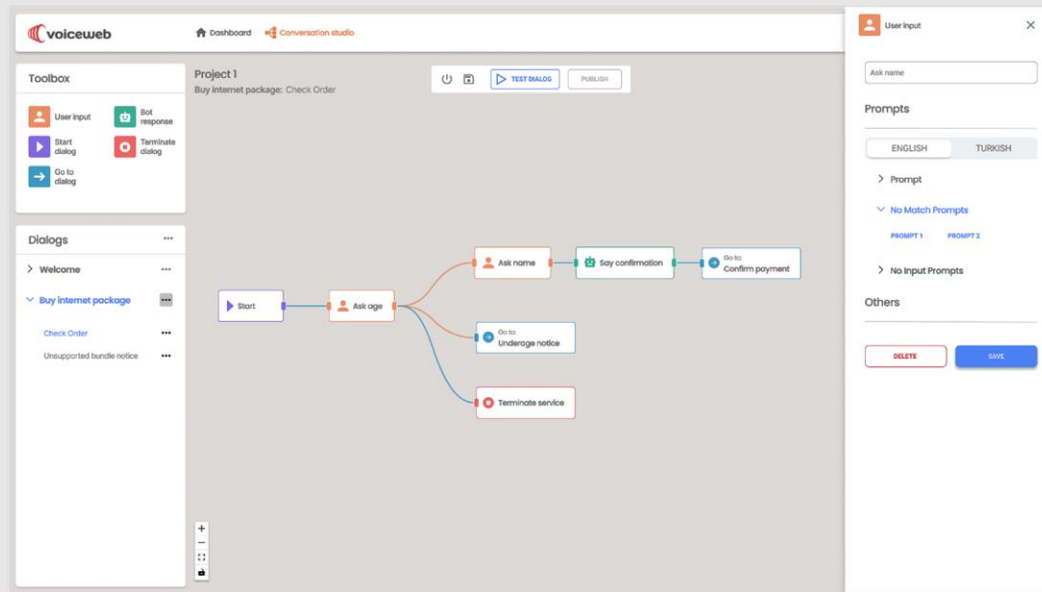


Enelai Studio is a No-Code dialogue design and collaboration tool packed with features from Voiceweb's 20+ years of hands-on implementation expertise in developing complex Enterprise projects. Enelai Studio offers much more than the typical "bot builder" application allowing designers to easily create any Voice or Chat-based conversational scenario that may even include complex rules, logic, backend integrations, and many more.



- ✓ **Design and delivery tool**  
In production, the designed flows are executed by Voiceweb Dialogue manager
- ✓ **Collaboration tool**  
including Team Management and Roles/Rights
- ✓ **Simulation & testing tool**
- ✓ Design dialogue flows **for all digital channels:** for deployment in **IVR, Web chatbots, WhatsApp, Viber, Messenger, Telegram** and numerous others
- ✓ Design dialogues with Speech Recognition, Text Input, menus / buttons / carousels (and other elements), Speaker Recognition (Voice Biometrics), Text to Speech (TTS), Generative AI (LLMs), Sentiment Analysis, OCR, and much more.
- ✓ Support for **multiple tenants**
- ✓ **Multiple bots per tenant**
- ✓ **Multiple environments per bot**  
e.g. Production, Testing etc.
- ✓ **Auto FAQ Builder** (with Generative AI)
- ✓ Support for **multiple Conversational AI vendors**  
Enelai Studio supports all AI products & technologies developed by Voiceweb, and also supports products & technologies of other CAI vendors (such as Azure, Google, OpenAI, Meta and so on) enabling Enterprises to use one design & delivery platform while **selecting the AI technology better suited for each of their use case scenarios.**
- ✓ Numerous **conversational automations** and prebuilt samples to speed up design
- ✓ Supports **Customer Segments**
- ✓ Supports **Generative AI (LLMs)** from OpenAI, Meta and others.
- ✓ Receive/Send files to the users
- ✓ **Create rules**, complex logic and even import custom code (if needed)
- ✓ Integrations to Enterprise **backend systems**
- ✓ Pre-integrated with numerous Contact Center and Live Chat vendors' products.
- ✓ **Import/Export** the designed flows
- ✓ **Transfer to agents** (skill-based) with support for Segments and Contact Center working hours

