



AI Omni-channel

Intelligent AI-based solution that allows organizations to provide automated, personalized and multichannel service to their customers, integrating with their internal systems to offer information, manage procedures and improve the user experience from different channels such as WhatsApp, Web Chatbot, Intelligent Avatar or Voice Bot.



AI Omni-channel

Comprehensive Multichannel Intelligent Assistance solution based on Generative AI

AI Omni-channel Core offers automated support through digital channels such as WhatsApp, web chatbot, Smart Avatar, or Voice Bot. Starting from the common Core, it provides intelligent and contextual responses, personalized recommendations and direct integrations with internal systems such as CRMs, ERPs, billing platforms and knowledge bases.

With an **omnichannel, multilingual, and user-centric approach**, it improves the customer experience, reduces service times, and optimizes operational efficiency.

Main Features

Intelligent Document Search

The wizard accesses and interprets **PDF and Word content using basic RAG with Azure AI Search to index up to 100 documents (maximum 5Mb)**, and answer questions based on internal documents accurately and contextually.

Conversational Generative AI

Natural responses, adapted to the context, avoiding static menu flows.

Regulations and Safety

Data protection in accordance with GDPR or other local regulations.

Failure and Fallback Recovery

Resilient mechanisms to maintain continuity of service.

About Bravent

As a global Microsoft IT partner, we offer customized solutions in AI, Data, BizzApps, Application Development, Modern Workplace, Infrastructure, and Security. With a strong international presence, we innovate in various sectors and support customers in the Americas, Europe and the Middle East.

BENEFITS you will find



Improving Customer Experience

Immediate, no-wait, personalized interaction.



Reduced Operating Costs

Lessens the burden on human care facilities.



Increased Management Efficiency

Automate repetitive tasks and reduce errors.



Expanded Digital Accessibility

Care anytime, anywhere.



Increased Customer Loyalty

Users satisfied with fast and efficient service.



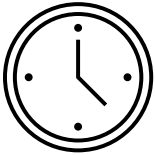
Scalability and Adaptability

Ability to grow and integrate with new processes or technologies.

AI Omni-channel

Features

24/7 Customer Support



Automatic and personalized responses to queries about products, services, schedules, locations, among others.

Multilingual Support



Fluent interaction in multiple languages, such as Spanish, English or Arabic, adapting to the user's linguistic profile.

Personalized Recommendations



It uses generative AI to suggest products or services based on the user's profile and behavior.

