

The logo for cfront assistant, featuring the same stylized icon as the Comsys CX logo, followed by the text "cfront assistant" in blue.

# cfront assistant

Conversational AI for customer-side automation



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Conversational AI that automates customer-side interactions with natural language processing and understanding (NLP and NLU).

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CFront Assistant enables the creation of AI-powered Virtual Assistants and chatbots that handle complex conversations and serve multiple channels.

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Intelligent bots augment human service, acting as virtual agents and delivering channel-agnostic experience, retaining context from previous conversations (voice or textual).

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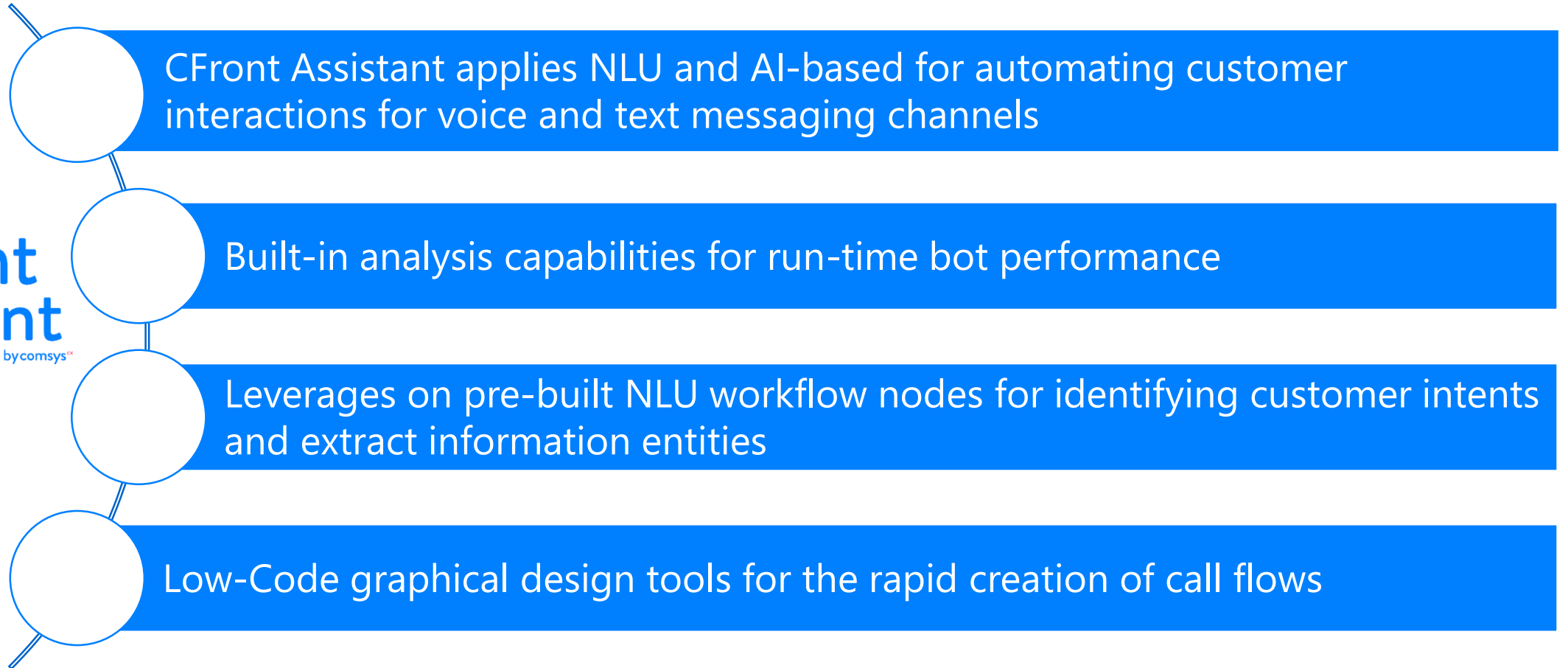
Completion Rates improvement with results from past interactions.

# What It does



- Provides advanced self-service for customer-side automation
- Helps agents with meaning extraction from live calls
- Automates interactions with the use of AI-powered digital assistants with human-like behavior
- Offers a consistent user experience with contextual continuity and seamless handover to agents, if required

# CFront assistant NLU - Features



# CFront assistant NLU - Features

- Seamless integration with Luis NLU engine for complex conversational AI experiences. Language detection, translation, sentiment analysis, and escalation to human service reps
- Improved performance through a continuous learning loop that derives insights from unstructured text using machine learning technologies and gets smarter as more information is fed back
- Faster to build and train, easier to create and manage is the best fit for complex enterprise environments without sacrificing quality
- End-to-end security and privacy applied to data and the NLU models

# CFront assistant Systemic Features

## Security

- Administration – Access only to authenticated users (LDAP support)
- Web Site and Mobile App integration – build-in authentication with the use of security tokens

## Interoperability

- Mix and match model support

## Back-Office Integration

- REST, SOAP, and SQL support
- Back-office systems are not exposed to the Internet

# Functional Features [1/2]

Dialogues, Intents, Entities, and Models are stored in the customer data base

Built-in workflow management for automating corrective and optimization process

NLU model training

- Automated task for importing data from external systems
- Extract training data from recorded interactions with built-in speech to text support
- Enriching training data through automated preprocessing (Greeklish, non-accentuated words, spelling mistakes)

Dialogue Design

# Functional Features [2/2]

Built-in visual Dialog Designer for dialogue creation by business users

Version Management. Users can develop and test dialogues without affecting production

Reporting and BI

Embedded report and dashboard designer, supports even connectivity to external systems like CRM, Contact Center, ERP, etc., for combined report creation

Analytics reporting

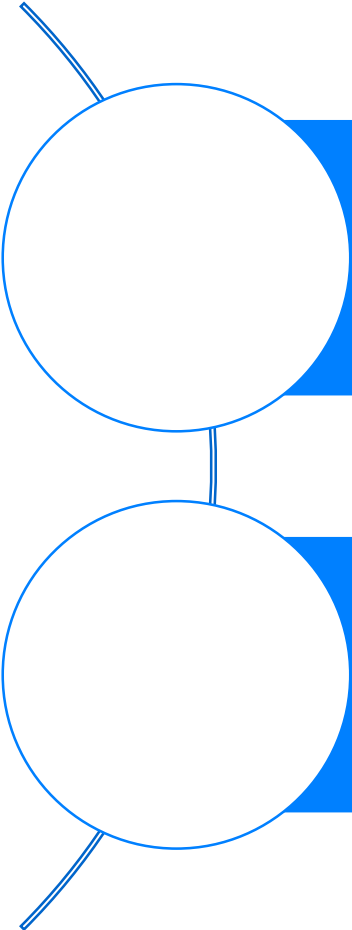
Automated exports for sending data to external data warehouses or data lakes

Escalation to Agents

Pre-built connectors for contact centers from Alvaria and Cisco



# CFront assistant NLU - Benefits



The ability to mix-and-match different NLU engines ensures maximum flexibility and adaptability to future changes and avoids vendor lock-in

Faster to build and train, easier to create and manage is the best fit for complex enterprise environments without sacrificing quality

# Thank you!

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