



AUTONOMOUS CX

Conversational AI: Voice & Chat

Autonomous customer engagement
across channels

 **hgs** | Agent X



Executive Summary

This service description provides a clear and practical view of how **Agent X Conversational AI: Voice & Chat** supports intelligent, conversational interactions across voice and digital channels.

It explains how organisations can use conversational AI to enable autonomous self-service for citizens, support agents with real-time guidance and knowledge during live interactions, and manage voice and chat enquiries more consistently across services.

What is HGS Conversational AI: Voice & Chat solution?

As part of the Agent X modular platform for supporting intelligent engagements, Conversation AI enables citizens to resolve common enquiries independently through natural, conversational **voice and chat interactions**, improving response times and overall service accessibility. It's powered by Generative AI and centrally managed knowledge, the solution delivers accurate and consistent responses across IVR, web chat, and digital messaging channels, with seamless hand-off to human agents when more complex support is required.

In parallel, our Conversation AI solution supports contact centre agents with real-time guidance, contextual knowledge, and assisted automation during live interactions. This AI Co-Pilot functionality helps agents respond more confidently and consistently, reduces effort and handling time, and supports service quality even as demand increases.

Autonomous CX

Voice

It uses natural language user interfaces (**NLUI**) to handle routine enquiries, provide accurate responses, and route complex requests to agents when needed. Responses are driven by a centrally managed knowledge system integrated into IVA/IVR, ensuring information is consistent, up to date, and easy to maintain without disrupting existing call flows.

Self-service chat

The intelligent chatbot solution in Agent X allow citizens to resolve common queries independently across digital and messaging omnichannels, including social media channels. It's powered by centrally vectorised managed knowledge system, and is trained to provide up to date responses.



ABOUT HGS

Before we continue to introduce HGS Agent X Conversational AI: Voice & Chat solution, we've dedicated the next two slides to introduce HGS and our background, providing context on who we are and how we approach delivering and operating contact centre services.

HGS works with organisations that run complex, high-volume customer and citizen services, often across multiple channels, platforms, and legacy systems.

Through our experience supporting conversational interactions in live service environments, we understand the practical challenges of enabling effective self-service, maintaining consistent responses, and supporting agents during complex or sensitive conversations. **This operational insight contributed to design our Conversational AI solution aimed at improving both citizen outcomes and agent experience, focusing on what works in day-to-day service, not just theoretical capability.**

Big enough to deliver, strong enough to trust, but small enough to care

HGS empowers organisations to deliver intelligent, people first experiences at scale, gain insights where data sits in silos and maximise past technology investments. By unifying CX solutions with customer management strategy, data analytics expertise our digital platforms are future ready.

- **4.5** Billion Engagements Per Year
- Delivering Business Support Solutions For over **50 Years**
- **20,000+** employees globally
- Operate from **9** Countries / **32** Locations
- **60%** of our clients have been with us for 15 + Years

