



Helvia.ai Agents Platform

Enabling everyone to build with AI

General Overview

Most Used Chatbots

Blue Chatbot	Yellow Chatbot	Red Chatbot	My favorite Chatbot	Yellow Chatbot
Green Chatbot	This is a Chatbot	Blue Chatbot	Red Chatbot	Another Chatbot

Total Messages: 2193 (▲ 18% Last 7 days)

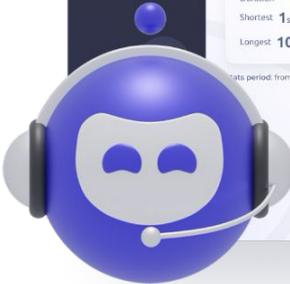
Total Users: 236

Total Sessions: 931 (▲ 18% Last 7 days)

Avg. Duration: 2.2min
Shortest: 1sec
Longest: 105.1sec

Responses: 328 | Rating Score: 3,4/5

+ Create new Agent



Design

Design powerful AI Agents with premium Conversational AI, and no-code editors

Measure

Get business insights with detailed AI-powered analytics



Integrate

Connect to CRM, Ticketing, HRMS with built-in integrations

Deploy

Deploy AI Agents in messaging channels and multiple languages

Rapid Prototyping and Deployment

Intuitive low-code and no-code tools, enable businesses to develop and deploy AI agents swiftly.

Flexible Customization

Businesses can seamlessly modify any large language model (LLM) to meet specific requirements, ensuring tailored AI solutions that align perfectly with business needs.

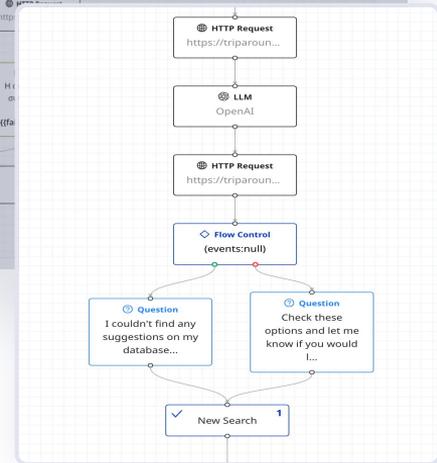
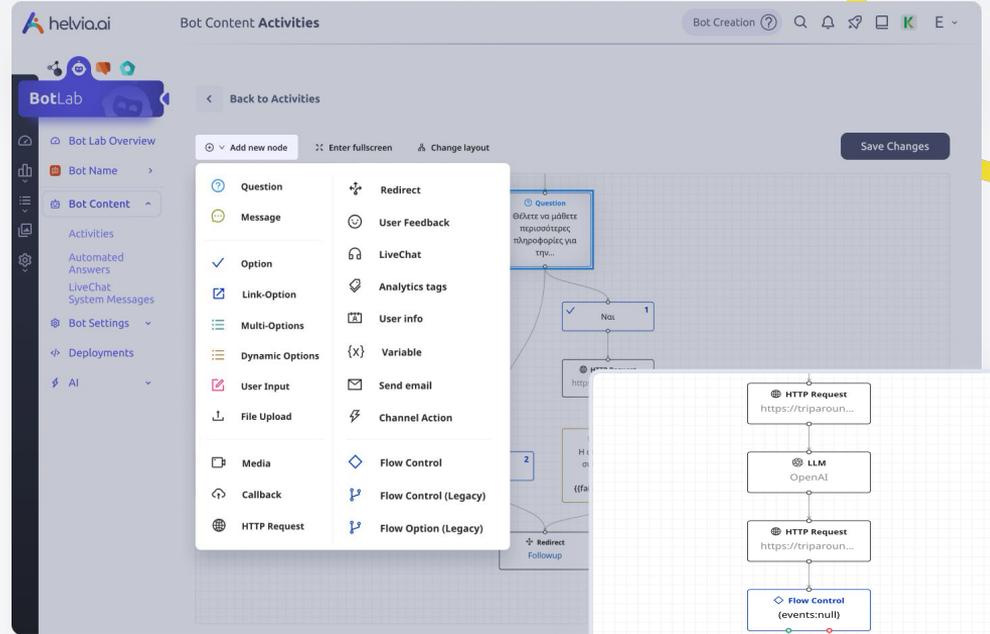
Comprehensive Observability

With robust analytics capabilities, the platform provides complete visibility into AI agent performance, facilitating data-driven enhancements to key performance indicators.

