



AI Agent

Revolutionize Your Business Customer Service



The screenshot displays the ConnexAI AI Agent interface. On the left, a circular menu contains icons for a phone, WhatsApp, and a mobile app. Below this is a 'Knowledge Source' panel with a search bar and a list of categories: Default, All Food Items, Food Ordering, Order Fulfilment, and Order Tracking. The main chat window, titled 'AI Agent' with an 'Inspect' button, shows a conversation where a user orders a Large Pepperoni pizza. The AI agent responds with a confirmation and a pizza emoji. At the bottom, a 'Confirmation' panel asks, 'Are you sure you want to order?'. The interface is powered by ConnexAI, as indicated by the logo at the bottom right of the chat window.

Knowledge Source

Search Knowledge Source

- Default ☐
- All Food Items ☒
- Food Ordering ☐
- Order Fulfilment ☒
- Order Tracking ☒

AI Agent Inspect

I want to order a pizza, please.

No problem! What type of pizza you would like to order?

I would like a Large Pepperoni.

No problem. Let me just request this...

Your order is on it's way! 🍕

0/1000

Enter your message

Powered by **ConnexAI**

Confirmation

Prompt: Are you sure you want to order?

Drag the below outcomes

Yes No

Generative & Conversational AI Understanding



Athena Large Language Model

Effortlessly train Athena by uploading contextual information sources and documentation, transforming your AI products into knowledgeable and contextually aware team members.



AI Agent

Automate customer interactions, streamline communication and improve overall customer satisfaction by ensuring swift and accurate responses to customers through any channel.



AI Voice

Foster humanistic interactions with AI Voice, improving customer satisfaction with intelligent text-to-speech assistance that is tailored to your brand's tone of voice, formality, and language requirements.



AI Guru

AI Guru is your revolutionary internal assistant, designed to boost productivity. Transform how teams interact with customers, offering instant access to practical knowledge and unparalleled support.



AI Analytics

Gain a holistic view of customer support across all channels. AI Analytics empowers leaders with data-driven insights to refine strategies, enhance decision-making and streamline business processes.



Automatic Speech Recognition

With 99% accuracy, ASR can scale to handle varying call volumes without the need for additional staff. Easily manage staff during peak times or in response to specific events that lead to increased call traffic.

AI Agent

Hello, I need to update my contact details.

No problem, what is your new number?

07122 123 091

No problem. Let me just request this...

This has been updated for you.

Powered by **ConnexAI**

0/1000

Enter your message

AI Analytics

100/125 59/125 03/12

Oscar

Spanish (Spain)

Tonal Qualities

- Professional Formality
- Authoritative TOV
- High Complexity

Channels

View Profile

Search

Triggers

Bulk Triggers

Athena AI

Conditions

Inbound Number

Opt into CSAT

Hang Up

HTTP Request

Athena ASR

AI Guru

I have a new inbound queue, are there any articles on building SLA targets within dashboard I can read through?

Sure! I've found an article which would be helpful in setting up dashboard widgets:

Setting up CNXI Live Tile

Ask a question e.g How do I create...?

Send

Athena | AI Agent

Clear Advantages of AI Agent

✓ 24/7 Availability

AI Agent operates 24/7, boosting CSAT by providing timely assistance and information.

✓ Scalability

As your business grows, AI Agent seamlessly scales to handle increasing volumes of conversations and enquiries without compromising on quality or response times.

✓ Cost Efficiency

Automate repetitive tasks and provide 24/7 support, freeing financial resources for better allocation.

✓ Improved Customer Satisfaction

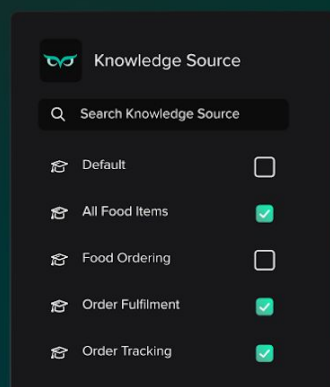
With faster response times and personalized interactions, AI Agent enhances overall customer satisfaction.

✓ Enhanced Compliance

AI Agent minimizes human error by ensuring regulatory disclosures and compliance requirements are always met, reducing the risk of omissions and mistakes.

✓ Consistent Experiences

AI Agent delivers a consistent and standardized experience to every customer, ensuring that all enquiries are handled with the same level of accuracy and professionalism.



Athena | AI Agent

Empowering your business with AI Agents

Athena AI Agent is the hero your business needs. By seamlessly managing routine tasks like authentication, appointment booking, payment processing, FAQ responses, and more, Athena frees up your human agents to tackle more intricate challenges. This not only minimizes burnout and agent turnover but also boosts job satisfaction.

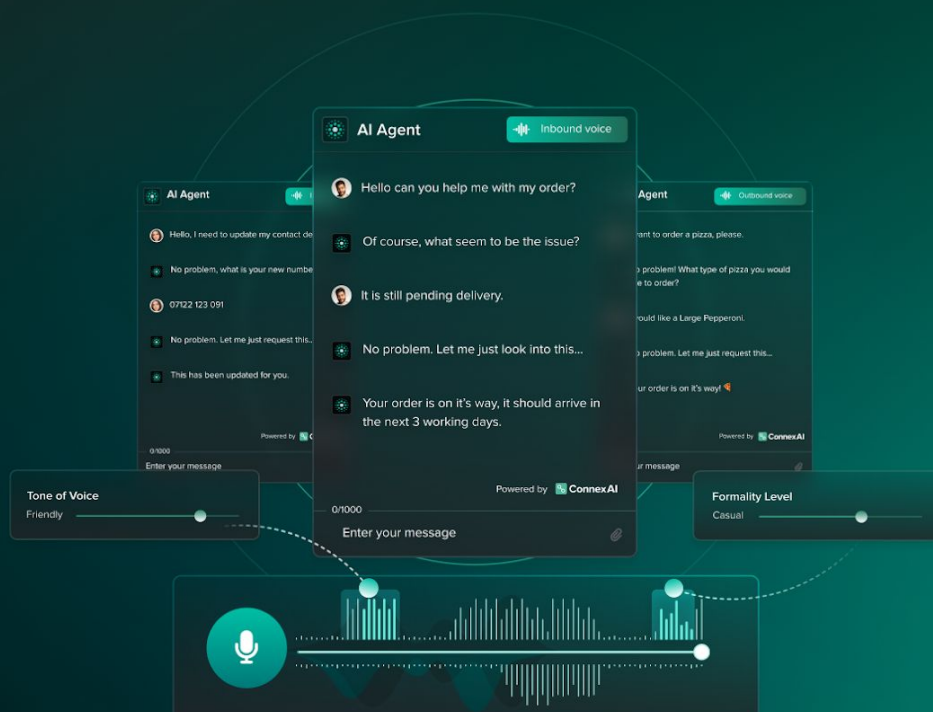
With Athena, you can ensure consistent adherence to Service Level Agreements (SLAs), exceed customer expectations with quicker response times, and effortlessly scale as your business expands.

Athena | AI Agent

Keep the personal touch, whilst reducing workforce costs

Businesses can leverage AI Agent to automate repetitive tasks, handle both complex inbound and outbound enquiries, and provide instant, round-the-clock support across voice and digital channels.

