



# Eccentex Virtual Assistant

POWERED BY MONOBOT.AI

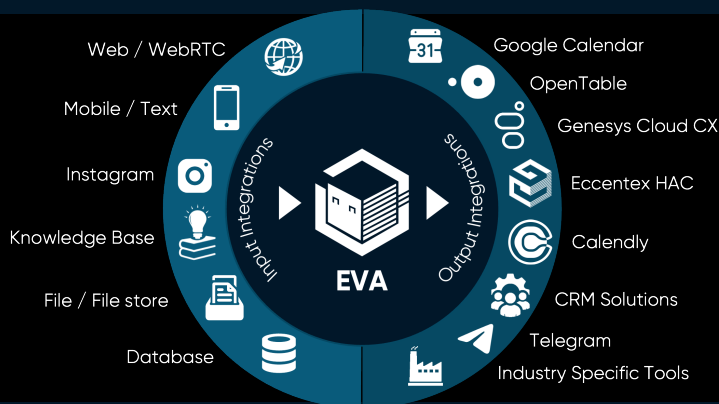
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## Introducing the industry's first Caseintelligence.ai, revolutionizing customer engagement and process automation across industries

### Eccentex and Monobot.ai joint solution

Organizations across industries face challenges in automating complex, mission-critical customer engagements and business processes while maintaining high-quality customer experiences and operational efficiency. Traditional concierge bots are script-driven, limited in their ability to answer complex questions, unable to handle interaction history and context, and often expensive. They also struggle to fully integrate with case-related or business process data.

The Eccentex Virtual Assistant (powered by Monobot.ai) is a hybrid Front and Backoffice bot that operates fully autonomously over voice and chat channels. It can handle customer inquiries, answer complex questions, schedule appointments, send notifications, drop URLs, and send texts and emails to customers when needed. And the best part of it, this bot requires no training and even can work without any integrations.



### Integrate through Open APIs

Capture inputs from multiple sources and channels and engage customers through their application of choice. Send emails or text messages to summarize interactions or confirm appointments.

### Not just another conversational AI

Eccentex Virtual Assistant acts like a combined Front and BackOffice agent who is aware of all data around the customer.

The bot has direct access to all communication context and history and has access to Operational CRM, Business Process and all Case data as well.

### Zero Day Deployment

Due to the No-Code configuration and the embedded Knowledge Engine the bot can be placed in operation in a matter of minutes by a non-technical user, and can answer customer questions immediately, even without 3rd party system integration.

### Why EVA?

- 1. No Delay**  
Your bot can answer 95% of customer questions from day 1
- 2. No Complexity**  
The no-code setup allows you to create and deploy your own working bot in minutes
- 3. No training**  
You can fine tune your bot in minutes without LLM training

### Why Eccentex?

Eccentex is led by a team with deep expertise in enterprise software, automation, and cloud solutions. With a proven track record across all key industries, they drive innovation and hypergrowth.

## caseintelligence.ai

Eccentex Virtual Assistant Auto Demo

### Available Demo Use Cases

#### Pension Fund AI Demo

Ask me anything about Pension Fund Processes

#### Law Enforcement AI Demo

Ask me anything about Search & Rescue Missions

#### Safety Training AI Demo

Ask me anything about Laser Safety Guidance

#### Product Support AI Demo

Ask me anything about Eccentex HyperAutomation Cloud

And of course you can ask any question about my capabilities and about Eccentex corporation as well



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Demo Video ▶



**eccentex**

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#### Create your bot

Use your natural language to describe to the bot how to behave in general

#### Light up your bot

Just copy and past any written documents to the bots' knowledge store

#### Spin up your bot

Run the bot on your own website by simply copy and paste a script into your page

#### Tune your bot

Keep adding knowledge articles or API integrations to make the bot smarter



**Eccentex  
Virtual  
Assistant**

# Key features and benefits

## Main Business Benefits

### Shorter Time to Market

Launch your virtual assistant in minutes, not days, weeks, or months. With no-code configuration, automate customer interactions faster than ever.

### Improved CX and CSAT

Elevate customer experiences with 24/7 availability and personalized, context-aware interactions, ensuring satisfaction with every conversation.

### Decreased Operational Costs

Reduce costs significantly by automating repetitive tasks while freeing up your agents to handle other high-impact activities, without compromising on service quality.

### High-Quality Lead Capture

Capture and nurture leads effectively with real-time engagement and smart data collection, driving conversions with no or minimal manual input.

### Continuous Improvement

The EVA dynamic Knowledge Base can update itself during and after each conversation to improve clarity and tone in real time and for future interactions.

### Transaction-Based Low TCO

Pay only for what you use, with a flexible, transaction-based model that ensures maximum ROI without unnecessary expenses.

### Multilingual Voice Channel

We offer support for over 20 languages and more than 10 male and female voices for our AI agents.

### Call Transferring

Agents can be configured to transfer calls based on specific events, such as a client request or lack of access to the required data. Calls can be transferred to any phone number or your call center via a SIP trunk, along with attached call data.

### Smart Knowledge Base with Dynamic Updates

Design a knowledge base organized into categories, with specific instructions for each. You can update it during conversations and schedule automatic updates via API calls.

### Third-Party Integrations

We easily integrate with 3<sup>rd</sup> party CRM systems, Genesys Cloud CX, Calendly, Google Calendar, Google Maps, custom API calls, email servers, Instagram, and Telegram.

### Admin Console

No Code. All Configuration. Within minutes, a business user can build a working virtual agent that can take 95% of support calls. Simple to build and finetune a voice or chat bot in minutes.

### Conversation Control

Manage conversations with spam control and block suspicious callers. Set up call termination messages and rules and configure inactivity controls so that the agent can prompt callers if they remain silent.

### Data Extraction from User Input

Automatically collect essential data during conversations and store it in the knowledge base or interaction history. This data can be gathered from the context of the conversation without directly asking the caller.

### HTML Forms and Suggestions for Chat Widget

Enhance the chat experience by enabling users to select rich text control elements or suggestions, minimizing the need for manual input.

### Chat Widget Appearance Customization

Customize your chat widget by uploading your logo and adjusting the theme to match your brand guidelines.

### Recordings and Transcriptions

All interaction history is saved for your AI agents. By default, full chat logs and voice transcriptions are stored. You can also enable voice recording for specific bots if needed.

### Sentiment Analysis

We perform sentiment analysis on all voice transcriptions and chat messages, assessing both individual messages and entire conversations.

### Dashboard and Reports

Monitor live conversations and generate reports for previous periods to track agent performance and client interactions.

### Barge-In

You can intervene in an ongoing chat conversation anytime, allowing you to speak directly with the client instead of the AI agent.

### Caller Information

Collect your clients' geographic, device, and network information for better context and service.

### Public or Private Cloud

You choose what is right for you and we will deploy Eccentex Virtual Assistant in either public cloud or a private cloud.

Try it for free ►



**monobot.ai**