POWERING THE
NEXT ERA OF
CX INNOVATION

COMMITTED TO
CLIENT SUCCESS

PEOPLE CENTRED

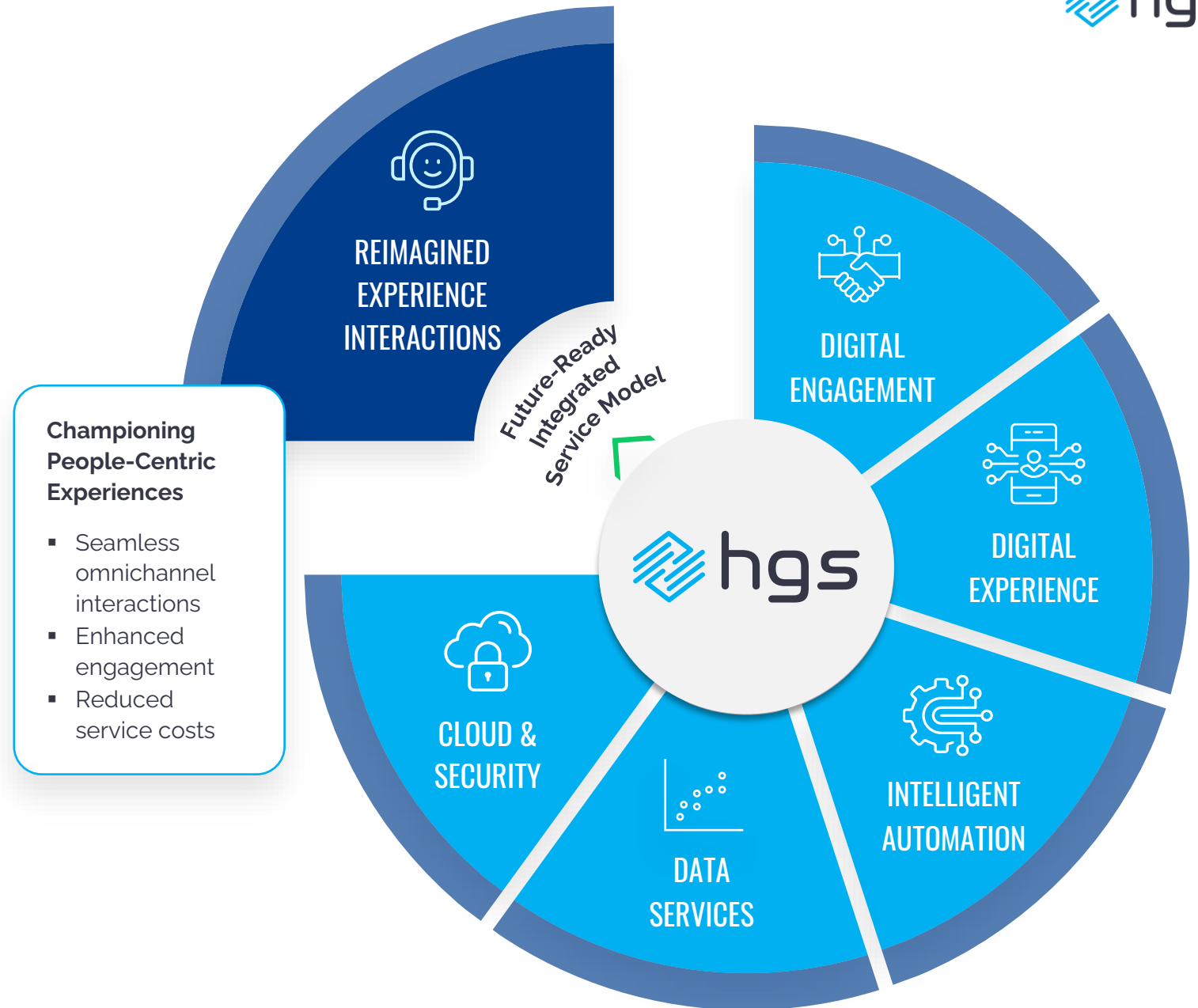
AI powered services that combine intelligent automation, data analytics, and cloud solutions to drive results at scale.

Our culture and approach is about winning together, with our people, you as a client and your customers.

Whether it's citizens or staff, people focussed solutions are at the heart of everything we do.

A Complete Practice for **AI Driven Interactions & Operations**

At HGS, we leverage our deep expertise and significant investment in advanced technologies to *transform legacy ways of working.*



