

Netomi

Agentic AI for CX

What is Netomi?

Netomi is the world's leading **enterprise agentic AI platform for customer experience**, trusted in production by Fortune 500 companies across a wide range of industries. It delivers autonomous, goal-driven interactions that move beyond reactive support to anticipate customer needs and act preemptively. This approach drives measurable outcomes across every channel, offering Microsoft Azure customers a **powerful way to transform customer experience into a strategic advantage** with a field-proven platform known for its fast deployment and proven ROI.

Omnichannel & Multimodal AI Agents

- Chat/Messaging
- Email
- Telephony/Voice
- Search
- Social
- API
- MCP
- ... and more

Fully Autonomous

Fully autonomous AI agents interacting with end users on any communication channel

Human In The Loop

AI Agents built to augment human agents in real time as they assist customers



AI Governance



Guardrails

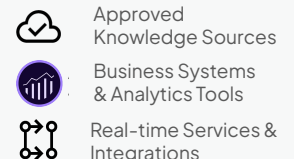
Seamless Integration

Case Management / CRM



and others...

Business Systems & Services



Why Netomi

The Customer-Centric AI Advantage

Enables companies to **go beyond reactive support** with brand-safe AI, proactively anticipating needs and driving positive outcomes that make customer experience a true strategic asset.

Autonomous and Goal-Driven Interactions

Transforms every customer **engagement** by understanding the goal of an interaction and autonomously working to achieve it, providing **seamless, proactive support across all channels**.

Secure, Compliant, and Scalable AI

Delivers **seamless integration** with existing systems including Microsoft Azure, Dynamics and Teams and **built-in governance, compliance, and security**, enabling rapid, global deployment that is secure, brand-safe, and achieves proven ROI with the fastest time to value.

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Agentic AI for CX

Netomi is the only AI platform that provides no-code tooling for the entire Agentic AI development life cycle.

1. Discovery & Analysis

Analysis of historical support interactions to assist in identifying & prioritizing areas for automation

2. Configuration

- Multiple environments
- Agentic Recipe Builder
- Action Agent Builder
- Knowledge Agent Config.
- Agentic Workflow manager
- Prompt Manager
- UI Config.
- Model management
- and others

3. Validation & Testing

- Synthetic data generation for test cases
- Prompt evaluation framework
- Observation panel / observability and others

4. Ongoing Management

- In-built version and release control
- SSO
- Role-based access control and more

5. Observability & Insights

- Analytics dashboard
- Custom reporting
- Conversation viewer
- AI-generated insights
- Performance monitoring

6. Optimization & Feedback

- Proactive optimization
- Experience enhancements
- Customer feedback
- RL modules



Guardrails for Governance

Duty of Care modules, Topic Guardrails, Prompt Security, and built-in LLM validation ensure accuracy, brand safety, and compliance for any agentic deployment.



Observability & Debugging

The most comprehensive AI insights suite offering multiple levels of transparency with debugging tools and in-depth visibility into AI reasoning processes.



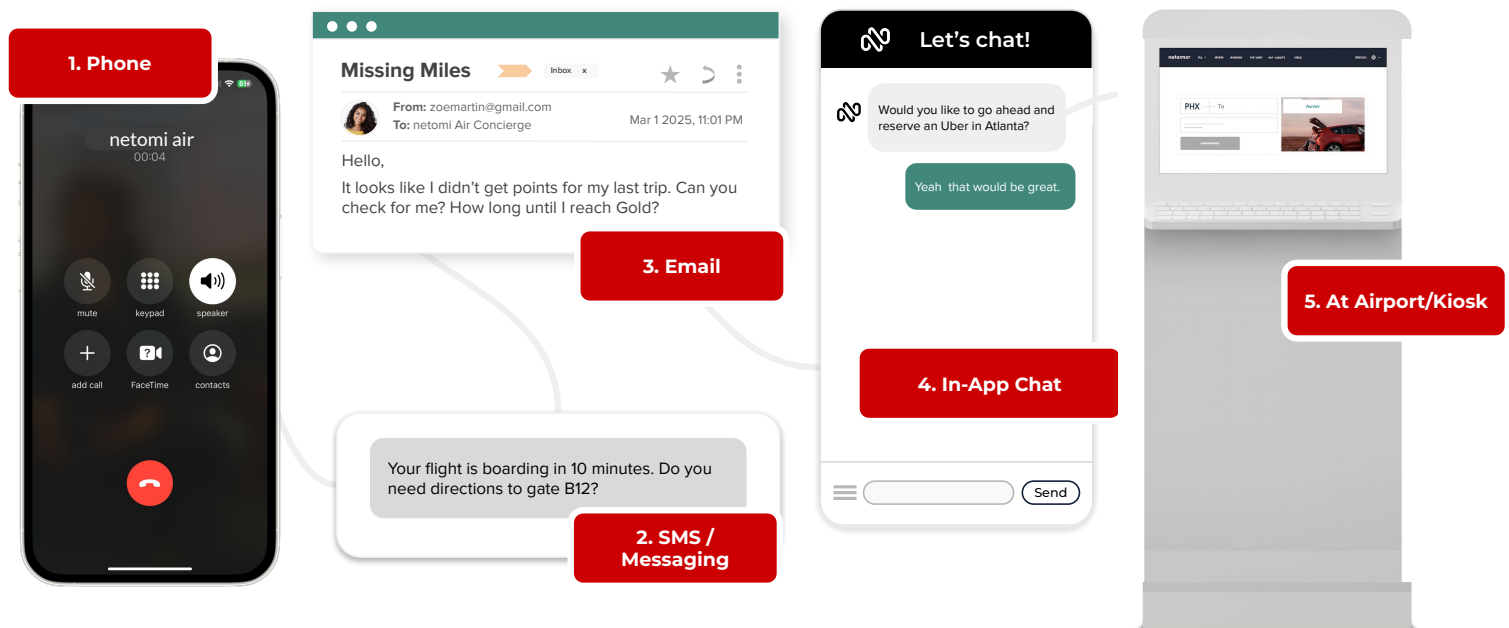
Feedback-Based Continuous Learning

Proactive monitoring with an observer AI to identify optimization opportunities and reward-based feedback loops to refine model behavior based on performance data and user input.

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Agentic AI for CX

Netomi's **Omnichannel and Multimodal** AI Agents enable proactive actionability across the entire customer journey



The Results: Measuring the ROI and Impact of Proactive Agentic AI



Customer Experience

Shorter wait times
Immediate answers
Faster resolutions

→ Happier Customers



Cost Savings

Automated resolutions
Reduced cost/conversation
More Customers helped with less effort

→ Costs saved



Operational Efficiency

Increased agent capacity
AI-assisted resolutions
More questions answered in less time

→ Increased efficiency



Revenue Generated

Happier Customers with more time
Faster responses for promotion inquiries

→ Higher conversion

→ Upsell opportunities