



Lovina AI

Your Customer Experience

When AI Learns to Listen

Humans can
Finally be Heard

Technology was never meant to replace us
only to help us understand each other better



24/7

ALWAYS READY

Availability with consistent responses

25-40%

FASTER HANDLING

Faster handling time for standard inquiries

0%

ABANDONED CALL

Every customer inquiry is handled without delay

1 to Many

SKALABILITAS

Customers served, with zero additional hiring

5 Core Pillars That Powering Lovina

AI Voice & Chat Agent, Customer Relation Management (CRM), Omnichannel, Telephony, Quality & Experience

AI Voice & Chat

Conversational AI Automation

Enables natural, context-aware conversations across voice and text channels. AI agents can understand customer intent, retrieve relevant knowledge, execute predefined actions, and seamlessly escalate complex cases to human agents while preserving the full interaction context.

Quality & Experience

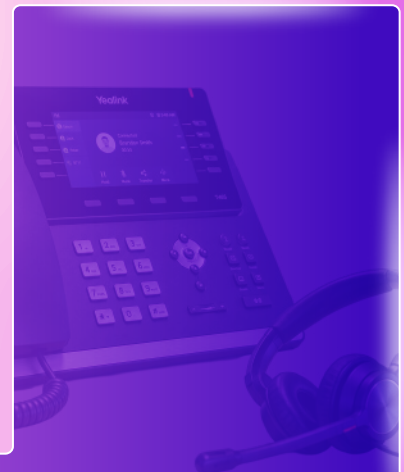
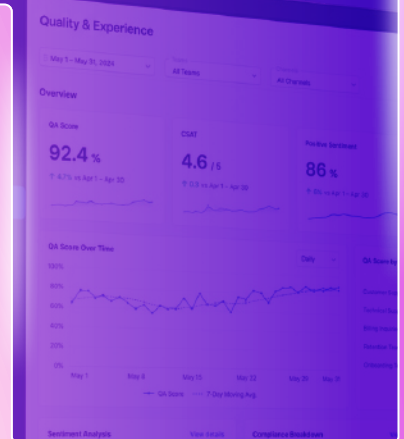
Interaction Quality Intelligence

Transforms customer interactions into measurable service insights through automated quality assessment, sentiment analysis, CSAT measurement, and compliance monitoring. It helps organizations identify service gaps, evaluate performance, and continuously improve the customer experience.

Customer Relationship Management

Unified Customer Operations

Serves as the operational core that centralizes customer profiles, interaction histories, tickets, campaigns, knowledge, and agent activities. CRM connects AI automation, human workflows, and service data to provide a consistent and traceable customer journey.



Omnichannel

Connected Customer Engagement

Unifies customer interactions from WhatsApp, social media, web chat, email, and other digital channels within one workspace. Conversations remain synchronized and traceable, allowing agents to manage engagement consistently without losing context across channels.

Telephony

Enterprise Voice Infrastructure

Provides the voice connectivity layer for inbound and outbound communications through SIP, PBX, and supported telephony environments. It enables intelligent routing, queue management, call recording, campaign execution, and integration between AI voice agents and human contact center operations.

Capabilities Within Lovina's 5 Core Pillars

Key Capabilities and Modules within Lovina's Integrated Ecosystem.

AI Voice & Chat Agent

AI-Powered Booster for Conversational Automation

AI Voice Agent

Human-like AI voice interactions that understand context, respond in real time, perform connected actions, and seamlessly escalate conversations to

AI Chat Agent

Context-aware conversational AI that handles inquiries, retrieves relevant knowledge, guides customers, and supports automated actions throughout digital interactions.

Knowledge Base

Centralized source of trusted business knowledge that keeps AI and human-agent responses accurate, consistent, and continuously accessible.

Knowledge Approval

Controlled review and approval workflow that ensures knowledge is validated before being published and used across AI and agent interactions.

CRM

Unified Data & Operations

Master Data

Centralizes customer, agent, tenant, campaign, configuration, and operational data into a governed source of truth that powers consistent workflows, reporting, and automation.

Ticket Management

Create, route, track, and resolve customer cases end to end.

Session Management

Maintain complete interaction histories across channels and agents.

Dashboard

Monitor service activity, performance, SLA, and operational trends.

Company Management

Manage company, tenant, and organizational configurations centrally.

License Management

Control platform access, feature allocation, and license utilization.

Audit

Track user activities and system changes for governance and traceability.

Reports Download

Export operational and performance data for further analysis.

