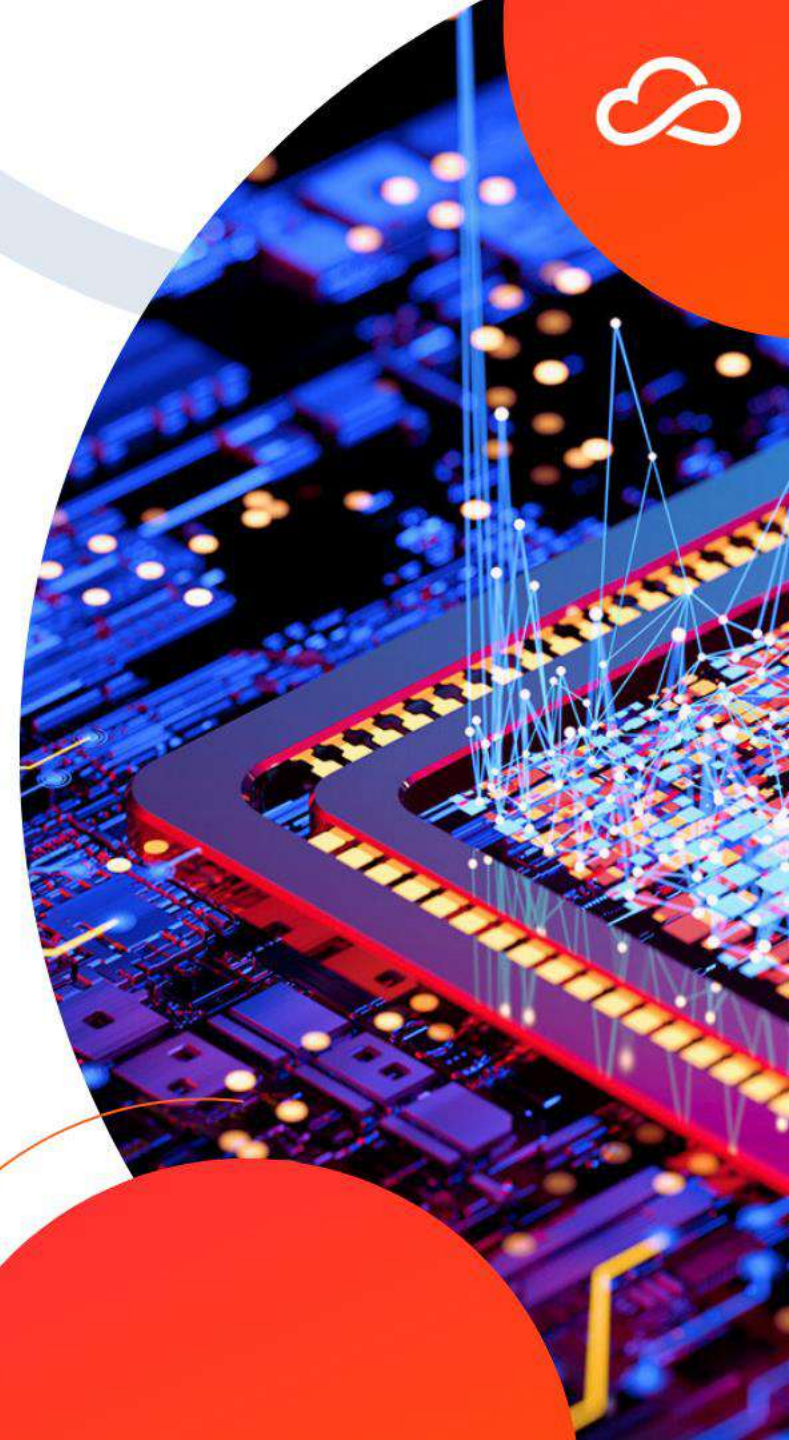


BENEXT

Artificial Intelligence Suite



Artificial Intelligence & conversational AI

BeNext is a multilingual AI suite (*soon to be GenAI*) designed to grow with the customer. It continuously learns from your data across every customer touchpoint, **refining its models** and **improving performance** over time. Flexible and scalable, BeNext adapts seamlessly to a wide range of uses, such as:

- **Marketing**
- **Selling**
- **Customer service**
- **Internal operation automation and management**
- **...and so much more**

A virtual agent through and through

Powered by **advanced natural language understanding**, BeNext interprets and responds with contextual accuracy, enabling smooth, meaningful interactions with customers and teams - ultimately elevating the overall user experience.



