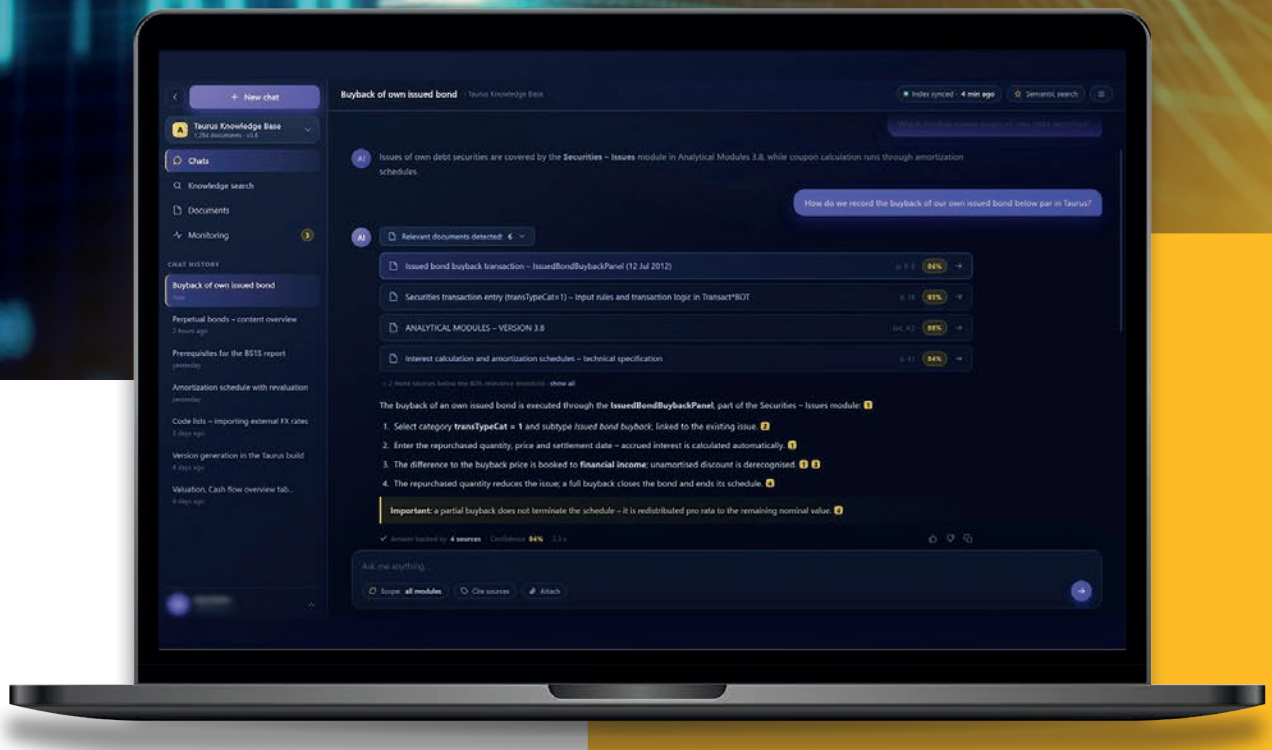
Analitica.
AI.Vox

A solution for automating voice communication with customers and users in your local language



analitica

Challenges facing call centers and support desks

Customer support departments face a growing volume of inquiries alongside limited staffing resources:

- **repetitive questions:** a large share of calls concerns the same simple questions — account balance, order status, business hours, or how a procedure works — which take up agents' time.
- **queues:** with a limited number of agents, peak periods lengthen waiting times, which lowers customer satisfaction and increases the share of abandoned calls.
- **labor costs:** user support is a labor-intensive activity, and ensuring 24/7 availability drives costs up further.
- **time-consuming information retrieval:** agents often have to assemble an answer from technical documentation, user manuals, and backend systems at the same time, which extends the duration of the call.
- **demanding caller identification:** access to personal or financial data requires reliable identity verification that must be both secure and fast.