This not only frees up critical financial resources but also ensures a more efficient allocation of human agents. With advanced AI capabilities, the AI Agent fosters personalized interactions, reduces response times, and enhances overall customer satisfaction, enabling companies to maintain a personal touch without increasing workforce costs.



Athena | AI Agent

Handle 50x more interactions using your trained model

AI Agent optimizes interaction management, enquiry servicing, and allows your users to devote their attention to the most time-sensitive interactions.

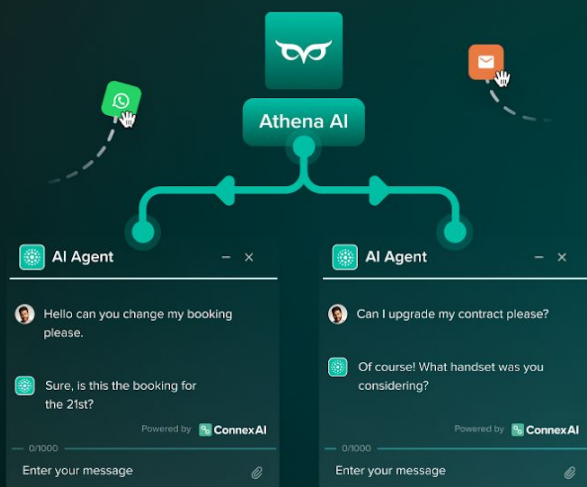
Athena | AI Agent

Embrace the power of voice

AI Agent revolutionizes customer interactions with refined, human-like voice and text-based communication, setting a new standard beyond traditional chatbots and driving unparalleled business success.

Drawing on the powerful and extensive Athena LLM, AI Agent is able to hold articulate conversations that will steer interactions efficiently towards sufficient customer outcomes.

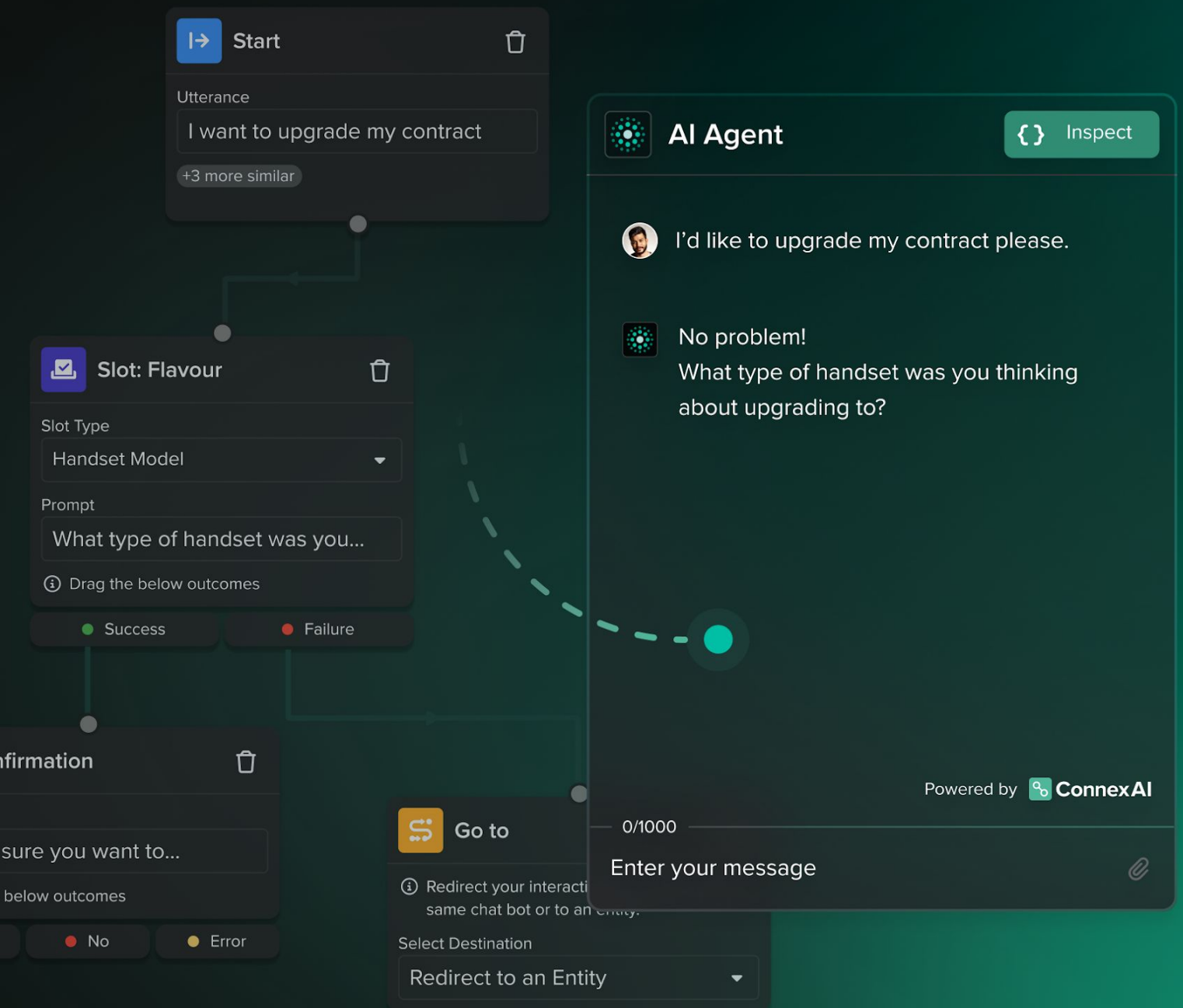
Combat agent fatigue whilst offering insightful responses, maintaining professionalism, and promoting customer satisfaction.



Athena | AI Agent

Save time and money by allocating human resource thanks to AI Agent

AI Agent dramatically reduces time and admin costs by ensuring that each interaction is handled promptly and effectively.

