



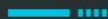
# THE COMPLETE CUSTOMER SERVICE SOLUTION FOR BUSINESSES

Always Thinking About the Future of Customer Care



# WELCOME TO THE FUTURE OF CUSTOMER SERVICE

In today's environment, adaptation and innovation are essential to remain competitive. The future of customer service is being shaped by advanced technologies and precise data.



Studies show that **87%** of customers expect consistent service across all channels, and companies prioritizing customer experience see a positive revenue impact of up to **73%**.



**Source:** [blog.hubspot.com/service/customer-service-stats](https://blog.hubspot.com/service/customer-service-stats)

**OMNICHANNEL  
SUPPORT**  
scalability



**INTELLIGENT  
ROUTING**



**CLOUD-BASED  
CUSTOMER SERVICE**



**BUSINESS  
INTEGRATIONS**



**ANALYSIS AND  
REPORTING**

# OUR PLATFORM

TabControl offers a robust and scalable platform, integrating multiple communication channels to provide efficient and effective customer service.

All products are proprietary to TabControl.

# OUR PLATFORM



PHONE



SOCIAL MEDIA



WEBCCHAT  
APP



VIDEO | AUDIO  
WEB



SMS



RCS



EMAIL



CHAT BOT | IA  
CHAT | VOICE



IVR | SCRIPT  
VOICE | CHAT



ACD  
(Automatic Call  
Distribution)



AGENT



DIALER  
VOICE | CHAT



ENGAGEMENT  
CAMPAIGNS



API  
INTEGRATIONS



REAL-TIME  
MONITORING AND  
SUPERVISION



AUDIO  
TRANSCRIPTION



BIOMETRICS



GEOLOCATION



RECORDER  
VOICE | SCREEN



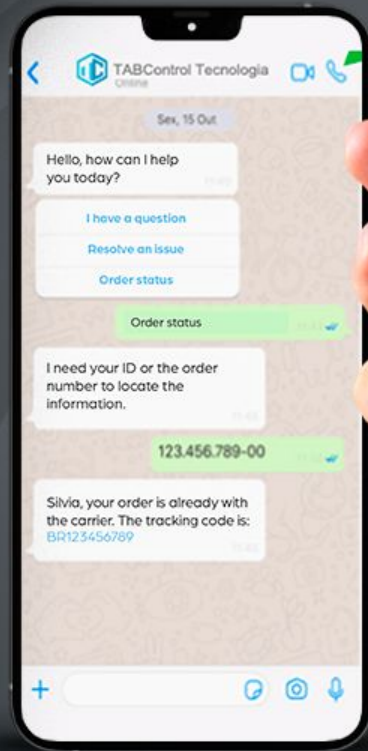
CLOUD  
PABX

# SOCIAL MEDIA AND CHATBOT



The Chatbot is an automated communication software that enables 24/7 customer support. Using artificial intelligence and an extensive knowledge base, the use of chatbots on social networks provides advantages such as:

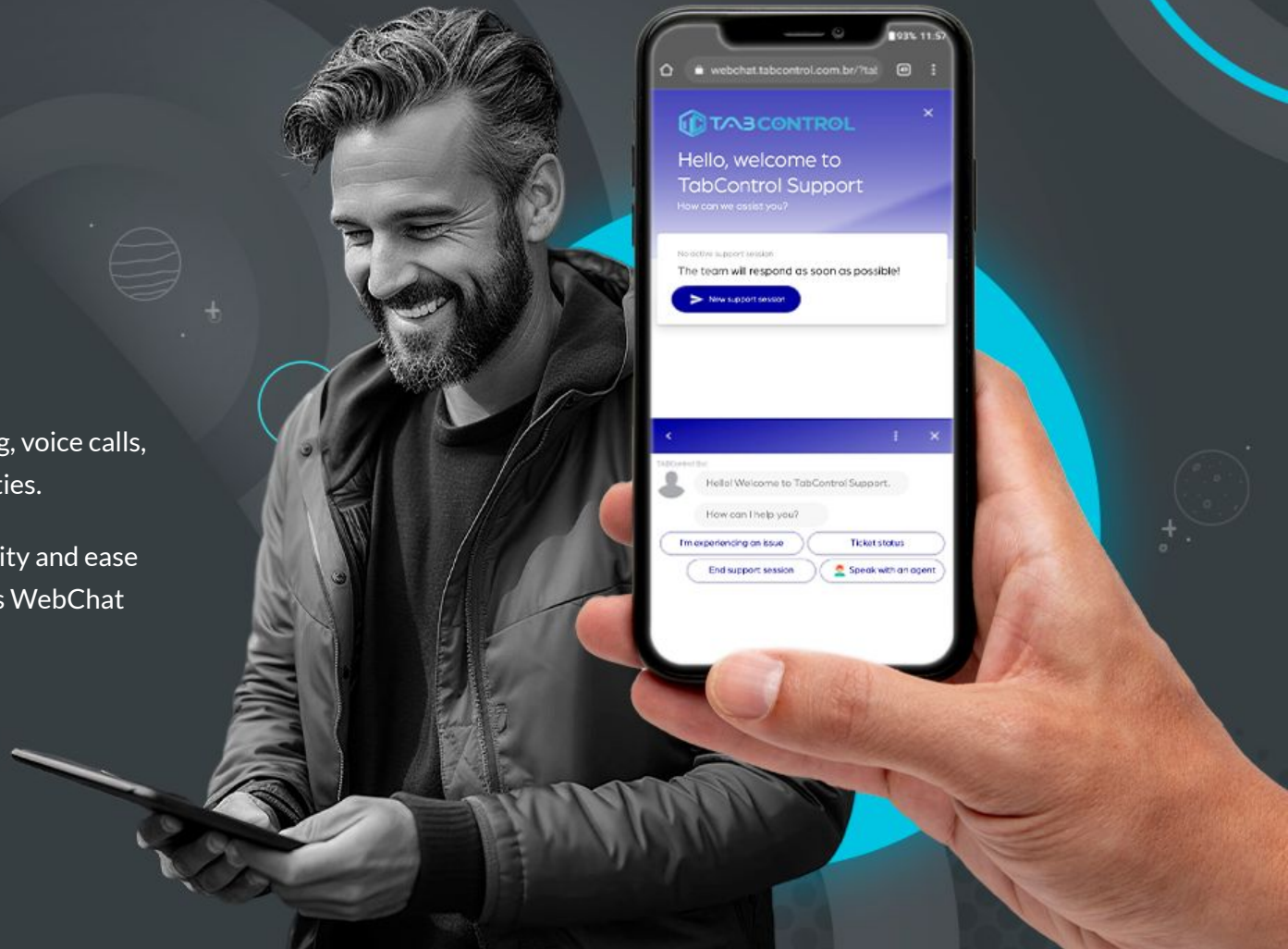
- Improved customer support experience;
- Greater brand reach;
- Availability beyond business hours;
- Scalable service.



# EXCLUSIVE WEBCHAT

Our WebChat offers text messaging, voice calls, and video conferencing functionalities.

Its main advantage lies in accessibility and ease of use: no installation is required, as WebChat can be accessed via a secure link.





# WEBCCHAT WIDGET



The Web Widget is an application embedded in a webpage to provide customers access to your support center.

It encourages customers to use self-service options whenever possible. Additionally, it simplifies getting assistance from an agent by reducing the steps needed to initiate a chat or submit a request.





# INTELLIGENT BOT



## NATURAL LANGUAGE PROCESSING (NLP)

Interpret queries based on free text or natural speech using a natural language processing engine.



## INTENT DETECTION

Recognize new and ambiguous requests, categorizing them into pre-trained classifications to enable intelligent dialogue.



## DOCUMENT COGNITION

Automatically generate FAQ lists by ingesting product descriptions, images, blogs, and terms of use from websites or documents.