The solution

Analitica. AI.Vox

Analitica.AI.Vox is a two-way speech interface and conversational agent that speaks your customers' language, designed to automate the work of agents in call centers and user support departments. The automated agent converses with the caller in natural language and composes its answers from your knowledge base and from real-time data in your backend systems.

Natural spoken conversation

The solution combines speech recognition, understanding of the speaker's intent, and speech synthesis into a fluent two-way conversation. It is designed for local languages and their specific characteristics.

Answers from your knowledge and your data

The automated agent draws the content of its answers from a knowledge base — for example from the Analitica.AI.RAG solution — and from the client's backend systems. Answers are therefore factually accurate and tied to the actual state of affairs, not to the general knowledge of a language model.



Automating the work of agents

Vox independently takes over repetitive calls and inquiries: it answers frequently asked questions, provides balance and status information, guides users through procedures, and collects the necessary data before handing a call over.

A call that exceeds its scope is handed over to a human agent together with a summary of the conversation, the data already collected, and the caller's verified identity.

More than artificial intelligence — an agent configured to your rules

The automated agent is not a general-purpose chatbot; it is configured to the client's requirements. You can define:

- the style and tone of communication
- the actions the agent is permitted to perform
- the actions that are explicitly prohibited
- the rules for escalating a conversation, or transferring it to a human operator

The configuration derives from your business process, internal policies, legislation, and security requirements, so the agent operates within predefined and verifiable boundaries.

Caller authentication and authorization

The solution treats inquiries that require no authentication (for example general information about services) separately from those where identity verification is mandatory.

For access to personal or financial data, the solution supports caller identity verification through integration with the client's existing authentication systems (for example a PIN, one-time passwords, or verification through a back-end system).

Once authentication succeeds, the user receives only the data they are entitled to — the scope of their rights is checked on every data access.

Real-time operational data

Through integration with backend systems (CRM, ERP, banking, and other business applications), the solution retrieves current data during the conversation itself — for example an account balance, the status of an order or a request, and service availability.

Reliability of answers

The automated agent answers exclusively on the basis of the provided knowledge base and the data from backend systems. When the information is not available, or the user is not entitled to it, the agent does not guess: it says so clearly and hands the call over to an agent if needed.

Integration with telephony and other channels

The solution connects to existing call center and telephony systems, as well as to other channels — web portals, business applications, and kiosks. It can be used on a telephone line, in a web chat window, or as a speech interface embedded in an existing application.

Local language support

The solution is built for local languages and accounts for their specific characteristics, including complex grammar and morphology. The same solution can therefore cover several languages and several markets.

Hands-free use in industrial environments

In manufacturing and service environments, a narrower set of speech interface features is used for hands-free work: using their voice, an operator retrieves an instruction or a piece of data, confirms a step in a procedure, or records an event — keeping their hands free without leaving the workstation.

Traceability, deployment in architecture

Full traceability of conversations

Every conversation is recorded together with its transcript, the sources used for the answers, and the data accesses performed. This supports quality control, conversation analytics, and an audit trail.

On-premise, hybrid, or cloud deployment

The solution adapts to the requirements of your organization's security policy:

- **on-premise deployment** for complete control over data: the entire system is installed on your own infrastructure and isolated from the outside world
- **hybrid mode**, in which individual parts of the processing run outside the organization — suitable for content that is not particularly sensitive
- **cloud mode**, in which the entire infrastructure is deployed in the cloud