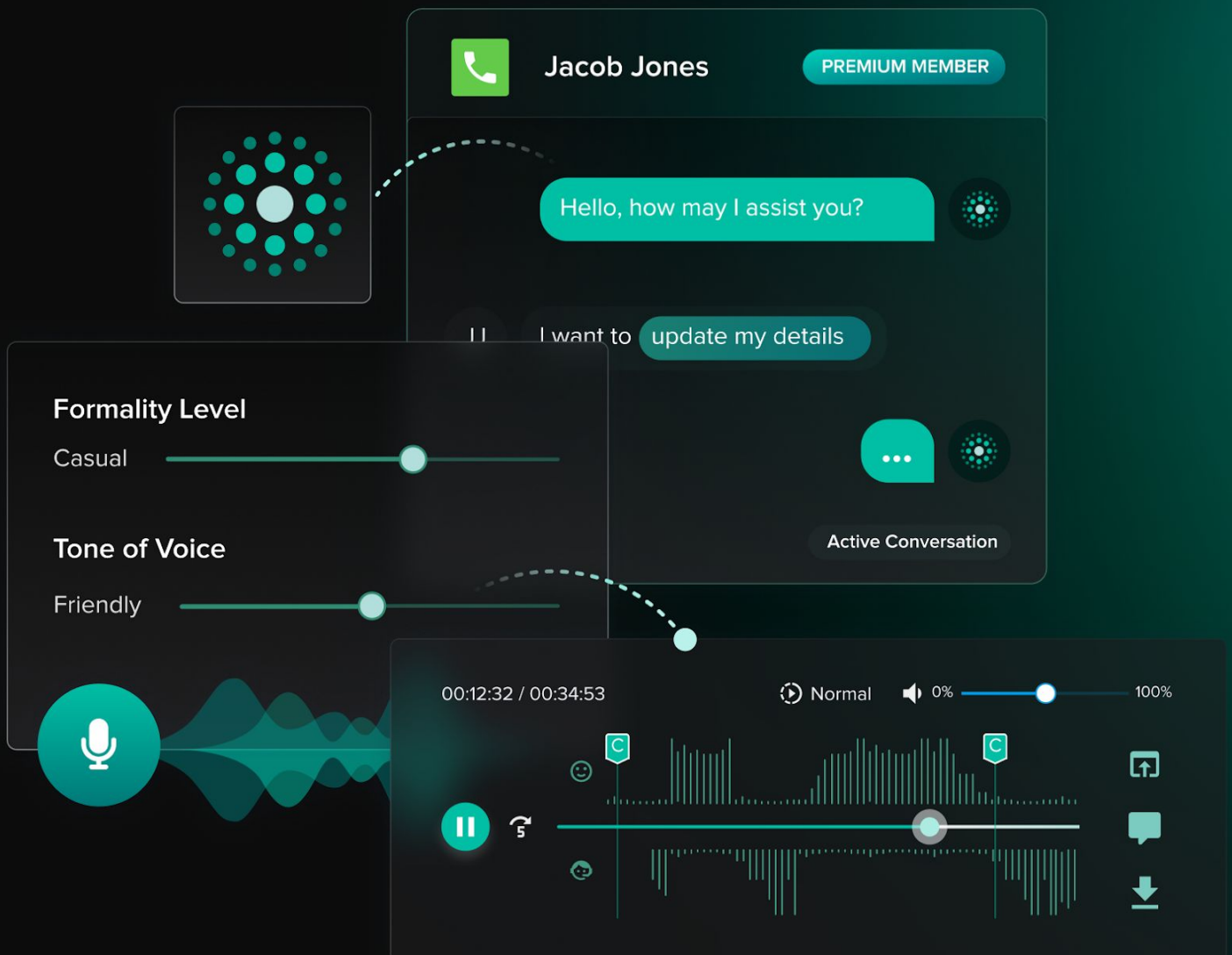


Athena | AI Agent

Coherent AI-driven conversations

Elevate your business with effortless AI-driven conversations across all channels. Our AI Agent ensures responses that reflect your company's values, offering complete control over language and tone.

With consistent, high-quality interactions in both voice and text, experience the transformative impact of generative AI, enhancing customer engagement and satisfaction at every turn.



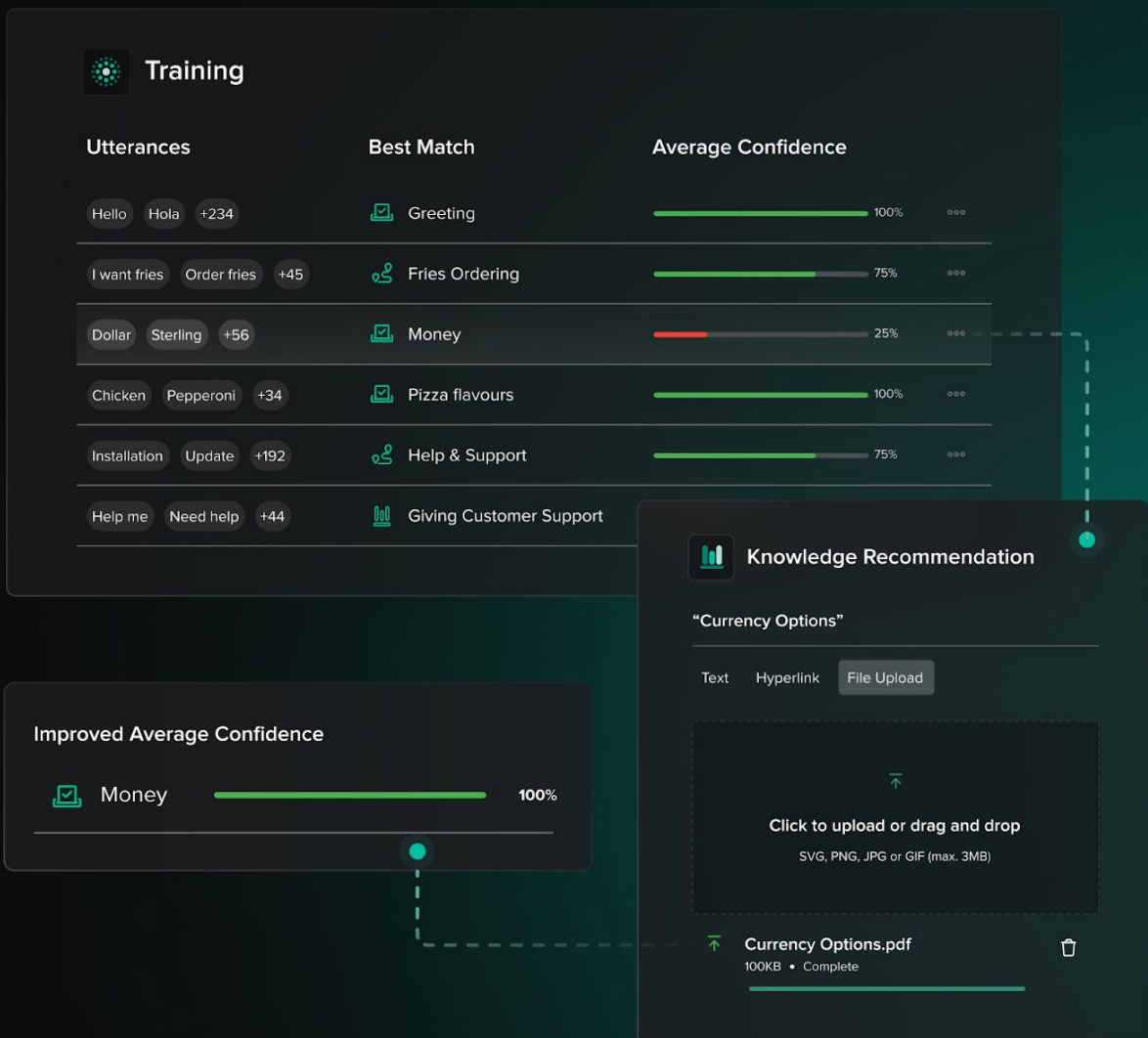
Athena | AI Agent

Continuously improve your AI agent's performance

Athena's training feature helps your AI Agent to learn and grow over time, allowing it to train for accuracy by matching specific customer phrases and intents to predefined user journeys.

When the AI agent comes across phrases it has a low confidence of understanding, you can boost confidence by confirming the intent and training it to recognize and respond to these phrases more accurately in future interactions.