HGS Agent X



CONVERSATIONAL AI: VOICE & CHAT

1

Voice Assist

2

Self-Service Chatbots

3

AI Co-Pilot for Agents

4

Value Outcomes for Public Sector Organisations

Key Features of HGS's Advanced Conversational AI Solutions



NATURAL CONVERSATION FLOWS

Built-in functionality to interrupt virtual assistant

Customer can speak in natural tone and use stop words with efficient responses

INTEGRATION

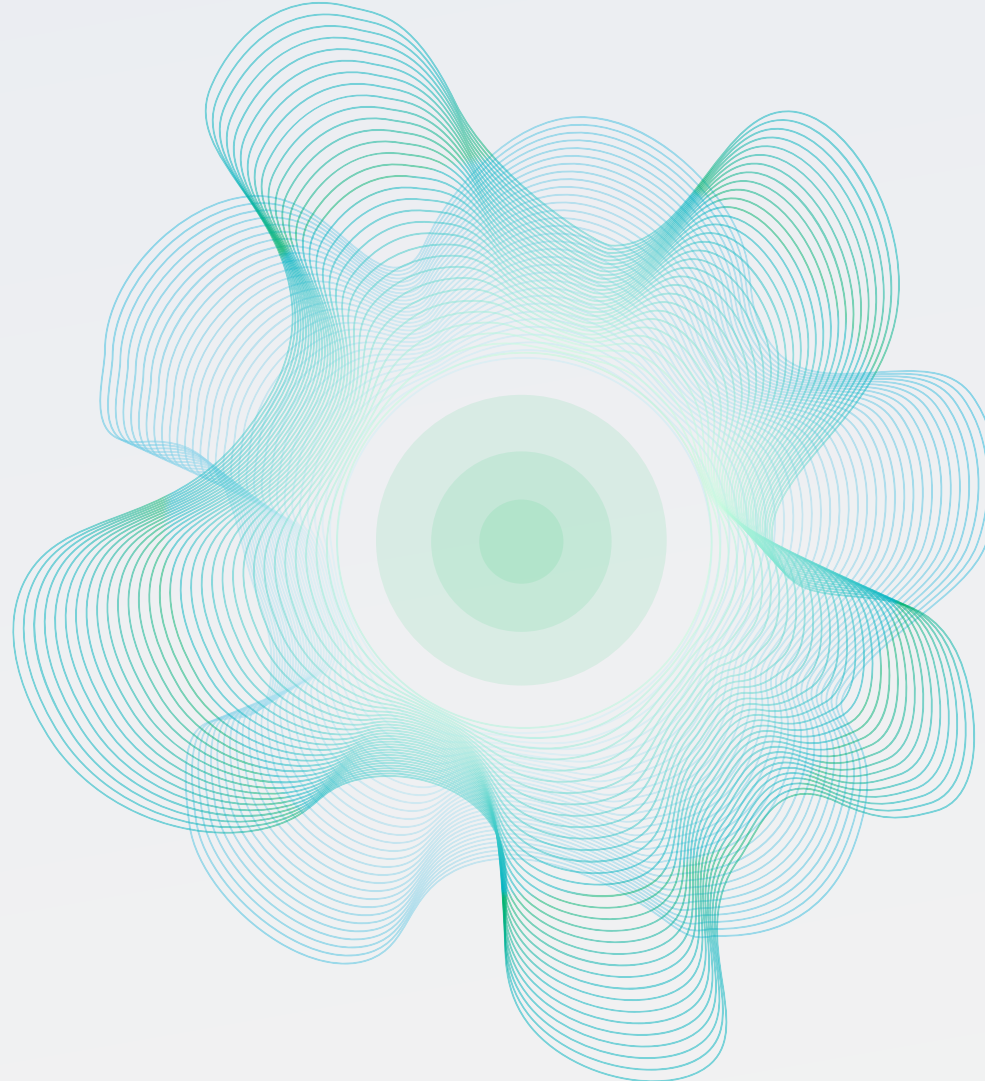
Seamlessly integrates with existing CCaaS platforms & backend systems

Accelerates adoption and ensures personalised, context-aware interactions

GENERATIVE AI + RAG

Leverages Generative AI for complex, dynamic conversations

Connects knowledge bases to virtual assistants to enhance self-service capabilities



SPEECH-TO-TEXT & TEXT-TO-SPEECH

Real-time voice digitisation for seamless processing

Speech AI analyzes conversations in real time, enabling generative responses or live translation

NATIVE LANGUAGE RESPONSES

Delivers live responses in the customer's preferred language

Agent will fluently understand conversation in their language and respond accordingly



SOC2 TYPE 2 COMPLIANT

GDPR COMPLIANT

HIPAA COMPLIANT

CONVERSATIONAL AI: VOICE

AI-Powered Voice Interactions for Faster, Smarter Conversations

- ✓ UNDERSTAND INTENT
- ✓ SPEAK ANY LANGUAGE
- ✓ PROVIDE AND ACTION REAL-TIME SOLUTIONS
- ✓ INTELLIGENT CALL ROUTING

VoiceAssist

REAL-TIME VIRTUAL ASSISTANTS

Leveraging APIs and
knowledge bases for
dynamic conversations.

