



Panoramic AI Virtual Assistant

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G-Cloud- 15 Service Definition

Panoramic AI Virtual Assistant

Enhance customer and internal user engagement with our AI-driven chatbot and virtual assistant solution. Leveraging the latest advances in artificial intelligence and large language models, natural language processing and machine learning, we provide a conversational interface across your corpus of documents. With our customisation service, our comprehensive solution ensures AI assistants integrate seamlessly into your business and delivers high quality, secure and intelligent responses.

Our AI virtual assistant can be used 24/7, reducing service delivery costs, allowing internal and external customers to self-service a range of tasks that don't require an agent or member of staff to answer.

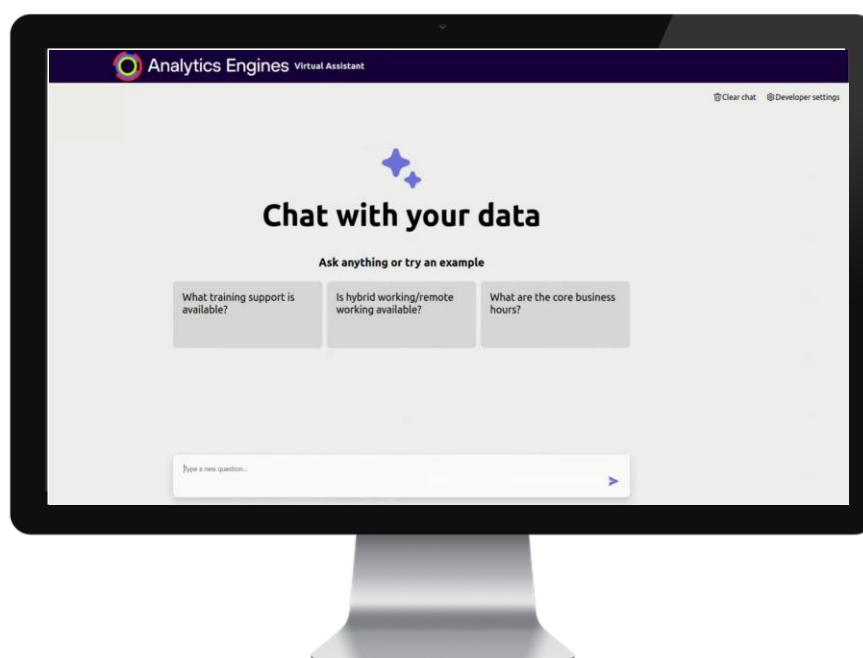
The solution uses cutting edge AI engineering techniques to improve the quality of responses and we will work with your team during onboarding to tailor these for your use cases.

Service Features

- Empowers customer & employee with self-service capabilities via chatbots
- Flexible hosting, cloud-based or on-premises deployment
- Real-time intelligent responses for initial query resolution
- Ability to handle multiple unstructured data sources (pdf, docs, etc.)
- Access through a single chat interface which can be customised
- Multilingual support across 80+ languages
- Configurable language model (LLM/SLM) support based on user requirements
- ISO 27001 certified solution

Service Benefits

- Diminishes pressure on internal resources
- Lowers service costs, volumes, and processing durations
- Boosts efficiency and precision for service representatives
- Decreases expenses with initial query resolutions
- Enables round-the-clock support
- Ensures accuracy with resolution rates exceeding 90%
- Streamlines internal processes
- Maintains speed, performance, and prediction accuracy even during peak demands



Our Mission

To enable forward-thinking organisations to **unlock value** through Data & AI.



Analytics Engines offer end-to-end guidance, consultation and support in response to your **data challenge**.



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