Furthermore, our AI training module includes a summary page with "Knowledge Recommendations" and "Confidence Levels," which can help you identify knowledge gaps where Athena may require additional information from more detailed knowledge articles or additional training.



Training

Utterances	Best Match	Average Confidence
Hello Hola +234	Greeting	100%
I want fries Order fries +45	Fries Ordering	75%
Dollar Sterling +56	Money	25%
Chicken Pepperoni +34	Pizza flavours	100%
Installation Update +192	Help & Support	75%
Help me Need help +44	Giving Customer Support	

Improved Average Confidence

Money 100%

Knowledge Recommendation

"Currency Options"

Text Hyperlink File Upload

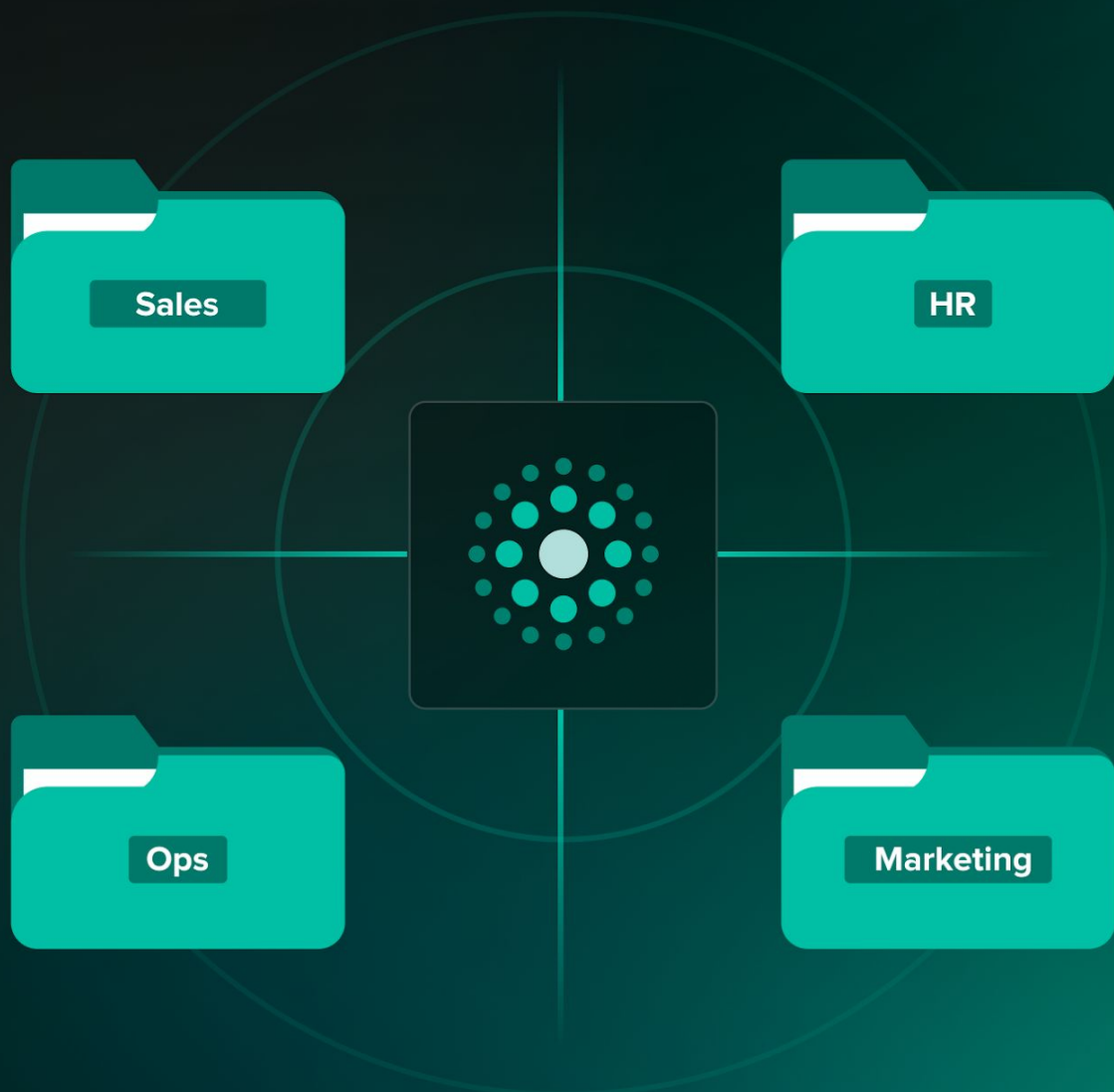
Click to upload or drag and drop
SVG, PNG, JPG or GIF (max. 3MB)

Currency Options.pdf
100KB • Complete

Athena | AI Agent

Empower your in-house LLM with customizable information

Effortlessly train your AI Agent by providing them with contextual information sources and documentation, transforming them into knowledgeable and contextually aware team members.



Athena | AI Guru

Advantages of AI Guru

✓ Cost-Effective

AI Guru reduces agent training time and costs, provides instant access to company knowledge, ensures immediate productivity, and leads to faster ROI.

✓ Live-Support

Provide fast, comprehensive user support without heavy reliance on extensive training and managerial oversight, allowing experienced staff to focus on complex tasks and strategic initiatives.

✓ Boost-Satisfaction

Decrease response times, ensure accurate and immediate answers, and achieve more satisfying customer interactions.

✓ Advanced AI algorithms

Seamlessly integrate with your knowledge base, providing precise answers within seconds, reducing distractions and administrative time, and enhancing overall efficiency and productivity for agents handling a wide range of queries.

✓ Dynamic Guidance in Real-Time

Real-time call transcripts offer immediate written records of customer interactions, facilitating swift analysis and issue resolution, while real-time coaching amplifies responsiveness and customer satisfaction with quick referencing and accurate responses.



I've found some KBAs that will help you configure your dashboard:

Knowledge Base



5-step process to setting up your Da...



How to configure your Dashboard?



Yesterday

How to change to Lofi Theme?

How do I create an SLA target?

Athena | AI Guru

Real-time, intelligent support for users

AI Guru is your revolutionary internal assistant, designed to streamline user communications and boost productivity. AI Guru transforms how teams operate when interacting with customers, offering instant access to practical knowledge, advanced conversational capabilities, and unparalleled support.

Athena | AI Guru

Knowledge base recommendations

AI Guru quickly accesses your knowledge base to provide agents with precise answers and contextually relevant article suggestions, ensuring smooth interactions and faster completion times.

 AI Guru  

Start Chat



Previous Chats

Yesterday

Sentiment Detected

CSAT Recommendation
"It's been a pleasure speaking today, would you be so kind to leave a review on your experience."

Try Upselling
I'm wondering if you'd be interested in our new product?

Live Transcription

Agent • 18:32
Hi, this is the agent speaking. How may I help you today?

Customer • 18:32
Hello, thank you so much for getting back to me. I requested a refund since I've sent the product back. When can I receive it?

Athena | AI Guru

Allow agents to handle a wider range of queries

AI Guru analyzes complex queries and questions during interactions, providing users with accurate answers to fulfil customer requests.


