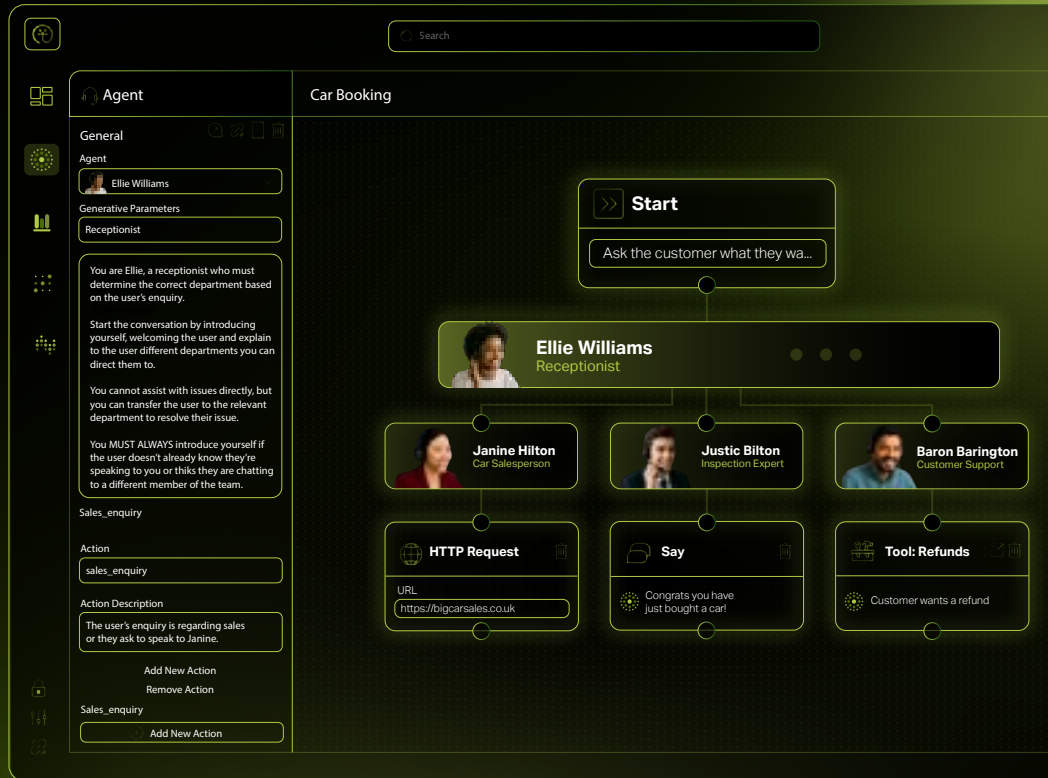




AI Virtual Agent

Award Winning Agentic AI



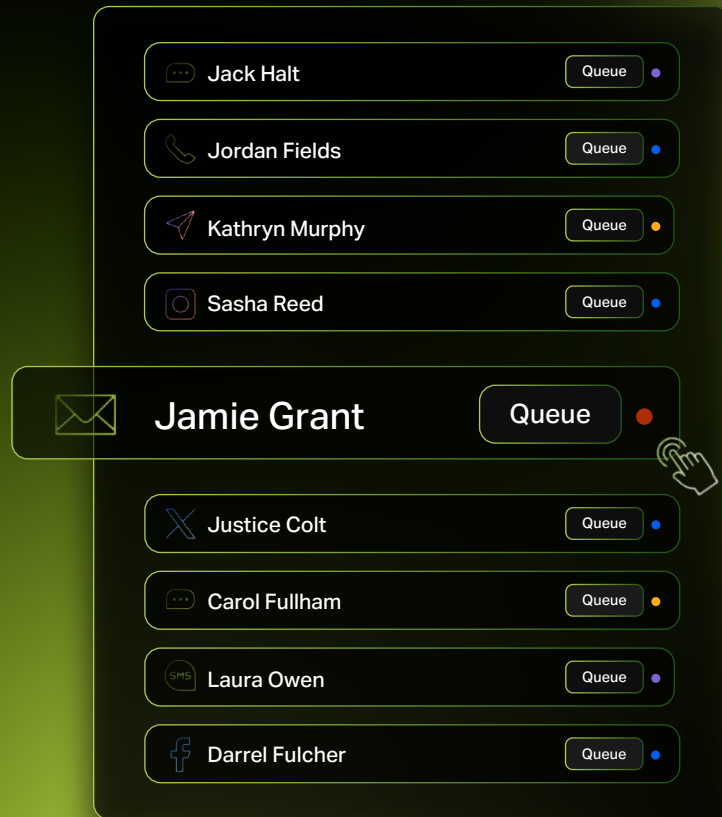
AI Virtual Agent

Across All Conversation Channels

AI Virtual Agent goes beyond traditional conversational AI, offering advanced reasoning, complex decision-making and context-aware, highly knowledgeable responses across all conversations.

