



GREAT WAVE AI
PLATFORM SERVICE
DEFINITION DOCUMENT

Service Definition Document: No-Code Gen AI Agent Development Platform

1. What the Service Is:

The No-Code Gen AI Agent Development Platform is a comprehensive tool designed to enable businesses to effortlessly create, deploy, and manage AI-powered conversational agents without the need for extensive coding knowledge. Leveraging the principles of the GenAIOps framework, our platform empowers users to build sophisticated AI agents that can handle various tasks, interact with users naturally, and continuously improve over time.

2. Data Backup, Restore, and Disaster Recovery:

We ensure robust data backup and restore mechanisms, including frequent automated backups of all user-generated content and configurations. In the event of a disaster, our comprehensive disaster recovery plans guarantee minimal downtime and data loss, ensuring business continuity.

3. Onboarding and Offboarding Support:

Our platform offers comprehensive onboarding support to assist users in familiarizing themselves with the platform's features and functionalities. Additionally, we provide offboarding assistance to facilitate a seamless transition for users who decide to discontinue using our services.

4. Service Constraints:

While our platform offers extensive customization options, certain service constraints may apply, such as scheduled maintenance windows for system updates and enhancements. However, we strive to minimize disruptions to users' workflows during these maintenance periods.

5. Service Levels:

We commit to high performance, availability, and support for our platform. Our service level agreements (SLAs) ensure that users experience minimal downtime, with around-the-clock support available to address any issues promptly.

6. After Sales Support:

Beyond the initial onboarding process, our dedicated support team provides ongoing assistance to users, addressing any queries or concerns they may have. We offer continuous guidance and support to help users maximize the value they derive from our platform.

7. Technical Requirements:

To access our platform, users only require a standard web browser, eliminating the need for any specialized software or hardware. Our platform is designed to be user-friendly and accessible to users with varying levels of technical expertise.

8. Outage and Maintenance Management:

We employ proactive outage and maintenance management practices to minimize service disruptions. Any scheduled maintenance activities are communicated to users well in advance, and our team works diligently to ensure that downtime is kept to a minimum.

9. Hosting Options and Locations:

Our platform is hosted on highly secure and scalable cloud infrastructure, providing users with reliability and scalability. We utilize geographically distributed data centers to ensure optimal performance and redundancy.

10. Access to Data Upon Exit:

In the event that users decide to terminate their subscription or discontinue using our platform, we provide seamless access to their data, allowing them to export their content and configurations in a standard format for easy migration to alternative solutions.

11. Security:

Security is paramount, and we employ robust measures to safeguard user data and ensure compliance with industry standards and regulations. Our platform features encryption, access controls, and regular security audits to mitigate risks and protect sensitive information.

By aligning with the GenAIOps framework, our No-Code Gen AI Agent Development Platform delivers unparalleled ease of use, reliability, and performance, empowering businesses to harness the power of AI-driven conversational agents effectively.