and management to deliver efficiency and better relationships.

PROBLEM

The market is changing rapidly, hyperconnected customers demand agility and personalization through digital media at any time, while technology does not reach all business players, complicating the need for internal control and efficiency in commercial, service, and support processes.

- Ineffective customer service: Companies rely on outdated channels and inefficient or limited systems that create costs, delays, and dissatisfaction.
- Gaps in data control: Limited data visibility hinders decision-making and operational optimization.

SOLUTION

SmartBot works as a call center staffed by AIs that know your business and allow you to value human contact by freeing your teams from all those repetitive and monotonous tasks that prevent them from focusing on what's important. It automates up to the fourth level of management, referrals, and simple queries through menus and buttons, data collection for order taking, lead and complaint generation, answers to frequently asked questions in voice and text in multiple languages and formats, as well as specific product and service queries in seconds. More complex queries that require a human touch are referred to human agents through **PanelCRM**.

TRACTION

- **Proven Results:** 30% reduction in errors, 40% cost savings, and 70% customer satisfaction boost.
- **Strong Growth:** Scaling with enterprises in insurance, government, and manufacturing.
- **Increased Efficiency:** Boosted team productivity by 60% through automation.

MARKET OPPORTUNITY

- **Insurance & Finance:** Growing demand for automation in customer service and claims management.
- **Government & Public Sector:** Need for automation in municipal and public sector services.
- **Manufacturing & Retail:** Opportunity to automate consultative sales and complex support.

#AsesorTecnicoComercial

Smart Bot

Powered by mop

Respondé más rápido, resolví mejor. ¡Sumé agilidad a cada caso!

Reduce tareas repetitivas y pesadas para enfocár tu energía donde más importa!

70%

+36%

¡Subí la satisfacción de tus clientes con respuestas que parecen hechas a medida!

Multimodal, multiplataforma y multilinguaje

Ahorra tiempo y plata automatizando tus canales de contacto

Recomienda, Cotiza y Presupuesto sin descanso. ¡Tu callcenter con AI, 24x7!

PanelCRM (incluido)

tené todo bajo control con un panel omnicanal multipantalla. Gestioná equipos, conversaciones, marketing y derivación inmediata en agentes. ¡Todo desde en una sola pantalla!