



## Customer Service

Flexibility and availability are the key words that describe Novo Technologies customer service. The company offers a wide range of bilingual technical services to accommodate your needs. Qualified technicians are available 24 hours a day, all year long. We offer technical support contracts on a 24/7 or 9/5 basis (8:30 am to 5:00 pm EST). For specific needs, 9/5 clients may also access technical support outside standard business hours.

Novo Help Desk  
24 hours: 1-866-833-6601 # 2  
[support@novo.ca](mailto:support@novo.ca)

## Expertise and Quality of Service

Novo's technical staff is trained to help your personnel with courtesy and efficiency. Our strong customer service organization is based on a well-integrated CRM that keeps track of all events reported by our customers. This knowledge is supported by two other teams of experts for problems specific to a customer's environment or for problems never before encountered. First, the Quality Assurance Department will try to reproduce conditions encountered in your environment in a lab equipped with different servers and PBXs. Second, our R&D team may be involved in the investigation, if additional expertise is required. Outstanding issues are not an option for our technical department.

## Responsiveness

Our customer service technicians are fully equipped to take your calls at any time. If our technicians are unavailable, you may leave a message, which will automatically be sent out to our technical team via pager, email or cell phone. Rest assured that your call will be processed quickly, respecting our response time objectives. We also provide our customers with an escalation procedure and response time objectives to cover any failure in the first-line response.

For faster resolution times, we strongly recommend that you provide our Customer Service Department with remote access to the Novo solutions installed at your site. This will help us to resolve your issues faster, without wasting your valuable time. Remember, 95% of incidents can be fixed remotely! If required, a Novo technician may also visit your site to assess and fix the problem. Although more than 95% of our support and maintenance activity is done remotely, Novo Technologies is proud to provide local support service with resources available anytime, anywhere in Canada and the United States.

## Service Contracts

Novo's service contract is a no-brainer, and its coverage is worry-free. The service contract includes maintenance assistance for solutions implemented by Novo's qualified technicians, telephone assistance for administration and use of Novo solutions, software updates, in-shop or in house repair or replacement, and discounts on software upgrades. The contract also outlines conditions for extraordinary interventions, such as moving, additions and changes to initial configurations.

Novo Technologies is a leading innovator and supplier of flexible, cost-effective and adaptable call recording and quality monitoring solutions for contact centers. With its leadership in the development and integration of new software solutions, Novo is dedicated to help organizations to proactively and effectively capture and manage corporate transactional content. Consequently, organizations are able to extract business intelligence from customer interactions thus providing their clientele with the best customer experience.

For the last 15 years, Novo Technologies has experienced remarkable growth and received numerous awards for its innovations. To this day, Novo has been serving its advanced technology and superior service to hundreds of organizations worldwide. Its solutions are implemented in contact centers of all sizes coming from a variety of industries in North America; among which are the top leaders in the Canadian financial and insurance industries.

Novo Technologies Solutions:

NovoLog Suite

NovoLog Enterprise: Permanent recording

NovoPlayback Web: Intelligent audio player with web interface

NovoScreen: Screen capture recording

NovoValue: Quality Monitoring

CourtLog : Court session recording



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