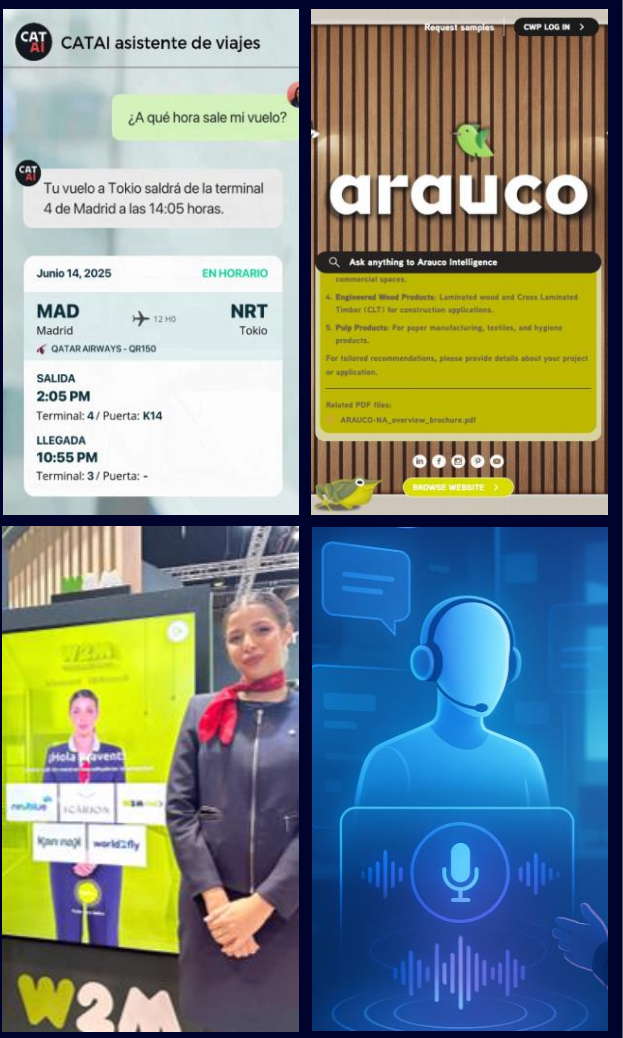
4 CHANNELS

- Whatsapp
- Chatbot Web
- Avatar
- Voice Bot

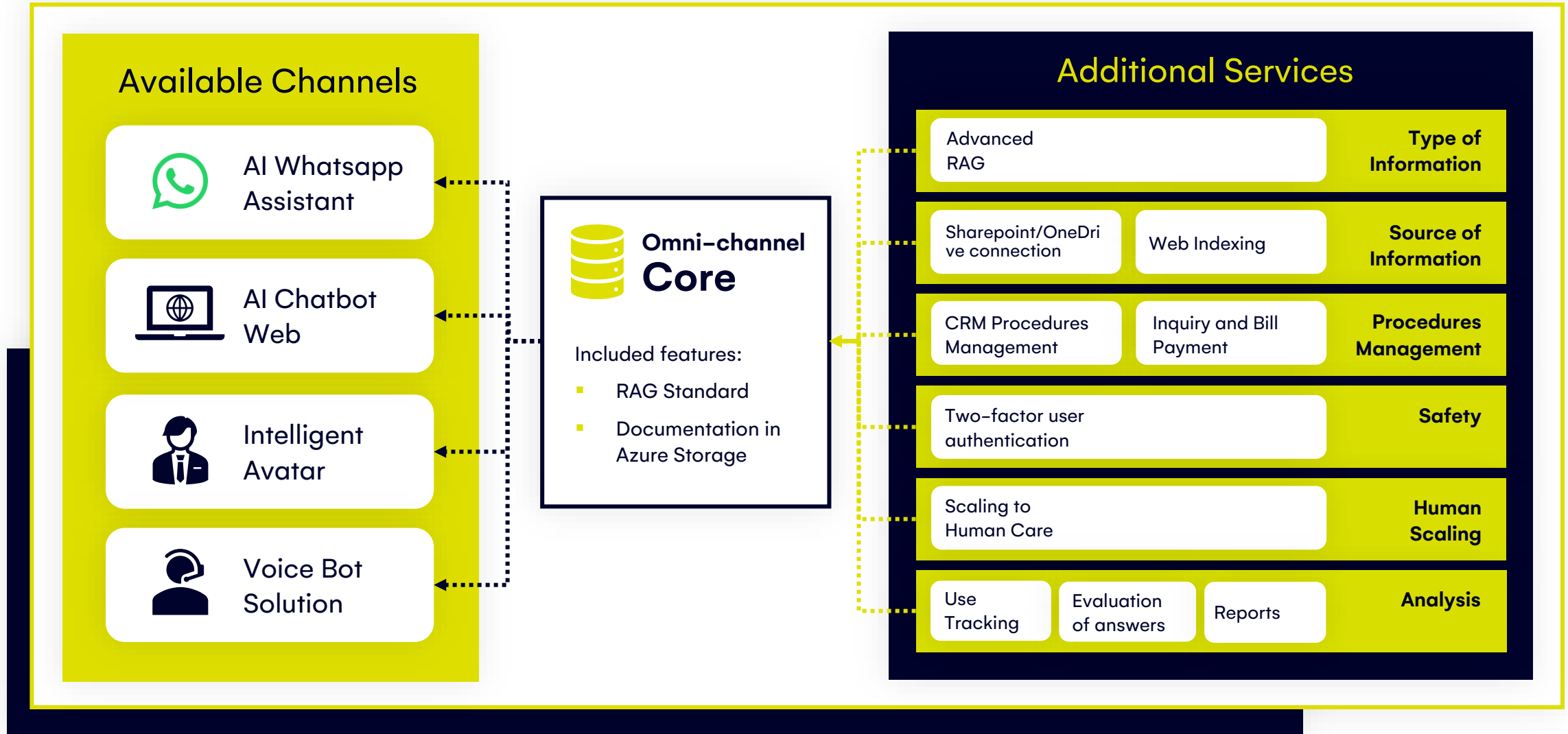
ADDITIONAL SERVICES

The following services are available to complement AI Omni-channel Core:

- Advanced RAG
- Sharepoint/OneDrive connection
- Web Indexing
- CRM Procedures Management
- Inquiry and Bill Payment
- Two-factor user authentication
- Scaling to Human Care
- Usage tracking
- Evaluation of answers



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AI Omni-channel Core is released as an API service available for integrations. Additionally, the customer can activate one or more of the following interaction channels according to their needs. Each channel shares the capabilities of the core and can be freely combined. This allows for a scalable, adaptable and multilingual experience, with 24/7 attention and contextualized support.

AI Whatsapp Assistant



Automated service channel via WhatsApp. It offers intelligent and personalized responses, multilingual support, recommendations based on profile and behavior, and integration with internal systems. Ideal for immediate and accessible care.

Additional
Infrastructure Required

AI Chatbot Web



Conversational chatbot integrated into websites. It provides intelligent answers, RAG document search, multilingual support, personalized recommendations, and integration with enterprise systems. Improve customer experience and reduce operational costs.

Additional
Infrastructure Required

Intelligent Avatar



Realistic avatars with generative AI for customer service, HR, technical support, and sales. They offer realistic real-time interaction with natural and fluid conversations, immediate and accurate responses. Adaptable style, slang, and tone.

Two modalities:

- **Standard Avatar** (Predefined voice, web integration).
- **Premium Avatar** (Standard Avatar + personalized and trained image + personalized and trained voice, recordings in professional studio for two days).

Natural, multilingual and secure interaction.

Additional
Infrastructure Required

Voice Bot Solution



AI-powered automated call channel that delivers a seamless conversational experience. Ideal for decongesting call centers, improving operational efficiency and increasing customer satisfaction..

- Fluid conversation in real time.
- Incoming/outgoing call management.
- Multilingual and Always-On.
- RAG (Retrieval-Augmented Generation).
- It is based on Azure technology for scalability and security.

Additional
Infrastructure Required



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