Combine GenAI answers from data sources with conversation workflows and actions

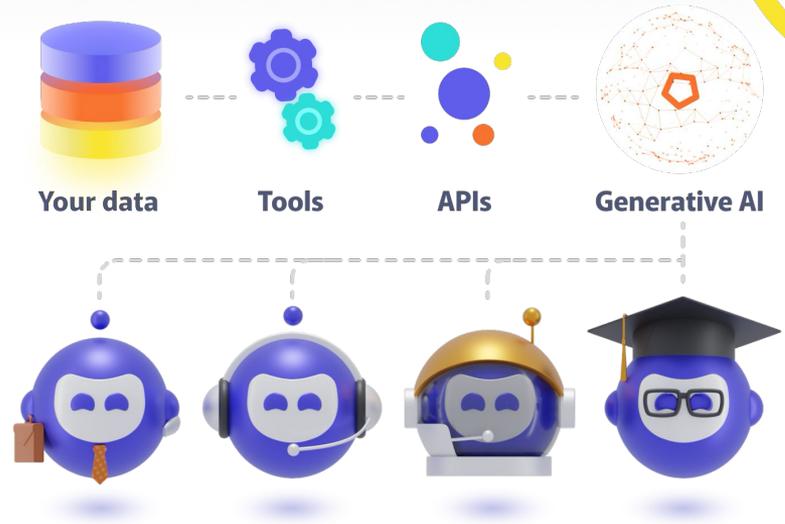
Setup powerful integrations with no-code/ low-code

- Callbacks to APIs
- LLM nodes to trigger actions and transform API calls to meaningful conversations
- Refined control and security on escalations
- Actionable follow-ups to support rich user journeys



Process data sources instantly with no data preparation:

- Knowledge bases (KBs), e.g., support articles
- Databases (DBs), e.g., customer records
- PDF files, e.g., playbooks and policies
- Data that comes from internal tools and APIs





Two-way integrations with major CRM and Ticketing platforms

- Easily access customer information and provide personalized support
- Update customer information with conversations and insights
- Raise tickets and retrieve ticket details
- Custom integrations through the standard no-code editor for AI Assistants and through Chatbricks RESTful API



Proficient in the language your users speak

- Deliver in multiple languages within a single AI Assistant
- Automatically detects user language
- Translation-friendly authoring
- Greek: special handling for Greeklish

Primary Language

 Greek

Set Additional Languages

Select All Add

 English added

 Spanish

 Portuguese

 Italian

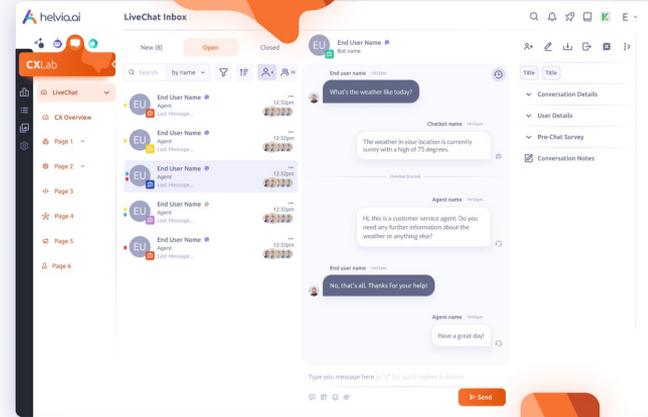
 French

 German



Seamlessly escalate conversations from the AI Assistant to the human support team

- Accept requests from users in all messaging platforms
- Web and Mobile apps for support agents
- MS Teams app for escalating to any team-member
- Built-in Context-aware auto-translations with the power of LLMs
- Fully configurable routing to agent groups with no-code
- Advanced AI features to assist human support agents



Connect your bot with the Helvia LiveChat platform.

Deactivate

Activate



Integrate with Cisco Customer Collaboration Platform.

Deactivate

Activate



Connect your bot with the Zendesk LiveChat platform.

Deactivate

Activate



Connect your bot with the Genesys LiveChat platform.

Deactivate

Activate

Get access to an in-depth view of every conversation, with advanced filtering and search options.

