



adoola

CORPORATE COMMUNICATIONS CONSULTANCY

HARNESSING THE POWER OF AI AND TELECOMS FOR
YOUR BUSINESS PAYMENTS AND COMMUNICATIONS.



Adooa provides your business with powerful telecommunication tools, the ability to take credit card payments securely, and advanced AI analytics for call monitoring and interpretation. Our tools will help you drive sales and efficiency through a secure, cloud-based platform.

The key to providing a seamless user and customer experience lies in the interaction you have with your clients. With better ways to engage with customers, whether in voice calls, chat, video conferencing or messaging, we make every impression count.



When your business relies on **secure payment transactions** by telephone, you need the assurance that you are compliant with main data rules of your industry. Our system delivers secure payment processing by office-based or work from home staff that complies with banking and finance regulations.



Adooa offers a better way to engage with your customers through **voice calls, chat, video conferencing and messaging**. Adooa makes every impression count and delivers the best standard of customer experience, enhancing your reputation for reliability.



At Adooa, we have harnessed the power of **machine learning and AI**. Our technology analyses customer interactions in real-time, quickly updating your agent on opportunities and pain points, enabling your team to respond during a call and deliver greater success and satisfaction.

Our products are all secure and GDPR compliant and we support you at every step. We look forward to enhancing your customer experience and driving success in your business.

SECURE PAYMENTS OVER THE PHONE

The Adooa system enables you to take secure payments over the phone, ensuring that agents cannot see payment details or other personal data, even when working from home.

Remaining compliant with legislation and finance rules is essential for your business. Our secure system increases compliance and efficiency, saves staff time, helping you avoid risks of fraud and penalties for non-compliance, which can be significant.

How it works

Your agent accesses our payment system while the customer is on the line and the agent keeps talking to them. The customer securely inputs their credit card on the phone's keypad without the agent being able to see them. Once payment is complete, the agent receives a confirmation of successful payment, with a token that can be easily recorded in an email or CRM.

Security and compliance

We use an industry-leading, ring-fenced system for handling payments so that your company will be considered 'out of scope' for the purpose of PCI DSS regulation and making it easier to comply with other banking and finance standards, including MiFIDII, FCA, and PSD2. In addition, all personal data taken as part of the payment process is protected, ensuring compliance with GDPR regulation.

THE BENEFITS TO YOUR BUSINESS

- ✓ PCIDSS level I compliance
- ✓ Better brand protection
- ✓ Lower operational and penalty costs
- ✓ Reduced admin and compliance workload
- ✓ Enhanced fraud and risk protection
- ✓ Optimised for remote workers
- ✓ Supports multi-channel payments
- ✓ Flexible, seamless system integration



THE BENEFITS TO YOUR BUSINESS

- ✓ Easy to scale up
- ✓ Always up to date
- ✓ Avoid disputes with call-recording
- ✓ Hardware flexibility with softphones
- ✓ Integrates with software applications
- ✓ Improves information retention
- ✓ Supports mobility and remote work
- ✓ Time and cost saver

UNIFIED CORPORATE COMMUNICATION

Adooa provides a comprehensive corporate communications system that allows your team to move seamlessly between PC, laptop, mobile and company phone systems, using voice, video call and messaging.

At Adooa, we offer an extensive range of business VoIP services, integrated through a cloud-based system, that delivers cutting-edge telecoms that are unified to offer greater efficiency and customer satisfaction.

How it works

Our easy-to-use web interface and mobile app gives direct access to many channels of communication. Users have immediate access to phone calls, messages and video chat, as well as voicemail, call recordings and other added-value services.

Our platform seamlessly integrates multiple communication channels into a single, user-friendly interface, accessible to both in-office and remote staff. It enables a superior customer experience by enhanced service delivery while driving cost and time savings.

Intelligent communication

Our expertise enables us to support clients from a wide variety of industries. We understand that every profession communicates in a different way and can design the perfect system for your needs. Continuous uptime is assured with our wide partner network that allows us to switch easily between different network providers, while delivering exceptional support.



CONVERSATIONAL AI ANALYSIS

Adooa's AI call analysis tools deliver real-time feedback to agents while on a call. Our tool listens, analyses and prompts agents so that you don't miss business opportunities.

Your business can't monitor every sales agent all the time to make sure they have kept the customer informed, given terms and conditions, and spotted every opportunity for a sale. Our AI tool is an on-all-the-time expert assistant for every team member providing live feedback, without the intrusion of having a person listening to your calls.

How it works

When agents talk to customers using our unified communications tool, all call data (including live calls, texts and emails) is monitored by our advanced system. AI analysis using Natural Language Processing (NLP), Machine Learning (ML) and Large Language Models (LLM) spots non-compliance or missed opportunities, then delivers real-time prompts to your agents. It's like having an extra senior staff member on every call, without them leaning over your shoulder.

Machine learning drives customer satisfaction

Speech analytics is today's essential tool for high quality customer experience and regulatory compliance. Manual call monitoring might cover 5% of calls at best; our advanced tool monitors 100% of calls. You can also analyse dialogue with clients to generate better insights and deliver greater customer satisfaction.

Our solution is used by major organisations and can be a cutting-edge advantage for smaller Companies. Our flexible approach to project management allows us to collaborate with your in-house experts or provide a fully outsourced solution.

THE BENEFITS TO YOUR BUSINESS

- ✓ Increases sales
- ✓ Improves customer experience
- ✓ Better quality assurance
- ✓ Boosts productivity and morale
- ✓ Spots missed opportunities
- ✓ Real-time advice
- ✓ Enhances staff training
- ✓ Improves regulatory compliance





BOUTIQUE TECHNOLOGY
CONSULTANCY

EXCEPTIONAL TELECOMS
SERVICES

UK BASED SUPPORT
& NETWORKS

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