## SENTIMENT ANALYSIS

Understand the user's mood and classify it as positive, negative, or neutral. Identify the best course of action and involve human agents if necessary.



# BIOMETRIC VERIFICATION



## MAIN POINTS:

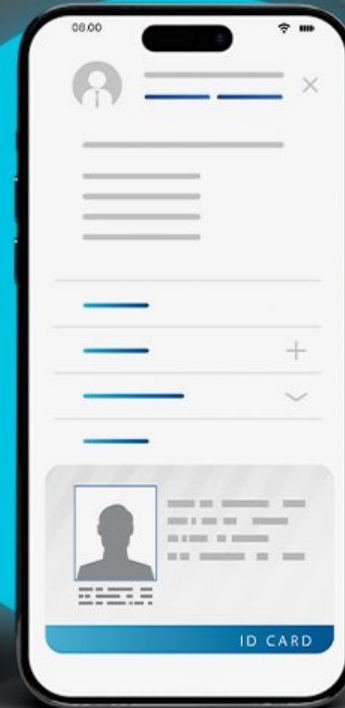
- High-security level;
- Liveness detection and facial matching;
- Effective identity verification;
- OCR for text recognition and full document data capture.

## DOCUMENT SCANNING



## OCR TEXT

Recognition and capture of all document data.



## SELFIE MATCHING

Validation of three positions against document or database



# PORTAL SUPPORT

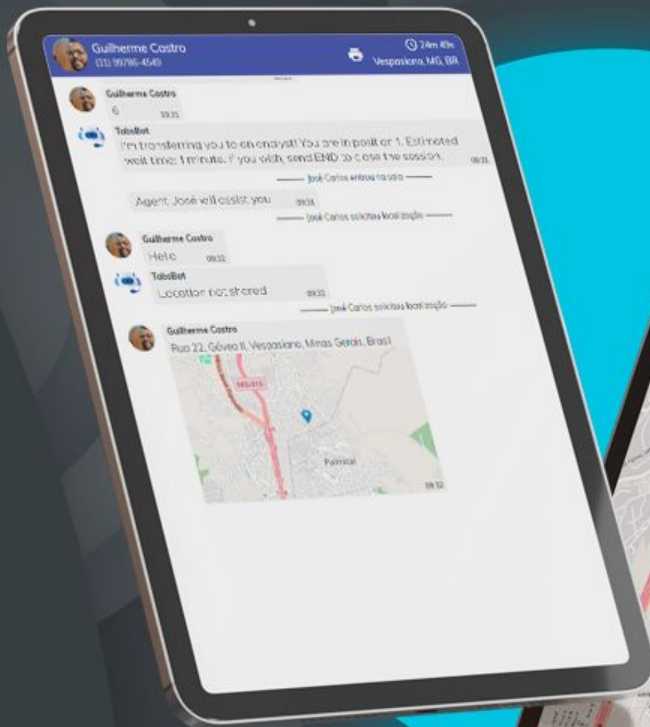
Designed to provide dynamic and intuitive interaction, our Web Portal offers powerful tools that create the ideal environment for agents to manage requests across various communication channels.