Human Agent Performance

Measure agent productivity, handling performance, and service quality.

Manual Survey CSAT

Collect customer satisfaction feedback through structured post-interaction surveys.

Omnichannel

Connected Channel Engagement

Omnichannel

Connects customer conversations across multiple digital channels into one continuous journey, with centralized interaction history, routing, and customer context.

Telephony

Enterprise Voice Connectivity

Telephony (Voice / SIP)

SIP-ready voice infrastructure supporting secure and scalable inbound and outbound communication, intelligent routing, call management, and integration with AI and human-agent workflows.

Quality & Experience

Service Quality Intelligence

AI QA Automation

Automatically evaluates customer interactions against configurable quality criteria, identifying compliance gaps, sentiment signals, and improvement opportunities at scale.

Sentiment Analysis

Analyzes customer sentiment across conversations to surface emotional signals, emerging issues, and interactions that may require additional attention.

AI CSAT

Automates customer satisfaction analysis across interactions, helping teams identify service gaps, experience trends, and improvement opportunities at scale.

From Voice to Understanding

Every call with Lovina follows a simple, intelligent process



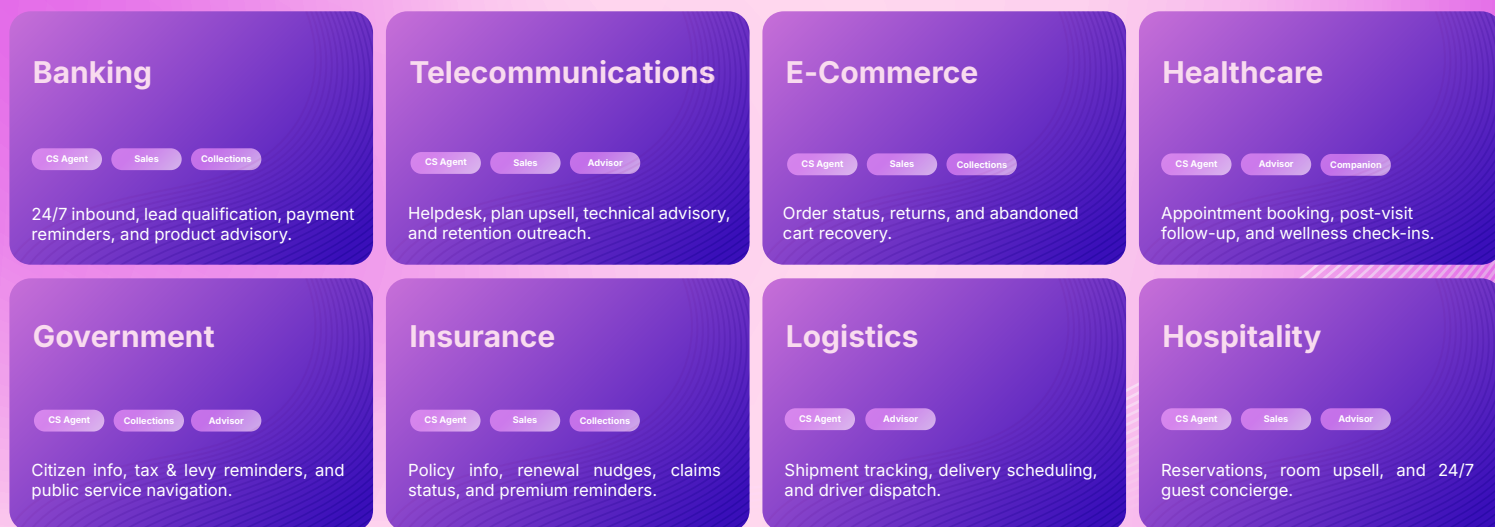
Interperobility in Practice

Lovina is designed to integrate seamlessly with existing applications and platforms.



See Where Lovina Fits in Your Business

Eight sectors. Five autonomous roles. Each industry deploys the mix that fits its workflows



Implementation Flexibility

Lovina adapts flexibly to the client's infrastructure and system requirements.

On-Premise

Deployed within the client's infrastructure to provide greater control, security, and data sovereignty.

Hybrid

Combines on-premise and cloud environments to provide greater flexibility based on infrastructure and operational needs.

Cloud

Fully hosted on Lovina Cloud to provide scalable, managed, and efficient deployment with minimal infrastructure requirements.

Make every Conversation Count with Lovina

Lovina helps you automate voice interactions and scale customer satisfaction.

Visit ailovina.com for demo

Contact Us

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