Customer Name
 Voice Call #*****

Script 1






Currently on a Voice Call











Contact profile

Primary
 Custom

Basic Information

Title
 Mr

First Name
 Ben

Middle Name
 -

Last Name
 Saunders

DOB
 16/07/1986

Phone Numbers

Tel 1
 Type here

Tel 2
 Type here

+ Add


AI Guru

CC

 I would like to upgrade my phone contract


 Hello, certainly I can help with that, let me put you through to one of our live agents.

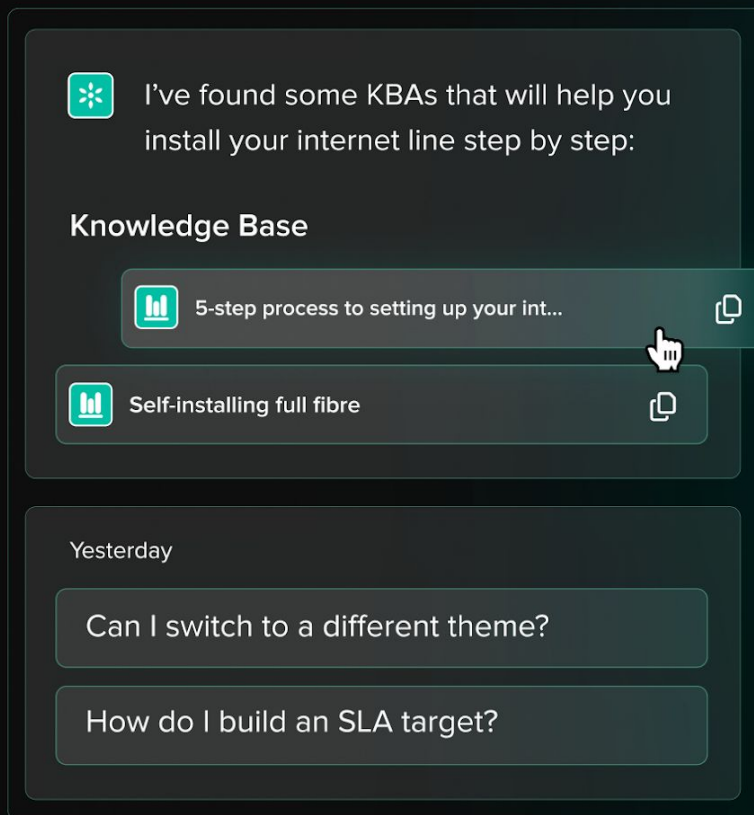
CC

 Thanks for the assistance!

Athena | AI Guru

Precise data at lightning speed

AI Guru seamlessly integrates with your knowledge base, providing instant access to relevant and accurate information.



Athena | AI Guru

Learn and adapt through your personalized model

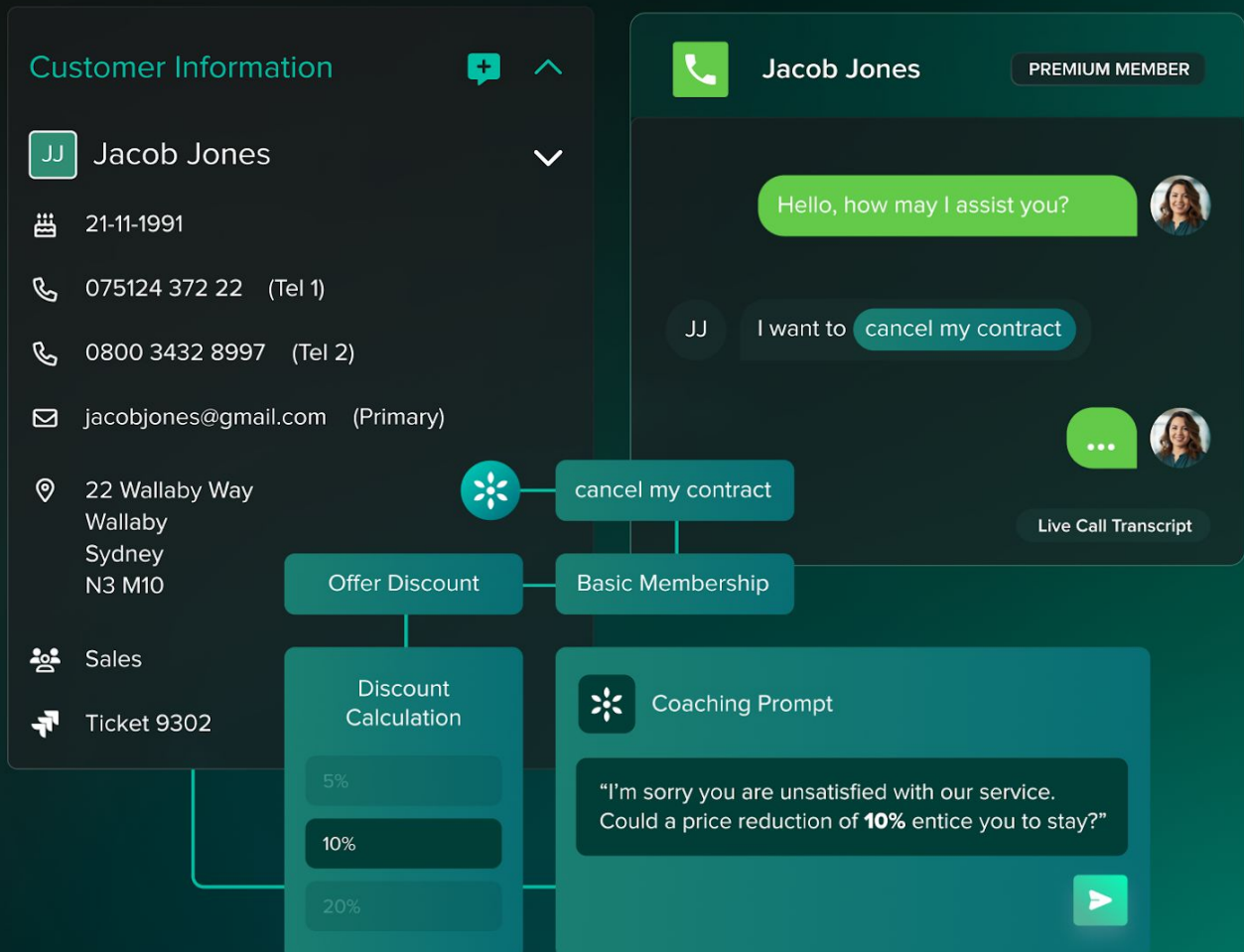
By learning and adapting through your personalized model, AI Guru evolves with your business needs and customer expectations, providing personalized and efficient support.

Athena | AI Guru

Dynamic guidance in real-time

Power up your Guru with Athena, providing dynamic, real-time guidance during customer interactions. This feature enhances agent performance by offering instant access to accurate answers and contextually relevant information.

AI Guru analyzes complex queries and delivers precise answers quickly and efficiently, reducing the time agents spend searching for information.



