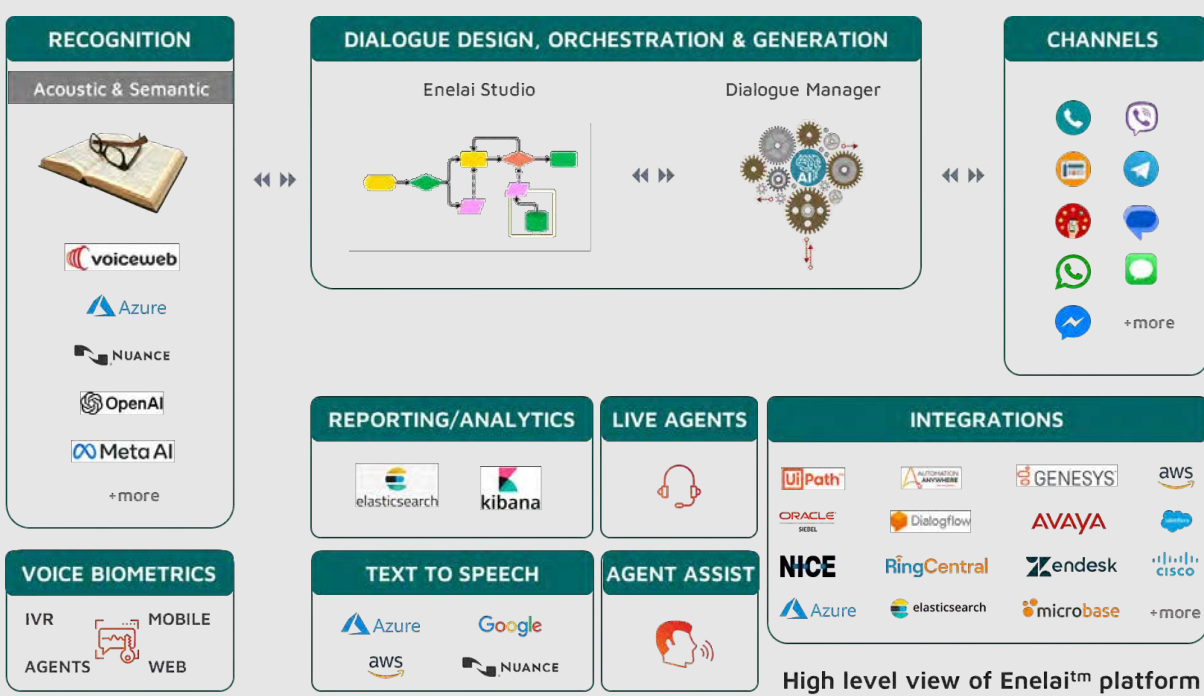


What is Enelai™ platform



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Enelai™ is an omni-channel Conversational AI design and delivery platform for implementation of Natural Language Understanding Voice Assistants & Chatbots for Customer Engagement, as well as Interaction Analytics.

Enelai™ No-Code Conversational AI platform leverages upon Artificial Intelligence, Machine Learning and Generative AI technologies as well as Voiceweb's two decades of hands-on implementation expertise in NLP and CX projects.

Packed with cutting-edge CX capabilities, conversational automations and ready-to-use building blocks for faster onboarding, Enelai™ constitutes a comprehensive solution for enterprises wishing to offer a truly exceptional Customer Experience to consumers.

Multi-purpose platform

AI Virtual Assistant (chatbot) with text and voice entry

For achieving very high self-service (>90%) and deflecting calls from the Call Center while greatly increasing Customer Satisfaction!

AI Voice Biometrics in IVR, Agents, Mobile Apps and web.

Powered by Machine Learning and boasting highest accuracy & correct results, increased security and self-service while greatly improving the User Experience. Real-time authentication in calls with Agents reduces AHT and improves the Contact Center's SLA and numerous other KPIs.

Agent Assist

Monitor customer-agent calls and employ the power of Generative AI (LLMs) to assist your Customer Service Agents by suggesting the best possible responses based on the context, sentiment and the customer's request at each moment.

No Code Design Studio

Enelai Studio is packed with features from Voiceweb's 20+ years of hands-on implementation expertise in developing complex Enterprise NLP projects. Enelai Studio offers much more than the average "bot builder" application allowing designers to easily create scenarios that may include even complex rules and logic. Adding custom code at certain points of a dialogue is also supported.

Auto FAQ builder and **Auto Flow Builder** leverage the power of LLMs to allow users to easily create FAQ dialogues and entire process flows by only providing a description of what the flow should do.

Generative AI (LLMs)

Boost CX, customer satisfaction and self-service rate by generating human-like conversations with LLMs customized specifically for your operations.

Combine LLMs with Voiceweb's own Machine Learning language models and utilize the model that best suits each use case.

AI Conversational IVR

to increase self-service in the IVR (50% - 55%) and improve the User Experience. Accurately route calls to the correct destination (e.g. agents skill group).

Speech & Text Analytics with Sentiment Analysis

Analyzing calls (and texts) to evaluate Contact Center performance, the "Voice of the Customer", identify potential sales opportunities, improve agents' sales, effectiveness of the offers/campaigns and discover areas for improvement of Contact Center operations.



Speech Transcription

Transcribe audio recordings or real-time calls and optionally analyze the texts to extract useful data, e.g. extract data from the audio recordings of customers while they agree to buy a product or service.

Social Media Listening with Sentiment Analysis

Monitor and analyze all posts on the internet (social media, blogs, news sites) in almost real-time to identify and assess what is being posted about a company, an individual, a product or a service.

Open platform

With Enelai platform, an Enterprise is not limited to one vendor's CAI technologies and doesn't need to address the interoperability between vendors. Enelai Studio allows you to choose between the available CAI vendors and language models (the best fit for each use case) or change a language model without having to deal with multiple vendors, without having to address compatibility issues and without need to change all the existing dialogues & integrations.

A single place to design & manage all your conversations

Enelai platform is the one single web-based environment where enterprises design and handle conversations across all their digital channels.

Manage multiple bots & tenants

Enelai Studio allows you to create and manage multiple voice/chatbots and also to create bots for different tenants (e.g. for various departments or subsidiaries with separate reporting for each).



www.voiceweb.eu | hello@voiceweb.eu

As its name suggests, Voiceweb is solely focused on Contact Center technologies and has been one of the earlier pioneers of Speech & Natural Language Understanding for Customer Service since 2001 when these technologies were just emerging from R&D labs to commercially viable products & applications. Voiceweb products for customer self-service are fully based on AI technologies while the company also offers products for contact center agents: CCaaS, Live Chat and Agent Assist.

Enterprises in 20 countries have trusted Voiceweb to assist them in applying a customer-centric communication approach, meeting all their objectives and improving Customer Satisfaction. Utilizing ENELAI platform and support from our expert consultants -or local partners- our clients consistently achieve remarkable KPIs such as +65% NPS score and 95% self-service.