These agents can be created to specialise in specific domains, workflows, or tasks, and can be infinitely enriched with your company's internal knowledge, tools and data. Over time, they continuously learn from past interactions, refining their performance and becoming more effective, more aligned and more valuable with every use.

UK IT Networks AI Virtual Agent can be deployed across all communication channels, both written and spoken, and is fully customisable to align with your business's specific requirements.

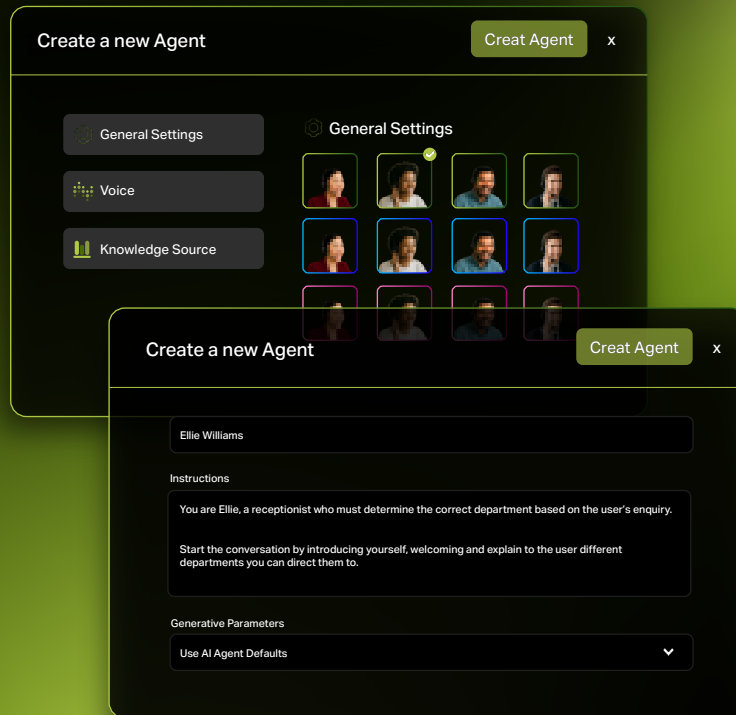


AI Virtual Agent

Create a Diverse Array of Agents

AI Virtual Agents are fully adaptable, enabling you to design specialised agents for every task, define the scope of their expertise and refine them for specific functions to deliver maximum accuracy and efficiency. From addressing routine inquiries to resolving complex customer issues and supporting upselling strategies, AI Virtual Agents are equipped with the advanced capabilities and domain-specific knowledge required to meet enterprise demands.

- ✓ Equip each AI Agent with specific knowledge and strict behavioural guidelines
- ✓ Customise agent empathy levels and response types to suit specific situations and scenarios
- ✓ Scale your agentic workforce by reusing agent personas that preserve their expertise when duplicated

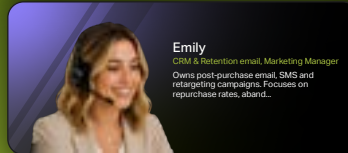
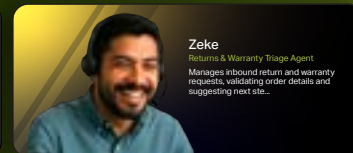
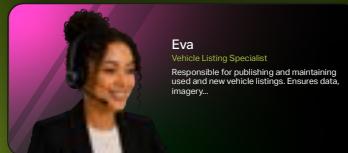
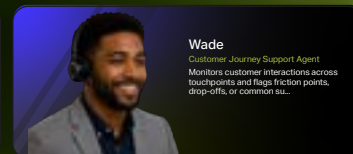
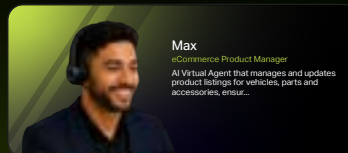


AI Virtual Agent

Create Goal-Oriented AI Virtual Agents

UK IT Networks Generative Parameters let you create AI Virtual Agents with clear, purpose-driven roles. Need them to handle sensitive tasks with expert care? Customise their empathy and discretion with precise operational parameters. Want them to upsell confidently and persuasively? Tailor their behaviour to be intuitive, poised and fully aligned with your objectives.

