

Conversational Agents

Celfocus Conversational Agents turn **support, sales and service into fast, compliant and measurable digital experiences** - across web, app, and voice - by combining agentic orchestration, business-owned flows, and enterprise-grade integration on the cloud. The result is natural conversations that can also “get things done”, with seamless handover to human agents whenever it’s the best path for the customer.

CHALLENGE

Customers expect instant, contextual support that seamlessly follows them across apps, websites, and assisted channels. Meanwhile, digital leaders must reduce cost-to-serve, enforce governance and cost control for AI, and operate under GDPR, NIS2 and EU AI Act obligations - without adding friction or risk. Fragmented journeys, manual handovers, and black-box AI spend make this hard to achieve at scale.

SOLUTION

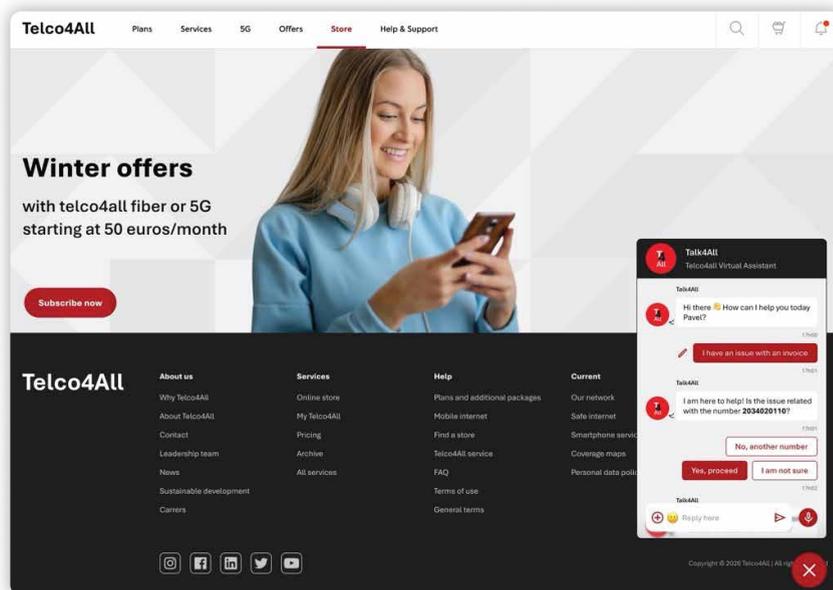
Agentic Orchestration with Specialised Agents: Central orchestrator routes to domain agents or deterministic flows for precise outcomes.

Omnichannel by Design (web/app first, voice-ready): One assistant across channels with seamless, context-preserving handover to humans.

Enterprise Integration and Analytics: Secure APIs plus real-time KPIs turn conversations into measurable business results.

Security, Privacy and Compliance built-in: Secure-by-design with PII redaction, audit trails, and EU-grade compliance.

Business Control & Cost Governance: Low/no-code flows, versioning, and token metering keep automation safe and affordable.



BENEFITS



Higher Digital Resolution & First Contact Resolution

More intents automatically resolved on first contact.



Lower cost-to-serve with transparent AI spend

Metered usage and model tiering reduce and govern costs.



Future-proof & extensible

Modular agents, reusable flows, and a voice-ready architecture.



Seamless experiences that customers notice

Consistent web/app journeys with warm, context-rich handovers.