VoiceBridge

REAL-TIME LANGUAGE TRANSLATION

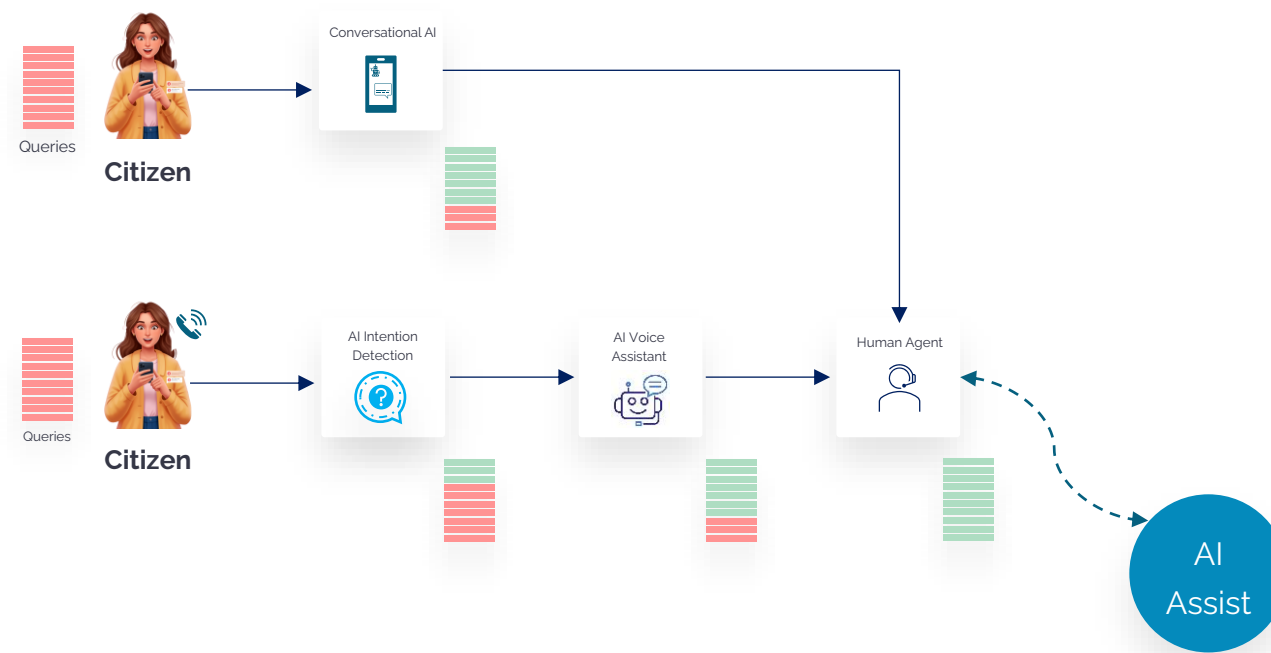
Seamless communication in
the customer's preferred
language.

Using AI to make voice automation relevant for your citizens support.

Agent X conversational AI module integrates into existing IVR systems enabling services to be available to citizens 24/7, while reducing unnecessary dependency on live agent capacity. Routine enquiries can be handled quickly and consistently through automated voice interactions, allowing agents to focus on more complex, sensitive, or priority cases.

This approach helps public sector organisations manage demand more effectively, improve response times, and maintain service quality, while making creating the opportunity to free more time for human agents to handle more complex tasks.

Citizen voice enquiries are handled through conversational AI integrated into the existing IVR, with intent detected automatically and seamless hand-off to a human agent when required.



