

THE PRODUCT

What Nova is

Nova is an AI Operator. You describe your business in plain language, connect the tools you already use, and it builds, runs and keeps improving an AI customer experience team for you.

1

It improves itself

Nova monitors, tests and tunes its own agents. No AI-ops team and no consultants on retainer.

2

It runs on your stack

Works on top of the helpdesk, shop and inbox you already have. Nothing to rip out.

3

Humans stay in the loop

Your people handle what needs judgement. Nova hands over the moment it should.

4

You can see everything

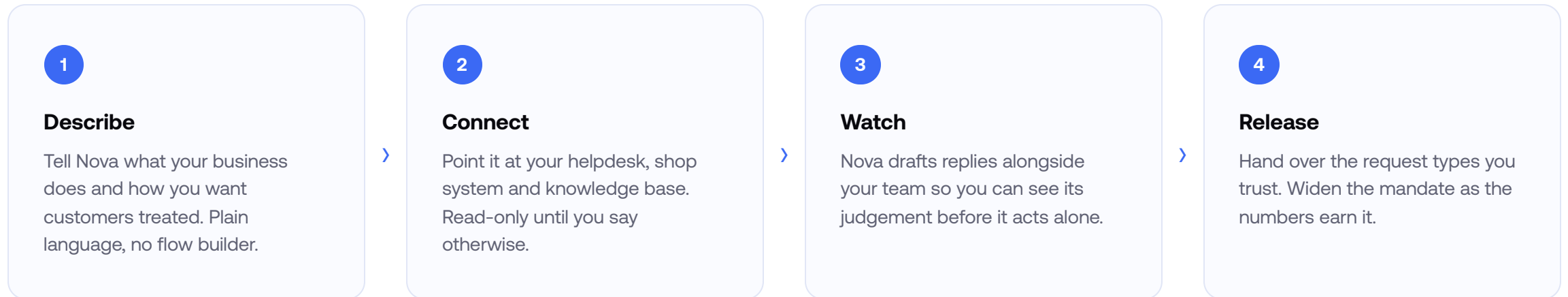
Full workstreams, end-to-end visibility and analytics on every resolution.

ALSO INCLUDED

- ✓ EU hosting, zero data retention
- ✓ Enterprise-proven, easy to run
- ✓ Live fast, no technical team
- ✓ Resolves, doesn't just deflect
- ✓ Keeps up with growth
- ✓ You stay in control and on-brand

HOW IT WORKS

Four steps, then it runs itself



Set up in minutes. Autonomy is a dial, not a switch: Nova starts in shadow mode and earns its way to acting alone.

ONCE IT RUNS

A request, start to finish

One refund request moving through the resolution pipeline: supervisor, specialist, tools, a human sign-off where needed, and the outcome feeding back into the AI.

A WORKED EXAMPLE

One request, start to finish

"I want to return my order and get a refund."

1 · SUPERVISOR

Reads the message, sees a return plus refund, and routes it to the Returns specialist.

2 · SPECIALIST

The Returns agent looks up the order in the OMS and checks the returns policy for eligibility.

3 · TOOLS & ACTIONS

It creates the return label and prepares the refund, ready to send.

4 · HUMAN, IF NEEDED

The refund is above your auto-approve threshold, so it lands in the Inbox for a quick human sign-off.

5 · RESOLVED

The person approves, the reply and label reach the customer, and the outcome feeds back so the AI improves.

POSITIONING

What Nova is not

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Not a deflection chatbot

If you want a cheap bot that answers FAQs and closes the window, a lightweight tool is simpler and cheaper.

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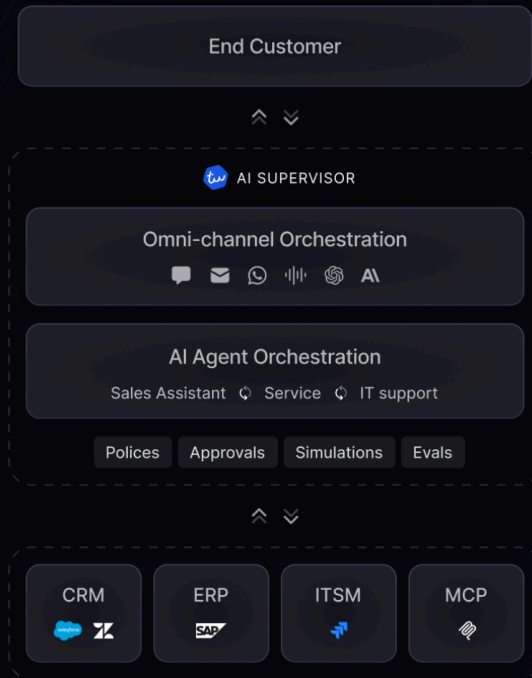
Not a rigid automation tool

If you want if-this-then-that flows you maintain yourself, Zapier, n8n or Make will serve you better.

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Not a voice-first platform

If the business runs on the phone, a voice-first tool fits better. Nova is built for written support: email, chat and WhatsApp.



UNDER THE HOOD

One supervisor. Your whole stack.

AI supervisor with domain specialists

Handles support, sales and commerce workflows, including returns, billing, quotes and renewals.

Takes action across your entire stack

Reads and writes across CRM, ERP, billing, ITSM, commerce and knowledge systems. MCP native.

Governed by design

Follows defined automation levels, approvals, simulations and audit trails.

PROOF

The technology is not new. The access is.

Nova runs on the platform Typewise already operates for enterprise customer experience teams across Europe.

65%

of Beurer's incoming inquiries resolved fully autonomously, at a resolution rate above 90% on those cases. Beurer chose Typewise after evaluating Salesforce Agentforce

81%

of customer service teams still run AI as disconnected tools — 2026 Agentic AI Index, March 2026

70%

of HealGreen inquiries across email, chat and WhatsApp handled by AI, live within days of contract

TRUSTED BY

beurer

Avolta

kelag

PLANZER

POLARIS

hosttech

wincasa

SUPERHUMAN

Enterprise customers include Unilever, Signify and DPD.