Chat Sessions
Surveys
Missed Questions

Feb 01, 2025 - 00:00 → Apr 25, 2025 - 23:59
Download
Refresh

Timezone: Europe/Athens

Created At	Contact	Messages	Actions
2025-03-13 15:51	Dimi Balaouras (dimi@helvia.ai)	2	⬇️ ⬆️
2025-03-11 20:31	Dimi Balaouras (dimi@helvia.ai)	2	⬇️ ⬆️
2025-03-11 11:06	Dimi Balaouras (dimi@helvia.ai)	6	⬇️ ⬆️
2025-02-27 16:26	Stavros Vassos (stavros@helvia.ai)	4	⬇️ ⬆️
2025-02-25 13:55	Stavros Vassos (stavros@helvia.ai)	4	⬇️ ⬆️
2025-02-25 13:23	Stavros Vassos (stavros@helvia.ai)	4	⬇️ ⬆️

Total Chat Sessions: 6
< 1 >
10 / page

Chat Session: 2025-03-11 11:06
⬇️ ✕

Conversation Started

Mar 11 11:06 - Bot

Happy Tuesday in this lovely spring season! How may η Helvia Bank assist you today?

Please select one of the below options or type your question.

Dimi Balaouras · Mar 11 11:06

How can I activate my new Flight club Visa card?

Mar 11 11:06 - Bot

You can activate your new Flight club Visa card from your computer or mobile phone using your e-Banking credentials. On the Helvia Bank website,

Session details

Session ID: [eb1db8a7-ce6e-41c1-b50f-2b37cdf9c8ca](#)

Tags:

Created at: 2025-03-11 11:06

Last Interaction: 2025-03-11 11:07

Total Messages: 6 messages

Sentiment Analysis: Neutral

Language: English

Duration: 00:00:54

Deployment: Helvia Bank - CX - AI Assistant - English

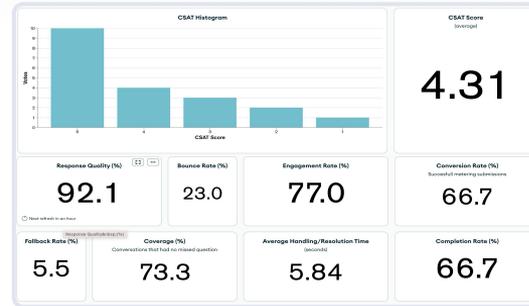
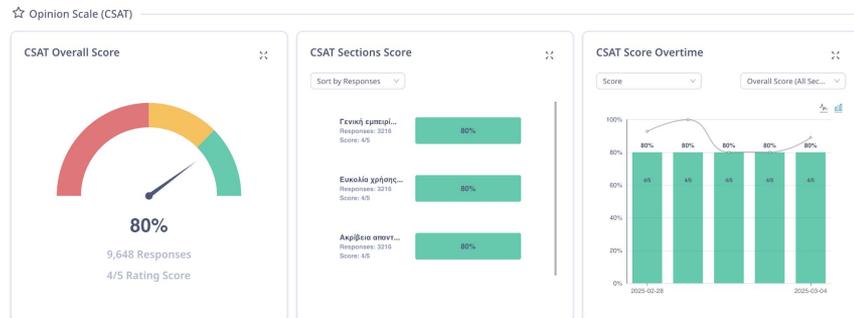
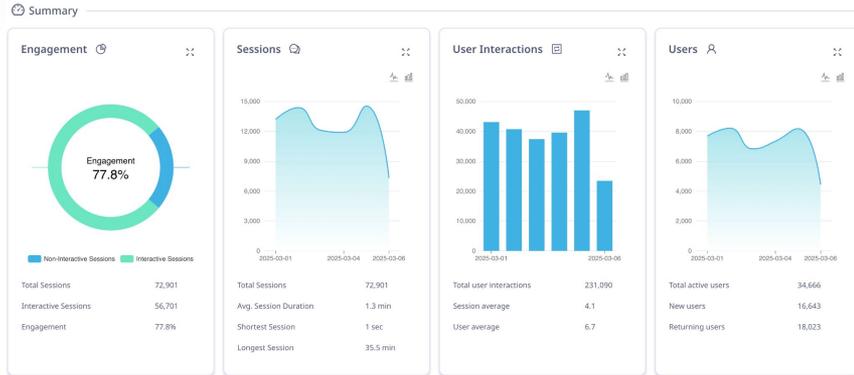
Origin: <https://console.helvia.io/bots/66...>

AI Summary Sentiment: Neutral

The user inquires about activating their new Flight club Visa card and applying for a new loan. The assistant provides detailed instructions for card activation but cannot assist with the loan application request.