Athena | AI Analytics

Advantages of AI Analytics

✓ **Deeper understanding**

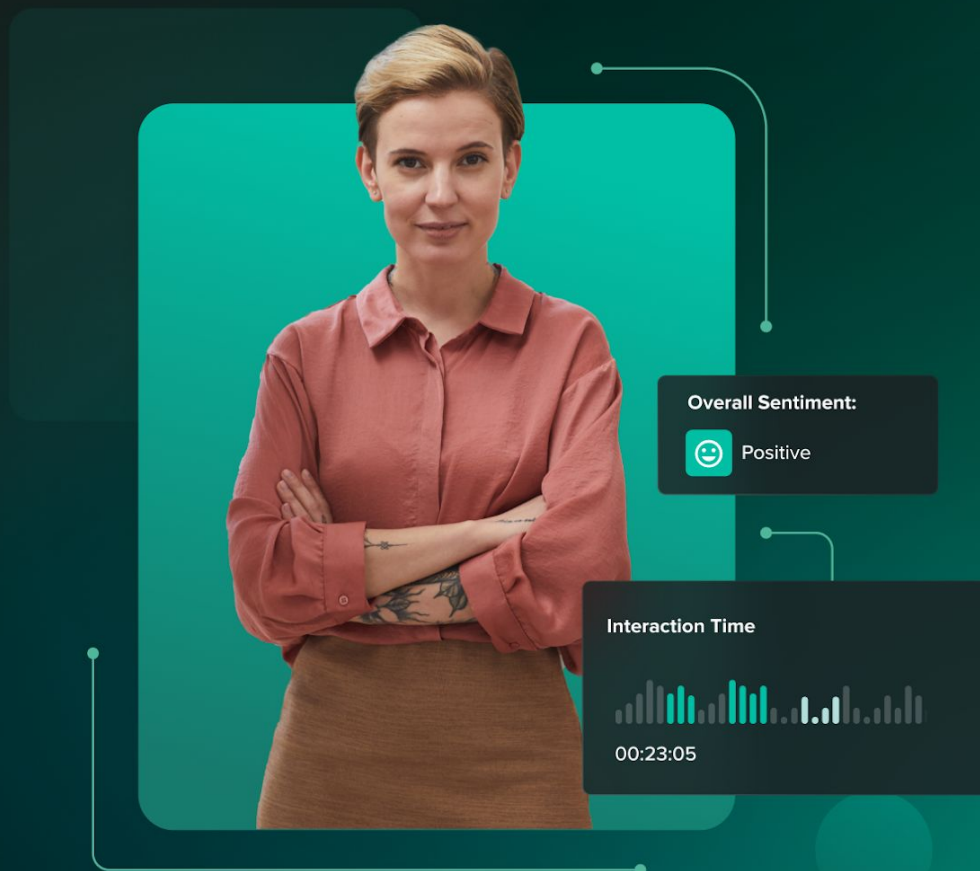
Better understand and predict customer sentiment, wants and needs

✓ **Instant insights**

Integration with AI Analytics provides effortless and rapid access to insights and reports, facilitating swift decision-making

✓ **Topical data packaging**

Data insights built with your business in mind, linking and presenting information that's relevant for you



Athena | AI Analytics

Intelligent insights to power your business

Forecast customer support needs and streamline your operations with the power of AI-transcribed and packaged analytics that fit your business needs. Leverage AI-transcribed analytics from both voice and digital interactions to gain a comprehensive view of customer support across all channels.

AI Analytics summarizes interactions conveniently and optimally, offering insights on sentiment, key phrases, data capture, and more. This allows you to review meaningful insights and make informed predictions and decisions. By digging deeper into customer interactions, you can understand and address underlying issues more effectively.

With these powerful AI Analytics, you can forecast customer support needs more accurately and use these insights to optimize resource allocation and improve operational efficiency. AI Analytics also integrates seamlessly with other ConnexAI modules, empowering leaders with data-driven insights to refine strategies and operations, ultimately enhancing decision-making and streamlining business processes.



Athena | AI Analytics

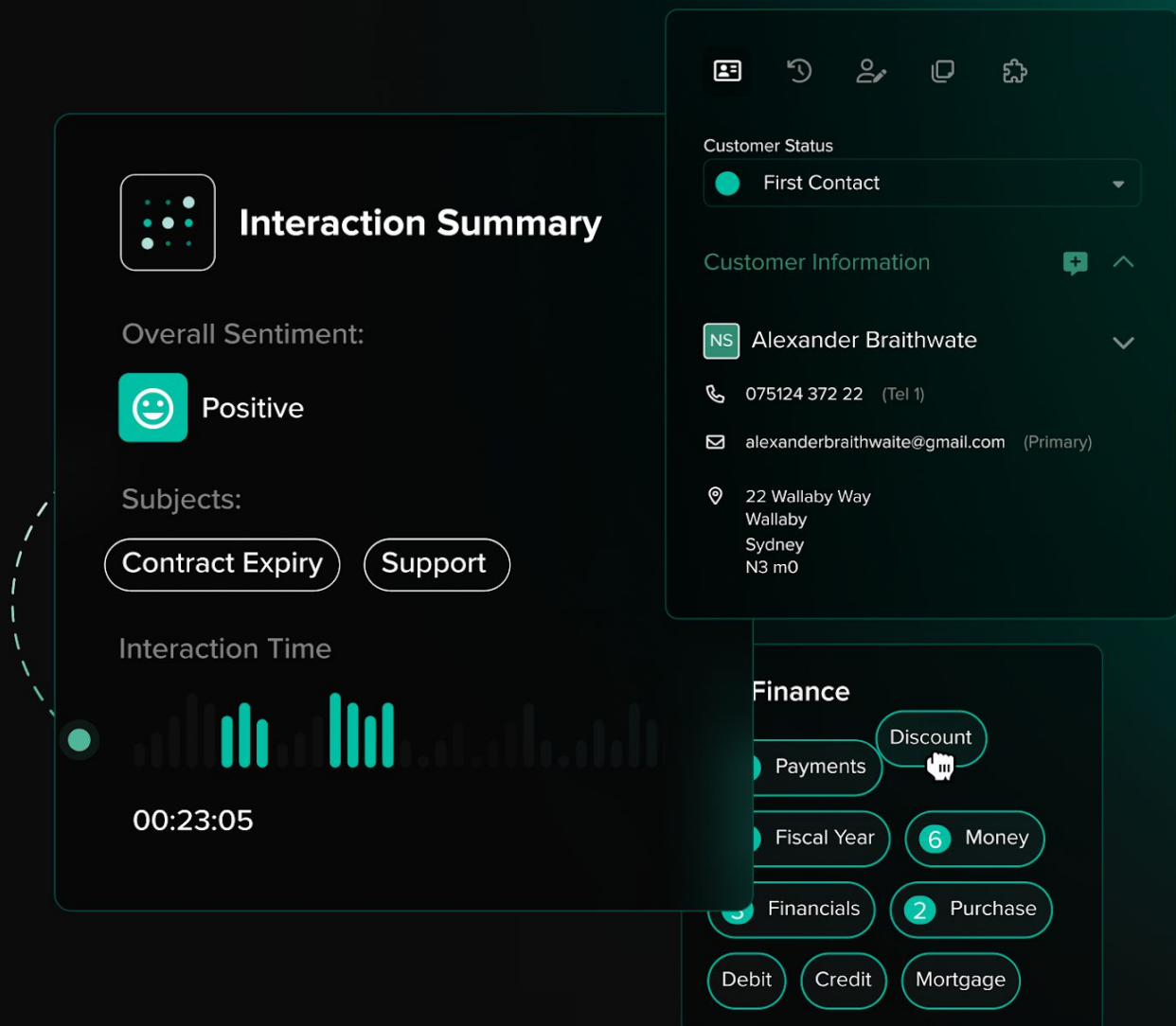
Automated interaction summarization

AI Analytics conveniently connects with your existing ConnexAI modules, allowing you to extract useful insights from interaction summaries without having to perform the analytical chore of interpreting meaning across multiple conversations.

