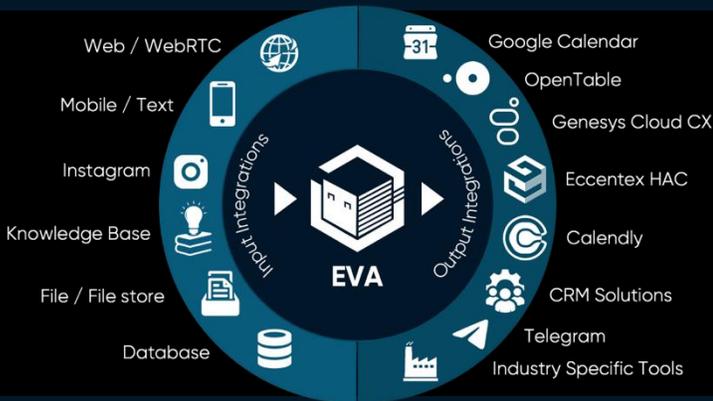# Eccentex Virtual Agent

EVA

Introducing the industry first Caseintelligence.ai to revolutionize customer engagements and process automation across all industries

Eccentex EVA enables

Organizations across industries face challenges in automating complex, mission-critical customer engagements and business processes while need to maintain customer experiences and operation efficiency at the highest possible level.

Traditional concierge bots are script driven, limited to answer complex questions, not able to handle interaction history and context, and often expensive, and unable to fully integrate with case related data or business process in real-time.

Eccentex Virtual Agent (EVA) is a hybrid customer and employee facing conversational AI that can be fully integrated with Front-, and Backoffice processes over voice and chat channels. The is able to handle customer inquiries, answer complex questions, schedule appointments, collect documents, send notifications, share documents, drop URLs and send out text messages or emails when necessary. And the best part of it, this bot **requires no training and even can work without any integrations** from day 1.

Why EVA?

1. Quick Deployment
Your bot can answer 95% of customer questions from day 1

2. Simple to Operate, Easy to Use
The no-code setup allows you to create and deploy your own working bot in minutes

3. No Need for 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.

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.

caseintelligence.ai

Eccentex Virtual Agent 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

Select your experience
◄ Voice   Chat ►

Not just another conversational AI

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

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

Try it for free ▸

Zero Day Deployment

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

Demo Video ▸

Create your bot	Light up your bot	Spin up your bot	Tune your bot
Use your natural language to describe to the bot how to behave in general	Just copy and past any written documents to the bots' knowledge store	Run the bot on your own website by simply copy and paste a script into your page	Keep adding knowledge articles or API integrations to make the bot smarter

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Eccentex Virtual Agent

Key Features and Functionalities

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 Operation Cost Reduce costs significantly by automating repetitive tasks and free up your most talented agents to handle 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 maximize ROI without unnecessary expenses.

Supported Languages
(as of 01/01/2026)
*EVA is multilingual by nature, and the list of the supported languages keep expanding - check the latest list on caseintelligence.ai

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Multilingual Voice and Chat Channel
We offer support for over 30 languages and provide variation of male and female voices with multiple global accents.

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.

Easy third-Party Integrations
We easily integrate with 3rd party CRM systems, Genesys Cloud CX, Calendly, Google Calendar, Google Maps, custom API calls, email servers, Instagram, and Telegram.

Simplified 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.

Built-in 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.

Flexible Deployment options (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.

Multilingual

Arabic	Korean	Filipino	Danish	Russian	Hindi
Bulgarian	Malay	Finnish	Dutch	Slovak	Indonesian
Chinese	Polish	French	English	Spanish	Italian
Croatian	Portuguese	German	Tamil	Swedish	Japanese
Czech	Romanian	Greek	Turkish	Ukrainian	Hungarian