CONVERSATIONAL AI: CHAT

Agentic Text Engagement Across Channels

Understands intent, processes requests, and escalates as necessary



For Web

AI-powered chat for websites
and mobile apps



For Social

Automated & assisted
messaging across platforms



For Agents

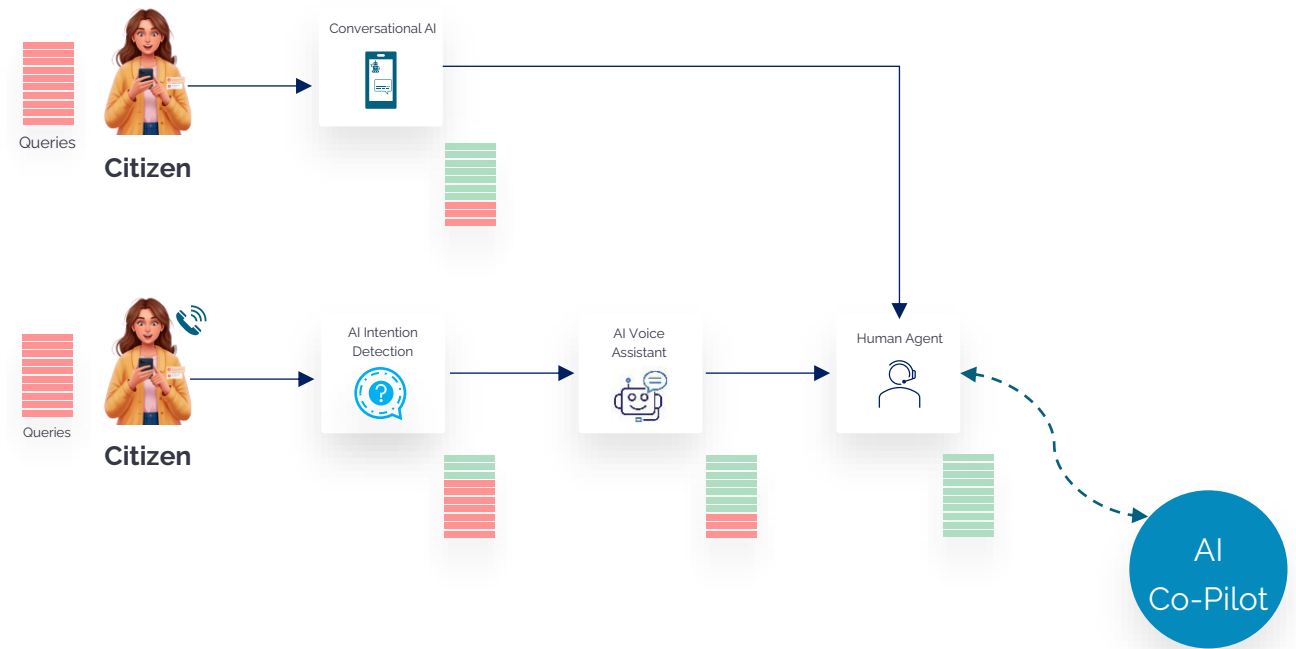
Provides live agents with AI-
generated recommendations
and context

Using Large Language Models (LLMs) and GenAI to make sure your organisation have a helpful chatbot for citizen support

Citizens might decide to contact services for many reasons: from checking personal details and service status or simply for general guidance. The chatbot in Agent X is designed to respond with the right context by drawing on relevant organisational systems, so answers feel accurate, timely, and grounded in how the service actually operates.

Through natural language conversations, Agent X chatbots help citizens get the information they need without waiting for an agent, particularly for routine or repeat enquiries. The technology is deployed in a controlled way to support clear, consistent responses, helping reduce unnecessary contact while making it easier for citizens to interact with public services.

