NKQUIRE™

INTELLIGENT MULTILINGUAL CONVERSATIONAL AI SOLUTION

Transforming global interactions with AI-powered conversations

In today's diverse and connected world, engaging with customers and stakeholders in their native languages is crucial for driving business growth and customer satisfaction. NKquire,™ Navikenz's cutting-edge multilingual conversational AI solution, is a RAG enabled chatbot designed to empower organizations with seamless, intelligent communication across global markets.

KEY FEATURES

MULTILINGUAL SUPPORT

NKquire™ supports over 100 languages, providing real-time, accurate translations to facilitate smooth, natural conversations regardless of the user's native language

AI-POWERED UNDERSTANDING

Leveraging advanced Natural Language Processing (NLP) models, NKquire™ ensures context-aware, intelligent responses that improve customer satisfaction and operational efficiency

OMNICHANNEL INTEGRATION

NKquire™ integrates seamlessly across various platforms—web, mobile, social media, and voice—ensuring a consistent user experience across all channels

SELF-LEARNING CAPABILITIES

With continuous learning from user interactions, NKquire™ refines its responses over time, offering personalized experiences tailored to each user's preferences and needs

INDUSTRY-SPECIFIC SOLUTIONS

NKquire™ can be customized for different sectors, including healthcare, finance, retail, and telecommunications, ensuring relevance and precision in every interaction

SECURE AND COMPLIANT

Built with robust security protocols and data compliance standards (GDPR, HIPAA, etc.), NKquire™ ensures user privacy and safeguards sensitive information

Key use cases

CUSTOMER SUPPORT

Provide multilingual, round-the-clock support that improves customer retention and satisfaction

SALES & MARKETING

Engage customers globally with personalized marketing campaigns and seamless communication in their preferred language

EMPLOYEE SUPPORT

Enable internal help desks and HR departments to offer multilingual support, improving employee experience across geographies

HEALTHCARE ASSISTANCE

Deliver accurate, real-time translations for patient queries, appointment scheduling, and more, while ensuring compliance with healthcare regulations

BENEFITS

- **Enhance customer experience:** Real-time, intelligent responses in multiple languages; reduced wait times and improved issue resolution
- **Boost operational efficiency:** Automate routine queries and provide consistent information across channels
- **Global reach:** Understands and speaks the language of your customers, fostering trust and engagement worldwide
- **Scalable solution:** Designed to scale with your business needs, accommodating an increasing volume of interactions without compromising quality

NKQUIRE™ IN ACTION

- Reduced response times by 40% and increased overall customer satisfaction by 25% for a leading global e-commerce platform
- Assisted patients in scheduling appointments and answering medical queries in their native languages for a healthcare provider, enhancing accessibility and reducing administrative workloads