What will the GenAI section be about

*Artificial Intelligence
**interfacing
the customer***



*Artificiale Intelligence
**supporting
the agent***

Coming Soon

AI interfacing the customer

Meet your brand-new AI conversational assistant. The system **handles requests** and **self service tasks** – checking order status or retrieving information and the likes – providing **fast, accurate responses** based on your own business knowledge base.

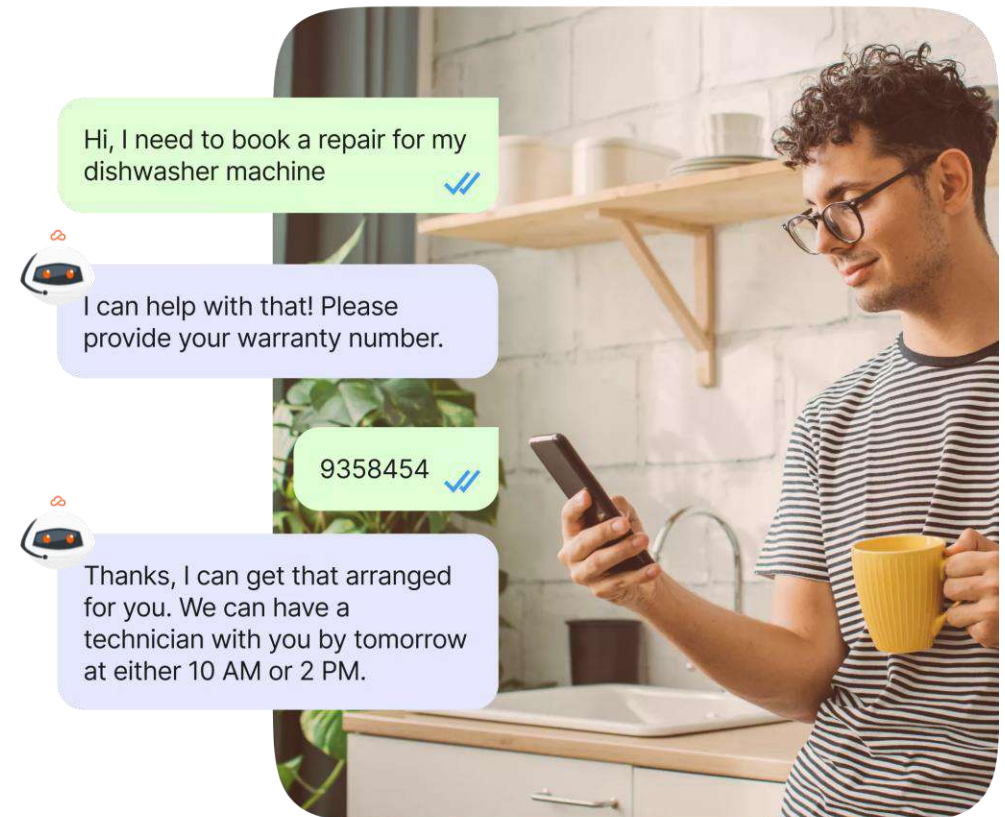
A Multichannel approach

Let your customers interact with your Virtual Assistant on their preferred channel — voice, WhatsApp, SMS, RCS, and more.

Escalation rules

If the AI cannot assist a customer—or if the customer requests it—the task is seamlessly routed to the most suitable agent to resolve it.

Coming Soon



AI supporting the agent

Automatic summarisation, suggested responses, and more help reduce handling time, freeing agents to focus on what truly matters: delivering a superior customer experience. All of this is powered by your own knowledge base and documentation.



Your own personal Co-Pilot

Support your agents during customer conversations with **fast, accurate responses** that help deliver better customer service.

Contextual suggestions

AI delivers "**next-step-action**" **guidance** and **tailored responses**, helping agents take the most effective steps based on real-time customer feedback.

Coming Soon



BECLOUD

Solutions for innovation

Thank you



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