Citizen chat enquiries are handled through an AI enabled self-service chatbot integrated into digital channels, allowing routine requests to be resolved independently and escalating to a human agent only when required

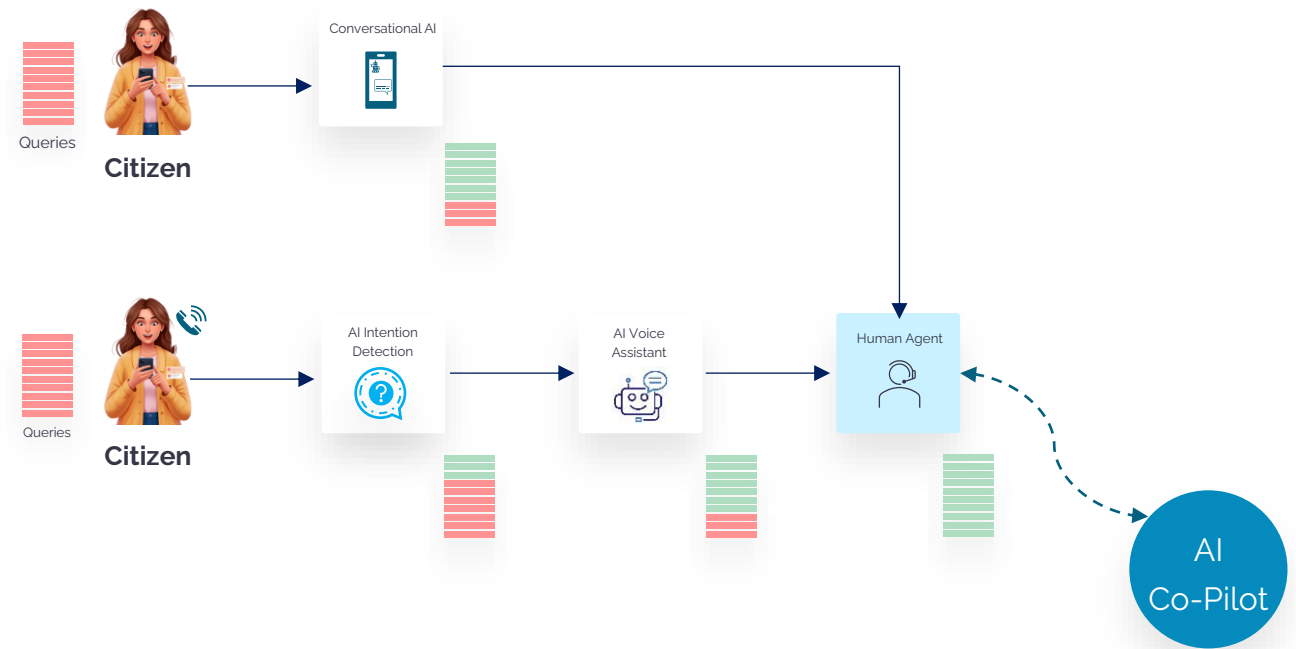


Using AI to provide real time guidance that supports agents during live interactions

In high-volume contact environments where average handling times are under pressure, the AI Co-Pilot functionality in Agent X can be introduced to support agents during live calls. It provides timely guidance and relevant information, aligned to the context of the conversation. It listens to or reads the interaction as it happens and surfaces relevant information, from connected knowledge systems.

This approach supports more efficient use of existing capacity, helping organisations manage costs while maintaining service quality. Citizens benefit from quicker resolution of enquiries and a more responsive service experience, without compromising accuracy or assurance.

During live interactions with citizens, Agent X AI Co-Pilot supports agents by identifying intent, surfacing relevant information, and guiding agents through appropriate actions in real time.



Building Your Business for the Future

with HGS Agent X Conversational AI



ENHANCED CX

Quick resolutions with no wait time to reduce AHT & Improve FCR



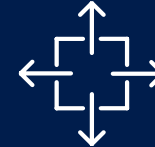
AGENT PRODUCTIVITY

Call containment & reduction in repetitive tasks for human agents



SECURITY & COMPLIANCE

Certified AI compliance score solution ensures regulation readiness



SCALING

Increased operational potential with flock of Virtual Assistants or Agents that can now handle virtually every language



COST REDUCTION

Efficiency in budget via automation and implementation of language AI

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