cfront assistant

by comsys^{cx}

A low code conversational AI platform

for designing, building, and managing speech and text-based digital assistants. With CFront Assistant, organizations can automate customer-side interactions and back office tasks leveraging on powerful technologies like natural language processing and understanding.

Ideal for business users and citizen developers to build and manage virtual bots and process workflows with little training. Accelerate agile development and take the opportunity to expand the engagement of human and information resources. Scale faster across channels at a low cost.

Key Features

Conversation Builder

A graphical user interface that empowers business users and developers to build, test, and enhance sophisticated AI-enabled text and voice bots by feeding user-assistant conversations and automatically converting them into executable dialogues without getting bogged down by model complexities.

Multi NLP engine

Infuse conversational capabilities and enable out-of-the-box native support to build custom interactions using your preferred NLP platform, among Dialogflow, IBM Watson Assistant, Wit.ai, and Microsoft LUIS. Flexible multi-vendor architecture prevents being locked into a single or proprietary NLU provider, and allows the selection of the NLU engine that fits best to the objectives of each project.

AI learning

CFront Assistant uses automated learning and reinforced learning using knowledge, past tickets & cases, and live agent conversations, as well as life cycle management of intents, utterances, and phrases for continuous improvement of prediction accuracy.
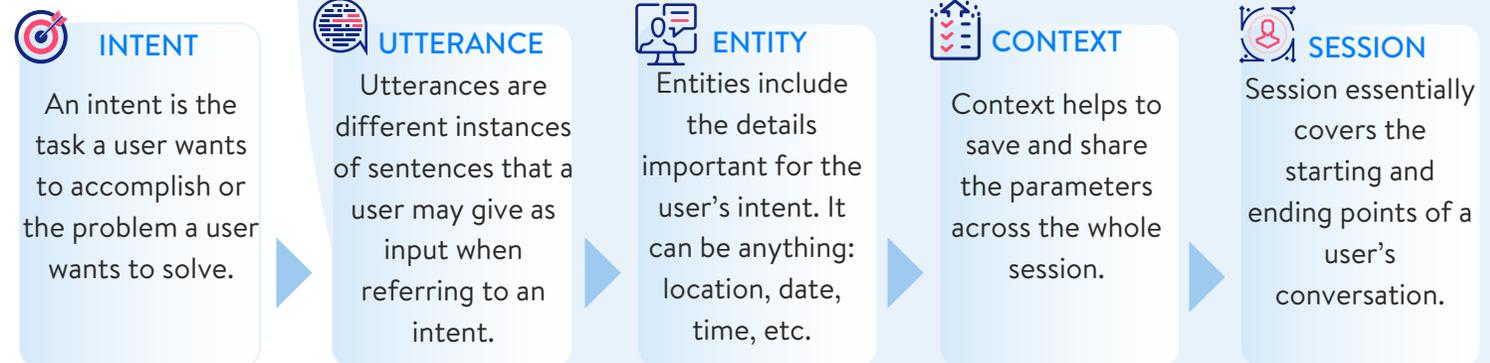
Voice capabilities

Orchestrate experiences within and across channels to create "journey aware" contextual interactions. Understand the intent and infuse conversational abilities to interact, making it easy for people to interact with the system with a natural means similar to how they speak or type.

ML + NLP engine

CFront Assistant NLP (Natural Language Processing) uses technologies that focus on interpreting the user's intent to provide information contextually based on their behavior and preferences. The platform offers advanced NLU features to test utterances and configure stop words, sentiment, and flow matching thresholds.

Process orchestration and automation

Customers can build and deploy business process automation workflows that can be conversationally triggered.

INTENT
An intent is the task a user wants to accomplish or the problem a user wants to solve.

UTTERANCE
Utterances are different instances of sentences that a user may give as input when referring to an intent.

ENTITY
Entities include the details important for the user's intent. It can be anything: location, date, time, etc.

CONTEXT
Context helps to save and share the parameters across the whole session.

SESSION
Session essentially covers the starting and ending points of a user's conversation.

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What sets us apart

Superior intelligence

Efficiently cater to complex and twisted human conversations with built-in context and sentiment management capabilities, as well as handle digressions, entity amendments, and ambiguous human responses.

Explainable AI

End-to-end visibility into the intent recognition process, drop-offs, threshold levels, and training suggestions give you more control and make it super easy to debug and fine-tune the assistant for improved results.