Intuitive real-time analytics, with meaningful data for actionable insights



Create custom analytics using rich metadata and use case related tags

AI Summary Sentiment: Neutral

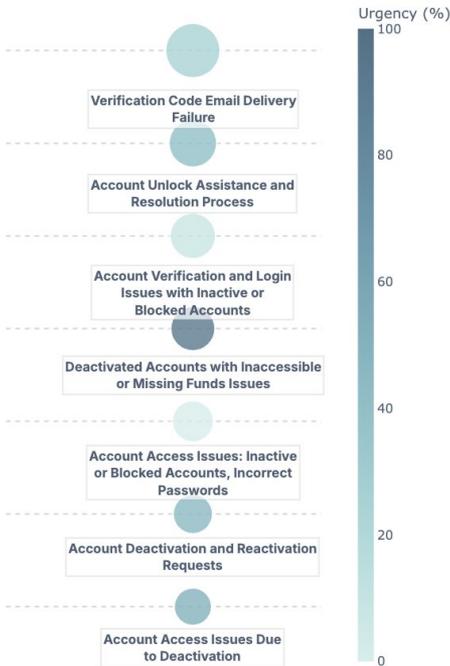
The user, Giorgos, is seeking assistance with a locked account and has requested a live chat for further support. The assistant acknowledges the issue and is in the process of connecting Giorgos with a specialized team member for help.

Summary generated by OpenAI LLM Plugin

Automatically process sessions with LLMs to categorize, tag, and summarize.



Continuously analyze and categorize conversations by sentiment, urgency, and resolution, while automatically flagging compliance issues and improvement opportunities for supervisors.



Topic Details

Deactivated Accounts with Inaccessible or Missing Funds Issues

Metadata

12 dialogs

Key Metrics

91.7%

Negative Sentiment

0.0%

Unresolved

91.7%

Urgent

Sample Dialogs (Summary)

The user reported an issue with an inactive account, possibly due to a blocked account or incorrect password. The bot acknowledged the issue and assured the user that the support team is addressing it.

neutral unclear normal

Chat ID: e832906a-2ad1-4820-97ca-0599f6d5fc95

The user reported an issue with an inactive account and possibly a blocked account or incorrect password. The bot acknowledged the issue and assured the user that the support team is addressing it.

neutral unclear normal

Chat ID: 04a296cb-fdda-42c7-8427-e5eb20112801



Ready to serve **where your users are**

- Embeddable on mobile apps and websites
- Bubble widget on websites
- Microsoft Teams deep integration
- Slack integration
- In all consumer chat platforms





- ✓ **Single-sign-on (SSO)** with Microsoft & Google
- ✓ **Detailed Role Based Access Control**
- ✓ **Analytics** with custom dashboards
- ✓ **Scheduled custom Reports**
- ✓ **Media library**
- ✓ **Audit logs**
- ✓ **Automated external Uptime Monitoring**
- ✓ **Automated Backups**
- ✓ **Integration APIs**
- ✓ **ISO 9001 Certified**
- ✓ **ISO 27001 Certified**



Generative AI Excellence

Proprietary RAG+C pipeline for question answering over large volumes of data:

- Transforms data sources into **self-contained articles**
- Ensures answers are generated using only your data along with a **citation**
- Handles conversation context with **query-rewriting**
- Fully configurable in no-code



The screenshot shows the configuration interface for the RAG system. The left sidebar contains the following menu items: General Settings, Translation, Semantic Search (selected), Text Generation, and Chat History. The main content area is titled 'General Settings' and contains the following configuration options:

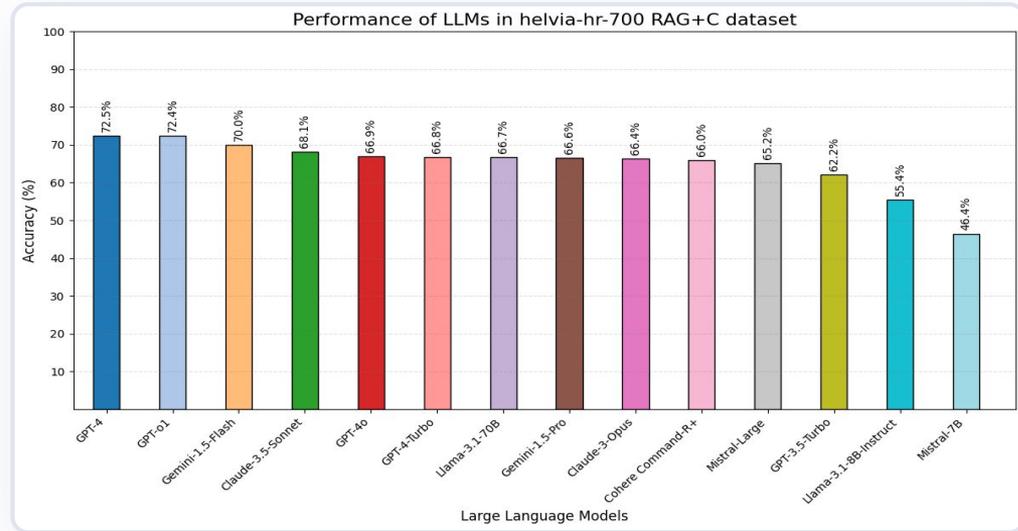
- Contains configuration for the retrieval phase of RAG (e.g. top-k).
- Enable Semantic Search:
- Max Results: A slider set to 7, ranging from 0 to 20.
- Embeddings Providers: A dropdown menu.
- Contains configuration of embeddings providers that are used when vectorizing corpus or queries.
- Provider: OpenAI
- Provider URL: https://api.openai.com/v1/embeddings
- Provider API Key: *****
- Model: text-embedding-3-small
- Seed: Enter the provider seed
- + Add a provider



- **LLM Agnostic:** connect to all major LLMs and avoid a lock-in to a single GenAI infrastructure
- **Full transparency** and control on models and parameters used with no-code configuration
- Use **GenAI in the whole lifecycle of AI Agents:** real-time question-answering, post-processing of conversations, extracting insights, and more



Evaluate RAG responses with intuitive metrics – find out more about GRACE, a [novel evaluation method by helvia.ai](#)





LLM Caching

Reduce tokens consumption by reusing information from queries handled before



LLM/SLM model switch

Dramatically save costs by switching to a smaller model (SLM) when appropriate



RAG optimization

Automated evaluation of RAG, optimize model combination and parameters



Helvia.ai platform allows you to seamlessly connect to your own RAG System, providing full control over your data, models and internal systems.

⚡ Bot AI

NLP Configuration NLP Systems NLP Flows Test NLP Systems Priority Keywords

🔍 Search in contents + Connect NLP System

NLP Provider	Name	Description	Language	Date Created	Status	Retrain Count	Actions
Helvia RAG Pipeline	Task Pipeline DEV - Interview		English	2024-08-10 15:20	READY	0	🔄 ✎ 🗑️
Helvia RAG Pipeline	Task Pipeline DEV - Booking		English	2024-08-13 10:59	READY	0	🔄 ✎ 🗑️
Helvia NLP Specification	My custom RAG pipeline		English	2024-11-12 11:46	CREATED	0	🔄 ✎ 🗑️



Instant **Content Testing** for authors and detailed performance evaluation with **Chat Unit Tests**

Test Automated Answers
✕

User input: ⓘ

"I have Mobility issues, do I have priority at the security control?"

Matched Automated Answer:

Name ⓘ

Fast Lane, and Fast track ⓘ

Group ⓘ

Free text

Examined Automated Answers:

Name ⓘ

Security Check ⓘ

Group ⓘ

Free text

Confidence score ⓘ

0.48

Name ⓘ

Travelling with elderly people ⓘ

Group ⓘ

Free text

Confidence score ⓘ

0.47

TEST RESULTS
Test run: 2025-04-26, 13:34 ▾

Name	Macro Avg. Precision	Macro Avg. Recall	Macro Avg. F-1 Score	Accuracy
RAG Pipeline - Production Classification - en - NEW	0.75	0.73	0.73	0.85

Total Results: 1 < 1 >

RAG Pipeline - Production Classification - en - NEW

MODEL PERFORMANCE ANALYSIS (ISSUES)

User Input	Expected Result	Detected Automated Answer
I have Mobility issues, do I have priority at the security control?	Travelling with elderly people	Fast Lane, and Fast track
Where is Lufthansa check in?	Flight Information and Check in	Flight Check in
i want to speak to human	Contact a representative, contact a human	Airport contact info, support...
Do I need a visa for traveling to Yerevan?	Visa and Immigration and Passport Control	DEFAULT-FALLBACK
Can I change my parking reservation?	Cancel Parking Reservation	I want to change the parking...
Opening hours	Airport Operating Hours	DEFAULT-FALLBACK

Total Results: 8 < 1 >





Thank you!

hello@helvia.ai | www.helvia.ai