Athena | AI Analytics

Topic-based modelling

Topic-based modelling allows you to group and segment interactions by similar characteristics, and specific time periods, promoting greater organization and better understanding of your customer interaction data.



Athena | AI Analytics

Sentiment analysis

Athena AI assesses customer sentiment to help you understand what is at the heart of customer satisfaction.

Athena | AI Analytics

Keyphrase analysis

Review the most popular keywords and phrases in your interactions to spot industry trends and understand the meaning of your conversations.

Keyphrase Analysis

Wordcloud



Sentiment Analysis

Detected sentiment will be highlighted by Athena

Politeness

Anger

Empathy



Interaction Transcript

Really need some help with my order

Negative

18:26

My pleasure! Thank you for your patience how can I help you today?

18:26

Athena | AI Analytics

Entity recognition

Allow AI Analytics to identify and classify the most important elements within conversations to transform unstructured data into actionable information. Utilize entity recognition insights to improve data analysis, automate your processes, and provide better customer experiences.

By enabling businesses to act proactively, Athena AI can help prevent issues before they escalate. For example, if a manufacturer begins shipping out defective products and starts receiving calls regarding these defects, leaders can spot this trend early and take immediate action to prevent further defective units from being shipped. This proactive approach is vital across various industries, as it allows businesses to address potential problems swiftly, minimizing negative impacts and enhancing customer satisfaction.

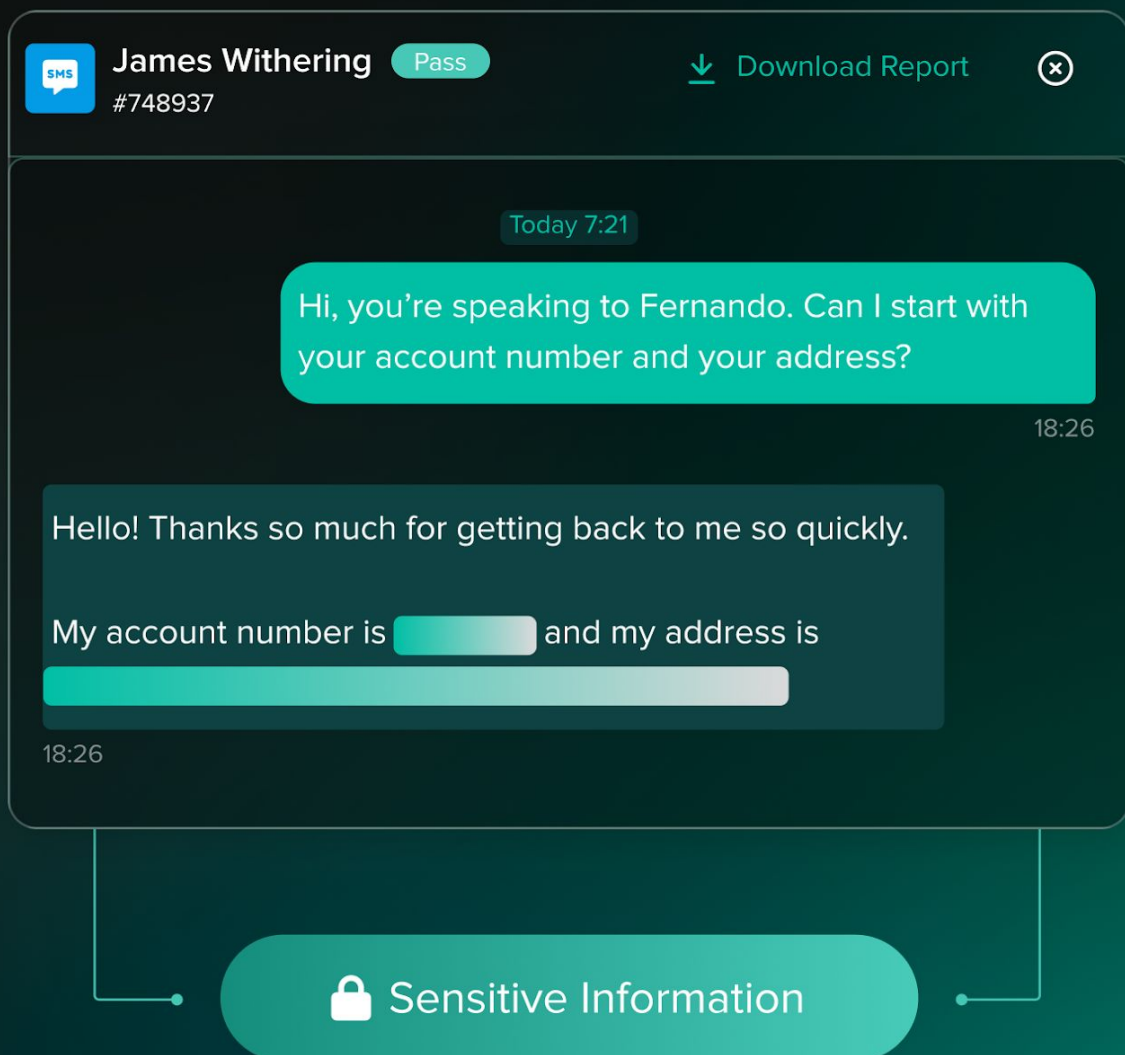
The ability to be proactive is crucial, and Athena Analytics provides the tools necessary to train your team on its importance, ensuring that your business remains agile and responsive in an ever-changing market.



Athena | AI Analytics

PII identification and redaction

Never worry about security and compliance, with astute identification and redaction of PII from Athena Analytics, allowing you to collate and interpret reporting without the risk of critical customer data being compromised.



The image shows a chat interface for a contact named James Withering (#748937). The chat history includes a message from the contact asking for account and address information, and a response from the support team that has redacted the provided details. A callout box labeled 'Sensitive Information' points to the redacted text.

James Withering Pass [Download Report](#) ✕

#748937

Today 7:21

Hi, you're speaking to Fernando. Can I start with your account number and your address?

18:26

Hello! Thanks so much for getting back to me so quickly.

My account number is [REDACTED] and my address is [REDACTED]

18:26

 Sensitive Information

Athena | AI Voice

Advantages of AI Voice

✔ **Simplicity**

Easily scale AI Agents to handle varying call volumes without the need for additional staff, especially during peak times

✔ **Personal**

Select from both digital and voice-based input to maintain security and personalize interactions for customers

✔ **Consistency**

Manage voice communication between AI agents and customers to ensure consistency in brand identity and levels of support

Tailored communication that represents your brand

With sophisticated linguistic programming tailored to your brand's tone of voice, formality, and language requirements, Athena's Text-to-Speech (TTS) and Speech-to-Text (STT) solutions seamlessly integrate with your business. By creating authentic AI voices that match or enhance your brand identity, Athena ensures consistent and engaging customer interactions.