Quick training

Training a digital assistant is key to its performance. CFront Assistant provides an intuitive UI for adding intents, entities, synonyms, and traits and makes bot training easy and result-oriented.

- Collects data from user input, actions, and applications
- Use data to provide contextual answers
- Fully customizable entity model

Live agent handover

Seamless escalation to human agents with context, conversation history, and other helpful information for an agent to transform a call to action into an intelligent decision and offer proactive service.

Seamless integrations

Integrate with internal or external systems (like CRMs and ERPs), third-party applications using configurable APIs. Reduce operational complexity, maximize the investment of your application ecosystem, extend and augment its functionality and deliver best of class service for your customers.

Flexible deployment options

The platform is purpose-built for enterprises offer the flexibility to deploy it on the cloud, on-premises, or in a hybrid model.

Flexible Deployment

Integration   Scalability   Security   Compliance
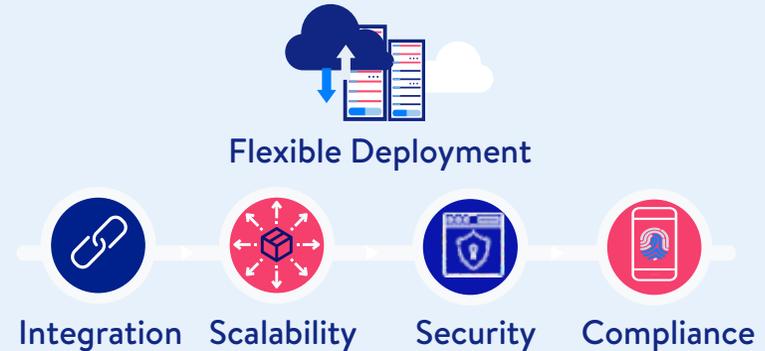
Scalable platform architecture

Lab tested for the deployment of thousands of chatbots to accommodate sudden spikes in service demand.

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Intelligent analytics

Monitor performance with prebuilt dashboards and conversation history filters that allow administrations to gain actionable insights about the usage, behavior, and intent flows and make real-time adjustments to drive improvement.

Enterprise-grade security, role-based access, and version control

Build secure, scalable solutions that integrate with the existing IT ecosystem. Multi-layered security ensures granular, privileged access and security of your data

- Define roles and permissions to data access
- Access detailed audit logs for full traceability
- Control and manage versions of the digital assistant with 4-eyes principle and by using unique multi-tenant capabilities

Indicative Use Cases

Data Collection: Product registration, program enrollment, insurance policy verification, customer authentication, product details entry, CRM entry

Reservations/Appointments: Make/cancel appointments, schedule delivery, outbound reservation confirmation

Order Management: Order status, order returns, reorder confirmation, delivery reminders, predictive outbound campaigns for restocking
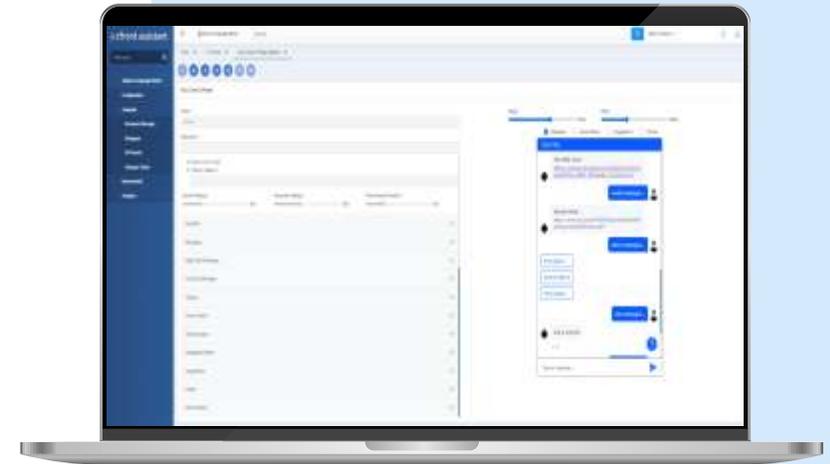
Billing/Inquiry: Invoice requests, balance inquiries, outbound collections calls, reimbursement

Account Management: Address updates, activaion, password resets, reward program

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comsys^cx

227, Kifissias Ave., 14561, Athens, Greece

t: +30 210 9241486

e: info@comsyscx.com

w: comsyscx.com

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