## Extensive language support

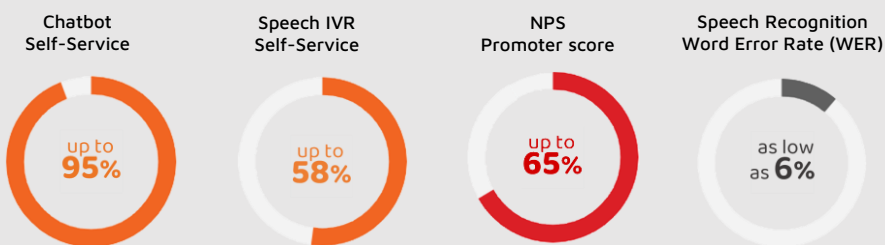
Supporting 110 languages with either Voiceweb-developed Machine Learning models for **Speech & Text recognition**, or optionally 3<sup>rd</sup> party models, Voiceweb's open platform facilitates integration of 3<sup>rd</sup> party Recognition, NLP, Machine Learning and Generative AI models to best meet each Client's unique requirements and each Use Case.

## Speech Recognition accuracy for Voiceweb speech models:

as low as **5%** Word Error Rate for English language, and **6%** for most of the other supported languages, for narrowband audios with noises (IVR and Contact center audios).

## Highest KPIs globally

With Enelai Studio and support from our consultants, or local partners, our clients consistently achieve remarkable KPIs such as:



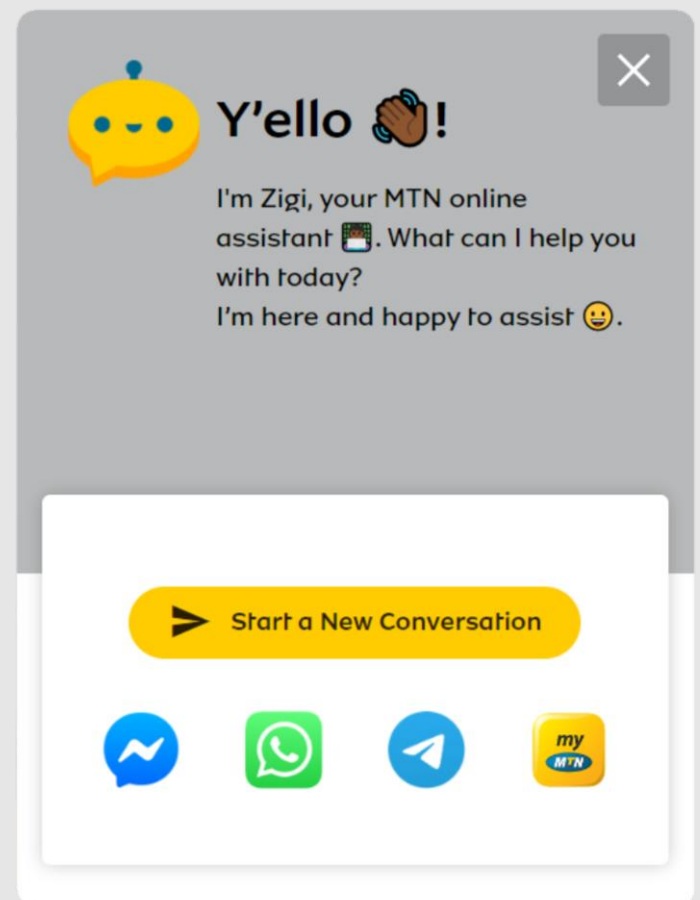
## Pre-Built, industry-specific Intents

Language agnostic, industry-specific Intent Libraries and self-service dialogue samples streamline & accelerate the implementation of each AI-powered Virtual Assistant optimized for highest User Acceptance and results. The industry-specific Intents cover Telecom, Banking as well as general Customer Service Intents from various industries, paired with the essential disambiguation dialogues where needed.

## CVM campaigns and notifications

Easily create inbound or outbound campaigns with rules (criteria) for Customer Value Management, reminders, notifications or personalized messages. Connected to backend systems to retrieve data, each flow with rules is automatically executed every time the criteria are met for one (or more) customers.

Being omni-channel, Enelai platform tracks and remembers each customer's preferred communication channel as well as previous contacts with the Enterprise.



[www.voiceweb.eu](http://www.voiceweb.eu) | [hello@voiceweb.eu](mailto: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.