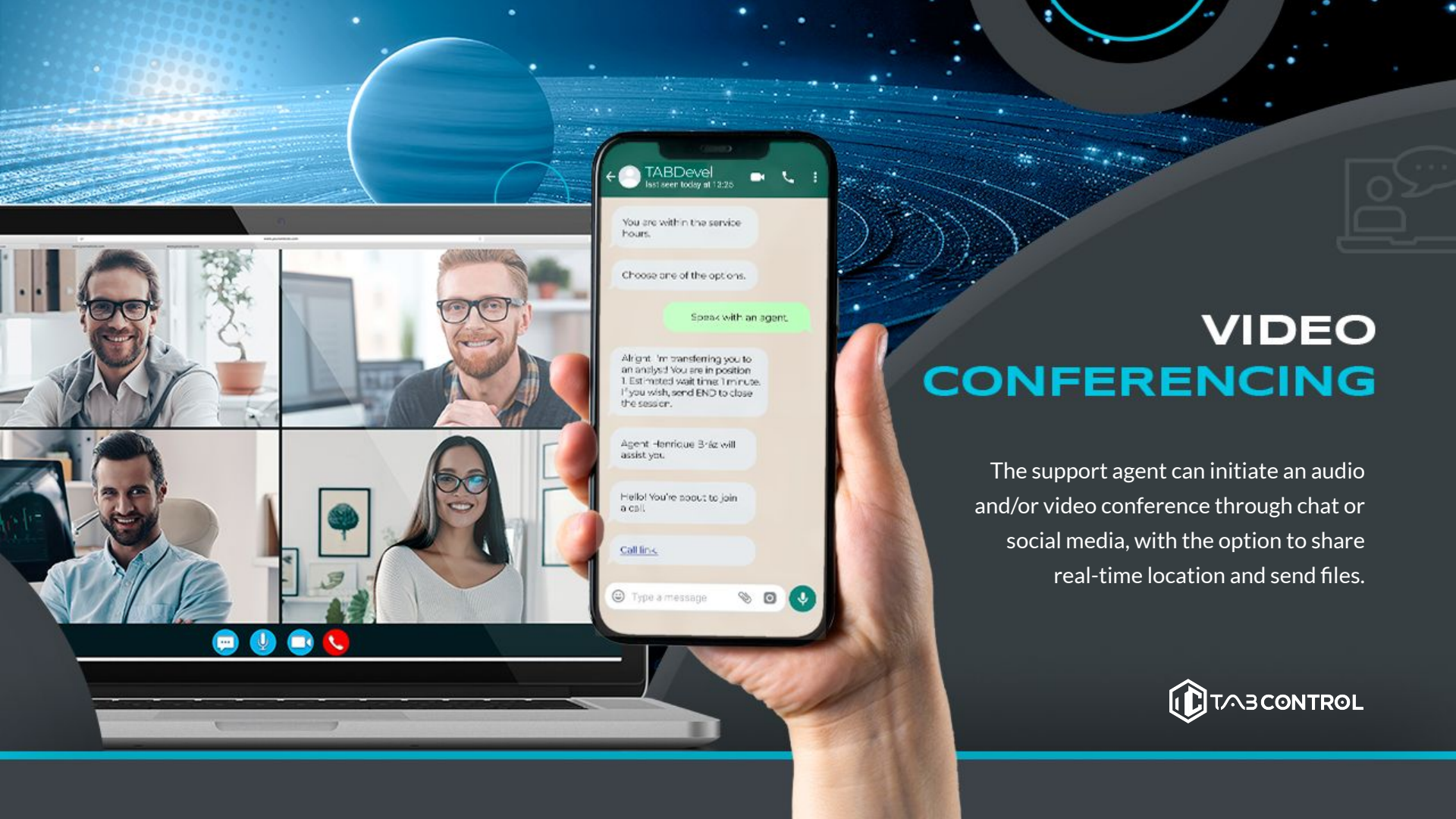


# GEOLOCATION

Identify addresses in real-time.

This feature can be used by bots to route or deny service as needed.





# VIDEO CONFERRNCING

The support agent can initiate an audio and/or video conference through chat or social media, with the option to share real-time location and send files.



# SUPERVISION

Our supervision tool provides a comprehensive and real-time overview of team performance, allowing for status tracking of queues and agent availability. It also enables efficient call distribution, with options for real-time monitoring and intervention during customer interactions.

The screenshot displays the 'Agentes' (Agents) section of the TAB CONTROL interface. It features a table with columns for 'Agentes', 'Login', 'Status', 'Data', 'Status/Motivo', and 'Gráfico Status'. The table lists several agents with their respective login times, current status (e.g., 'Disponível', 'Em atendimento'), and graphical status indicators.