- ✓ Build the right agent for the job or task at hand
- ✓ Create confident agents that operate on instruction, not bias
- ✓ Distinguish between agents for improved organisation



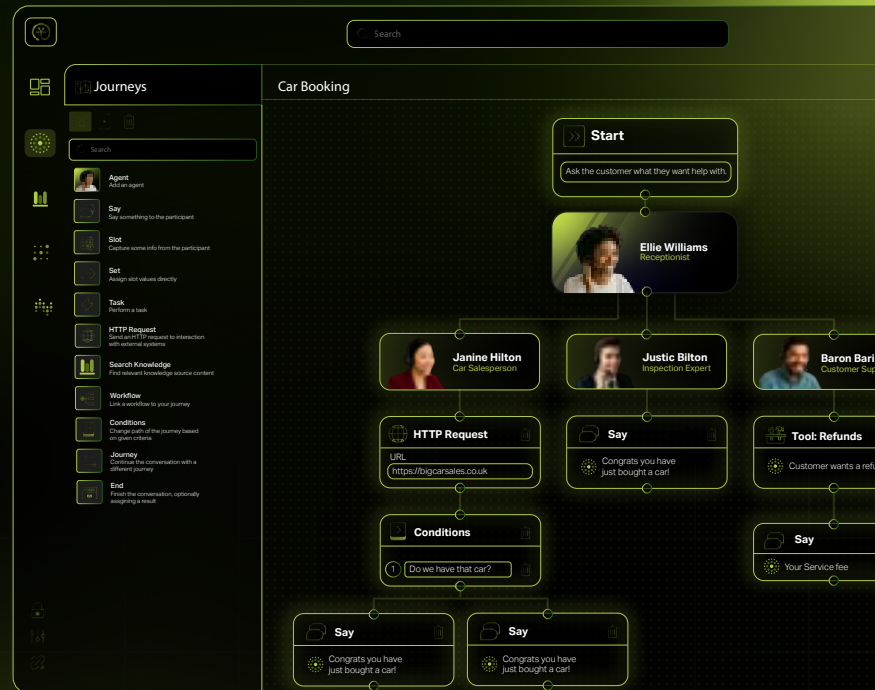
AI Virtual Agent

Build Finely Tuned Agentic Journeys

UK IT Networks AI enables you to design agentic operational flows that anticipate every customer need and the most appropriate response, Building your own personalised agentic workforce facilitates seamless transitions between your team's human and AI Agents, ensuring rapid, responsive service at every step.

With our AI Journey builder, you can orchestrate dynamic customer journeys that integrate multiple agents and pathways, aligned perfectly with the natural flow of each interaction.

- ✓ Build sophisticated interaction flows where AI handles every step
- ✓ Enable AI Virtual Agent task-handling to reduce the need to hand off calls to agents
- ✓ AI Virtual Agents can resolve queries with purpose and autonomy



AI Virtual Agent

Personify and Customise AI Agents

AI Virtual Agents can be tailored with precision to deliver a superior, personalised customer experience across every stage of the journey.

By simply prompting Athena, you can create agents aligned with your culture, brand, voice and customer expectations. Customising everything from aesthetic elements like visual avatars through to highly specific types and communication styles.

- ✓ Create tailored personas for each AI Virtual Agent
- ✓ Easily develop your AI Virtual Agent for a specific role or use-case
- ✓ Maintain brand consistency and principles

Hire the right agent for the job



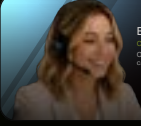
Kim
Retention Marketing Assistant
Personalises follow-up campaigns post-purchase with reminders, upsells, or re-engagement offers based on...



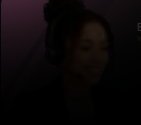
Guy
Automotive Parts Data Analyst
Manages and optimises product data accuracy, fitment compatibility, specs across thousands of...