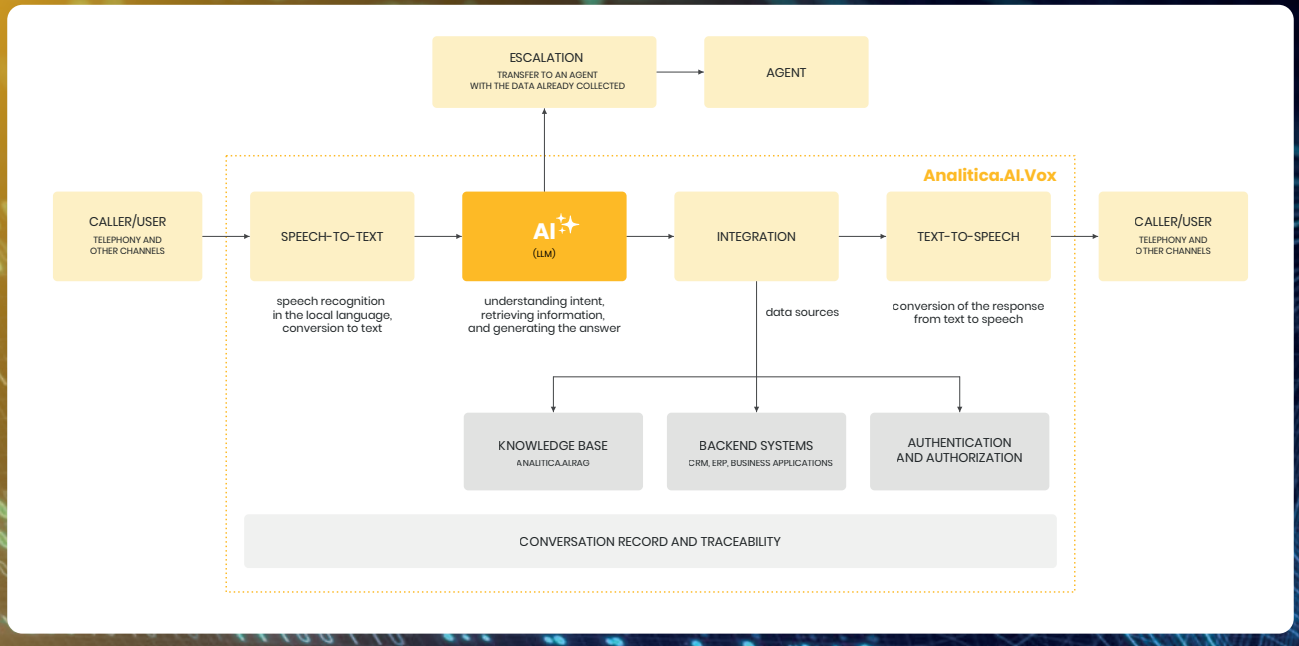
A foundation for further automation

The solution is a building block for developing your user support services further:

- conversation analytics and identification of the most frequent reasons for calling
- automatic completion of call records and transfer of data into business systems
- outbound notifications and confirmations
- expansion to additional languages and channels

Solution architecture — containers

The container-based architecture of the solution provides a high degree of portability across platforms and straightforward integration into existing IT infrastructure.



Smart support for your customers and your team

With the **Analitica.AI.Vox** solution, user support becomes available at any hour: the automated agent takes over routine calls, while your team focuses on the more demanding cases.

Key features of the solution

- **Automation of repetitive calls:** the automated agent takes over frequent questions and routine procedures, relieving both your team and your support costs.
- **Natural conversation** in the local language: the solution is designed for local languages and their specifics, and can be adapted to additional languages.
- **An agent configured to your rules:** configuration of tone, permitted and prohibited actions, and escalation rules.
- **Answers from your knowledge base:** the connection to the Analitica.AI.RAG solution ensures answers from approved sources.
- **Real-time data:** integration with backend systems makes it possible to provide current data during the conversation.
- **Secure caller identification:** support for authentication and authorization for access to personal and financial data.
- **Call center connectivity:** integration with existing telephony and other channels, including handing a call over to an agent.
- **Hands-free use:** a narrower set of speech interface features for industrial and service environments.
- **Full traceability:** conversation transcripts, answer sources, and an audit trail.
- **Flexible deployment:** on-premise, hybrid, or in the cloud.



Want to know more?

Test the solution on your own use case.

We can prepare a demonstration based on a call scenario you select and on your own content.

With it you will gain:

- direct insight into the capabilities of the Analitica.AI.Vox solution
- an assessment of speech recognition quality and of the answers on your own content
- confirmation of compliance with your security policy requirements

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