Athena Text-To-Speech offers a range of configurations, enabling you to build a voice that represents your brand's unique characteristics, helping to strengthen brand recognition and customer satisfaction.

Automate your customer service needs

Combine historic insights with carefully crafted speech patterns and sensibilities to represent your company with AI voice interactions based on expected enquiries, freeing up vital human resources.

Instant brand recognition across digital channels

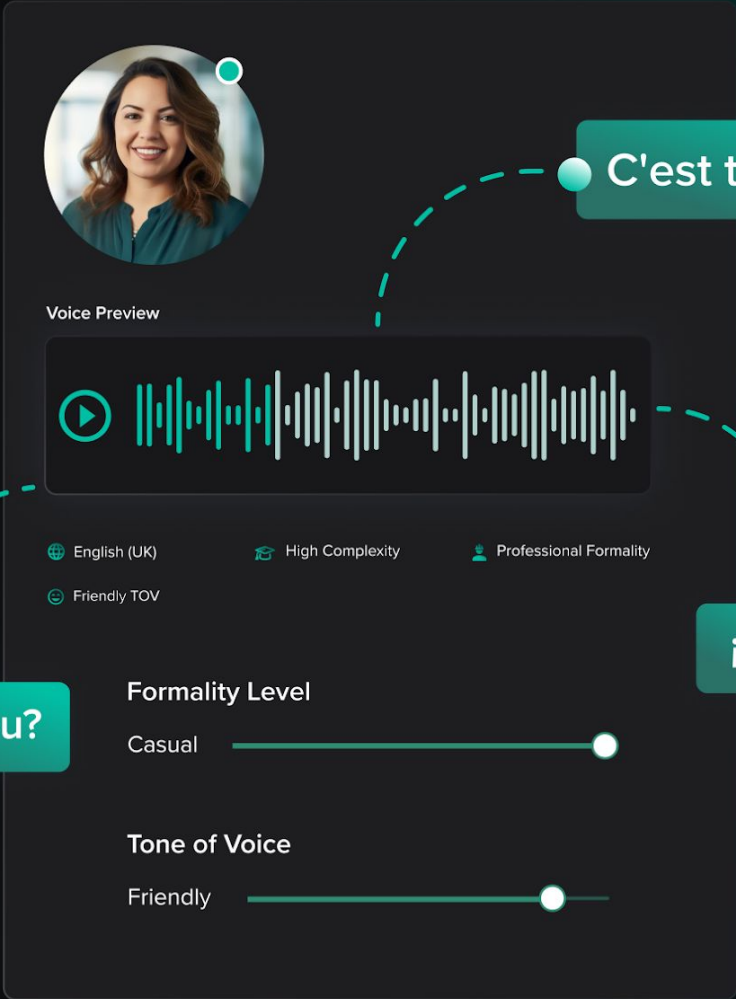
Effortlessly converse through TTS functionality with impressive precision options, to craft a customer-facing tool that will represent your company with conversational traits synonymous with your brand. Configure tone of voice, formality, and even language complexity, to engage customers in a manner appropriate to them and to your business.

Athena | AI Voice

Multilingual capabilities and personalization

Communicate with a variety of customers via channels, languages and speech patterns most suited to them, boosting customer satisfaction.

Prime your Athena AI Agent for use at times that are conducive to providing the most personal level of support, fostering positive customer attitudes with your responsiveness.



The interface displays a circular profile picture of a woman with a small red status indicator. Below it, a 'Voice Preview' section features a play button and a waveform. To the right of the waveform is a speech bubble containing the text 'C'est très bien !'. Below the waveform, three settings are listed: 'English (UK)' with a globe icon, 'High Complexity' with a graduation cap icon, and 'Professional Formality' with a person icon. Below these, a 'Friendly TOV' setting is shown with a smiley face icon. At the bottom, there are two sliders: 'Formality Level' with a 'Casual' label and a slider bar, and 'Tone of Voice' with a 'Friendly' label and a slider bar. To the left of the interface, a speech bubble contains the text 'How are you?'. To the right, another speech bubble contains the text '¡Hola!'.

How are you?

C'est très bien !

¡Hola!

Voice Preview

English (UK) High Complexity Professional Formality

Friendly TOV

Formality Level

Casual

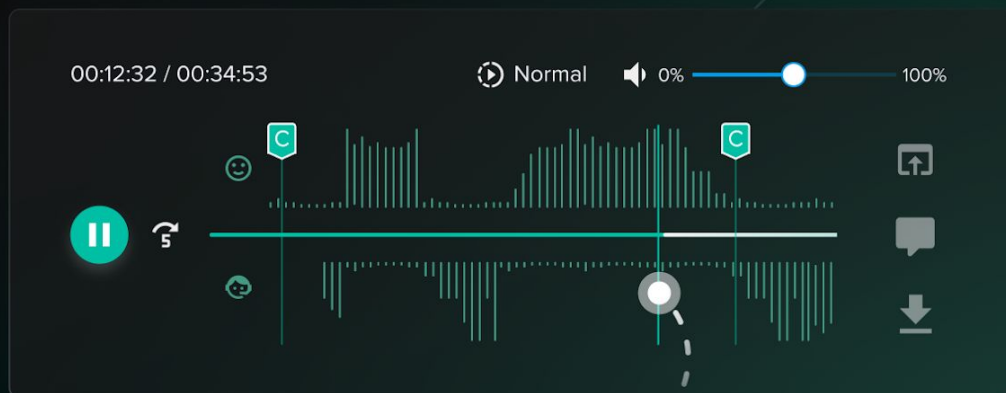
Tone of Voice

Friendly



Automatic Speech Recognition

Never Miss a Word



JK

Hi, I need your assistance with setting up my broadband

18:26

I would be happy to help you today, can I please have your provider details?



  Empathy

18:26

Athena AI | Automatic Speech Recognition

Advantages of Automatic Speech Recognition

☑ **Simplicity**

Build comprehensive IVR menus with simple drag-and-drop widgets

☑ **Personal**

Select from both digital and voice-based input to maintain security and personalize interactions

☑ **Consistency**

Manage communication with customers to support brand identity and consistency in support

Handle interactions, or direct calls to the right users

Athena AI stays updated and adapted to new products, services, and customer needs more quickly than retraining a large workforce. This flexibility is crucial for interaction routing within businesses that need to stay competitive and responsive to market changes.

Industry-leading quality of care

Instead of spending time sorting through mundane requests or reviewing information, voice technologies can allow you to truly be present with your customers that need you 24/7 365 days a year.

Automate your customer service needs

Combine historic insights with carefully crafted speech patterns and sensibilities to represent your company with voice prompts based on expected enquiries, freeing up vital human resources.

Multilingual capabilities, and enhanced voice assistance

Communicate with a variety of customers via channels and mannerisms most suited to them, boosting customer satisfaction. Prime your Athena ASR assistant for use at times that are conducive to providing the most personal level of support, fostering positive customer attitudes with your responsiveness.