Mike
Vehicle Inventory & Supply Chain Planner
Forecasts demand and co-ordinates with dealerships or parts suppliers to keep the right...



Emily
CRM & Retention email, Marketing Manager
Owns post-purchase email, SMS and retargeting campaigns. Focused on repurchase rates, churn...



Eva
Product Listing Specialist

Kim

Retention Marketing Assistant

Generative Parameters

Use AI Agent Defaults

The AI BDR Assistant is an intelligent virtual agent designed to support Business Development Representatives in streamlining lead generation, prospect engagement and early-stage activities. Equipped with natural processing, CRM integration and...

Voice

Use UK IT Networks cutting-edge Text-to-Speech software to craft, clone and edit ultra-realistic voices that will captivate your audience

Generate

5'

AI Virtual Agent

Personalise AI Virtual Agents with Bespoke Voices

Every customer interaction is unique and your AI Virtual Agents should reflect that. UK IT Networks AI allows you to choose from ready-made AI voices or create fully customised ones suited to your businesses' needs.

Utilise customisation tools to adjust the vocal pitch, intonation and delivery of each AI Virtual Agent's voice profile to consistently achieve natural, engaging and personalised conversations.

- ✓ Deploy specialised AI Virtual Agents, each optimised for specific tasks, to handle diverse inquiries efficiently
- ✓ Offer seamless multilingual support across all interactions
- ✓ Resolve even the most complex queries with AI Virtual Agents trained in your industry and equipped with domain-specific expertise

Use UK IT Networks cutting-edge Text-to-Speech software to craft, clone and edit ultra-realistic voices that will captivate your audience

 Ellie



Generate



Pitch

Use UK IT Networks cutting-edge Text-to-Speech software to craft, clone and edit ultra-realistic voices that will captivate your audience

Low High

Speed

Adjust the speed of your voice. This allows you to control the delivery of your voice, to potentially improve clarity

Slow Fast

Intonation

Adjust the intonation of your voice. Intonation is the rise and fall of pitch, allowing you to increase pitch for emphasis or emotion and decrease pitch for authority and statements of fact

Low High

AI Virtual Agent

Multilingual AI Virtual Agent Experiences

AI Virtual Agents delivers natural, barrier-free communication by intelligently detecting and adapting to customer language preferences in real time.

Our technology automatically identifies spoken languages, seamlessly switches between languages and dialects mid-interaction and recognises regional variants to ensure every conversation feels native and effortless, whether serving diverse markets or individual multilingual customers.

- ✓ AI Voice automatically detects and responds in the customer's spoken language, eliminating navigation through complex language menus.
- ✓ Customers can switch languages mid-conversation (such as from English to Spanish) by speaking naturally or requesting a change, with the AI adapting instantly.
- ✓ Regional dialects and accents are recognised and matched, delivering support that sounds natural whether customers speak British English, South African English or regional Spanish variants.



Create a new Voice

Keira Fields

United Kingdom (UK), young female

A professional English Voice for matter of fact information



Spanish

Calming Reassuring

Michael Frederick

Spanish, young male

A professional Spanish Voice for matter of fact information



Austin American

A professional



English

Succinct Professional Informative

Tom Wade

United Kingdom (UK), young male

A professional English Voice for matter of fact information



South African

Wise Trustworthy

Laura Stevens

South African, young female

A professional South African Voice for matter of fact information



Bill Young American

A professional



South African

Authoritative Passionate

Victoria Torres

South African, young female

A professional South African Voice

AI Virtual Agent

Equip Your AI Virtual Agents with Knowledge Sources

Empower your AI Virtual Agents with AI Knowledge, granting them access to a meticulously curated library of information. This ensures they always operate with the most relevant and up-to-date content. Easily add and link as many information sources as needed, including uploaded documentation, linked website pages and conversational data. The outcome is a highly responsive and expert digital workforce, capable of addressing a wide, spectrum of inquiries with minimal oversight.

Further elevate your AI Virtual Agents with AI Knowledge's robust article generation technology. Our innovative solution transforms conversational data and frequently asked questions into new articles, effectively bridging knowledge gaps and addressing crucial queries.

- ✓ Curate your central knowledge library with simple resource integration
- ✓ Equip your AI Virtual Agent with the most reliable and comprehensive knowledge sources
- ✓ Review and launch problem-solving articles generated by AI Knowledge.