Agentes	Login	Status	Data	Status/Motivo	Gráfico Status
[Avatar] [Nome]	08/04/2023 07:05:34	Disponível	00940023 18 1241	03:01:24	[Gráfico]
[Avatar] [Nome]	08/04/2023 13:37:30	Em atendimento	00940023 18 1195	03:01:56	[Gráfico]
[Avatar] [Nome]	08/04/2023 07:05:13	Disponível	00940023 14 0033	03:05:56	[Gráfico]
[Avatar] [Nome]	08/04/2023 07:07:29	Em atendimento	00940023 14 0284	03:05:42	[Gráfico]
[Avatar] [Nome]	08/04/2023 08:35:15	Em atendimento	00940023 14 4015	03:07:30	[Gráfico]
[Avatar] [Nome]	08/04/2023 08:08:31	Disponível	00940023 18 0443	03:10:16	[Gráfico]
[Avatar] [Nome]	08/04/2023 13:07:44	Disponível	00940023 18 0014	03:05:14	[Gráfico]
[Avatar] [Nome]	08/04/2023 09:00:20	Em atendimento	00940023 14 1337	01:00:36	[Gráfico]
[Avatar] [Nome]	08/04/2023 08:37:20	Disponível	00940023 19 1837	03:00:30	[Gráfico]

The screenshot displays the 'Chamadas' (Calls) section of the TAB CONTROL interface. It features a table with columns for 'Aplicação', 'ID', 'Data Hora', 'Status', 'Sistema', and 'Fila'. The table lists several calls with their respective application, ID, date and time, status (e.g., 'Atendida', 'Em atendimento'), system, and queue.

Aplicação	ID	Data Hora	Status	Sistema	Fila
[Avatar] [Nome]	1704420	08/04/2023 05:02:21	Atendida	0010090	
[Avatar] [Nome]	43174758	08/04/2023 15:17:30	Atendida	11810001206	
[Avatar] [Nome]	09114010	08/04/2023 21:21:49	Atendida	12841911647	
[Avatar] [Nome]	43174758	08/04/2023 15:08:26	Atendida	11810001206	[Correção]
[Avatar] [Nome]	09114010	08/04/2023 14:03:40	Atendida	12841911647	[Correção]
[Avatar] [Nome]	43174758	08/04/2023 14:54:28	Atendida	11810001206	
[Avatar] [Nome]	09114010	08/04/2023 14:51:38	Atendida	12841911647	
[Avatar] [Nome]	43174758	08/04/2023 14:46:25	Atendida	11810001206	
[Avatar] [Nome]	09114010	08/04/2023 14:47:06	Atendida	12841911647	[Correção]
[Avatar] [Nome]	43174758	08/04/2023 14:47:04	Atendida	11810001206	[Correção]
[Avatar] [Nome]	43174758	08/04/2023 14:46:56	Atendida	11810001206	[Correção]
[Avatar] [Nome]	1704420	08/04/2023 04:46:02	Atendida	0010090	

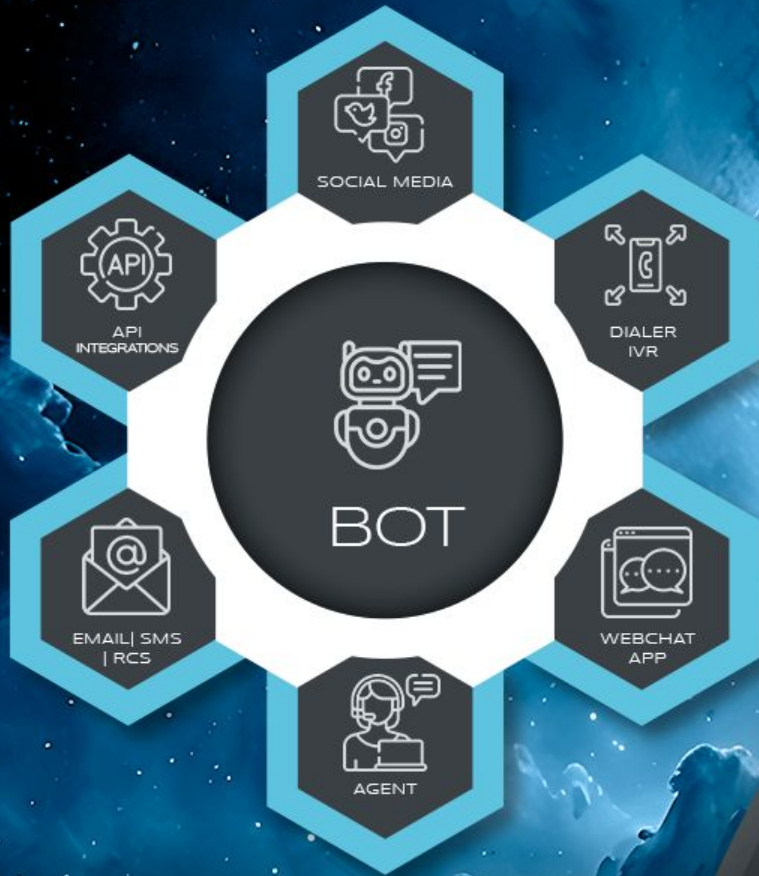
# REAL-TIME MONITORING



Real-time monitoring offers an instant view of key metrics and indicators such as:

- Call volume;
- Wait time;
- Average handling time;
- Abandonment rate.





## CAMPAIGNS

Our service includes the mass dispatch of chats and calls triggered by predefined actions, automatically generating conversations via voice or social media platforms like WhatsApp, Telegram, email, SMS, among others.

# CAMPAIGNS | STEPS



## SELECTION

Automates candidate selection for contact.



## AUTHENTICITY

Ensures human interaction, avoiding issues like voicemail responses.



## QUALIFICATION

Analyzes collected responses and qualifies contacts.



## EXECUTION

Identifies and prioritizes communication channels.



## WORKFLOW

Navigates decision trees with personalized audio, images, and text generation.



## INDICATORS

Provides detailed reports with leads and dashboards for real-time tracking.



# CAMPAIGNS | USE CASES



## SATISFACTION SURVEYS

Engages customers for surveys and real-time response analysis.



## BILLING

Automated calls offering payment options and data updates.



## PROMOTIONS

Automatic message dispatch with campaign feedback reports.



## ORDER TRACKING

Keeps customers updated on delivery status.



## IVR CALLBACK

Offers follow-up contact for customers in waiting queues.



## TICKET CLOSURE

Follows up with customers for solution acceptance and ticket closure.



## APPOINTMENT CONFIRMATION

Monitors and confirms/cancels appointments.



## CRM DATA CLEANSING

Confirms and updates customer data via APIs.



# RCS: THE NEW INTERACTIVE MESSAGING EXPERIENCE



RCS is a communication protocol designed to enhance traditional SMS functionality with advanced features similar to modern messaging apps like WhatsApp and Facebook Messenger.

Key benefits include greater processing capacity for sending messages (endorsed by Google).



# CLIENTS



# CLIENTS AND SUCCESS STORIES

Some of our key clients and success stories include:

- **CAMG (Minas Gerais Administrative City):**

Supports over 5 million people, with 150 service positions and 500 agents.





# CLIENTS AND SUCCESS STORIES

Some of our key clients and success stories include:

- **LIGHT (RIO DE JANEIRO):**

Supports 11 million clients, with 50 service positions and 100 agents.

# LIGHT: TABCONTROL PROJECT RESULTS

2020 - 2022

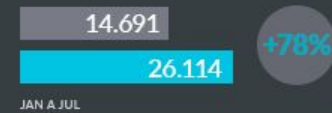
## TEAM REDUCTION



## CANCELLATION REDUCTION



## INCREASED SUPPORT CAPACITY



OPEX Reduction\*

Increased Operational Efficiency

Avoid Hiring to Handle  
Increased Demand

\*Reduction in Workforce, Call Costs, Training Hours, and ByPass Cases.

**306 000**

Annual Support Cases

**198 000**

Self-Service Cases



## CONTACT

For more information, visit our website  
or contact us.

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<https://www.tabcontrol.com.br>