

Graia Agentic CCaaS

The Challenge

Modern contact centers face a tough trade-off: meeting rising customer expectations for fast, personalized support while relying on disconnected systems and rigid automation that lack empathy. This leads to slow resolutions, impersonal experiences, agent burnout, and limited ability to grow or adapt to changing needs.

The Solution

Graia's Agentic CCaaS platform helps contact centers deliver fast, personalized, and empathetic support with AI-powered automation, orchestration, and real-time assistance across all channels and languages while easing agent workload.

Key business outcomes



Resolve issues faster with 24/7 AI and real-time guidance



Deliver personalized, empathetic service at scale



Boost agent productivity by reducing manual work



Support global customers with multilingual AI



Accelerate value with no-code setup and Day 1 automation



Drive growth through efficiency and emotional intelligence



Graia product differentiators



20+ years of experience in the contact center ecosystem

End-to-end solutions with integrated CCaaS and modern Agentic AI capabilities

Self-service configuration with intuitive drag-and-drop tools, making complex CX setups simple

LLM-agnostic flexibility to support any model, no matter the type or location

AI-powered customer service suite built to respond with empathy, intelligence, and speed

Highlighted features

1

AI CHAT AND VOICE BOT

Responds instantly across voice and chat, drafts emails for quick review, translates conversations in real time, and automates routine tasks. It integrates with back-end systems to reduce agent effort and streamline workflows from Day 1.

2

AI AGENT ASSIST

Graia Agentic Chat Bots operate 24/7 on your preferred platform and support all dialects. They go beyond answering questions by handling tasks like booking, tracking, cancellations, purchases, and returns. Common processes can be quickly set up in any language.

3

AI VOICE REAL - TIME TRANSLATION

Revolutionizes multilingual call center interactions by enabling real-time spoken language translation with no integration needed. Customers speak in their own language while AI instantly translates, ensuring smooth, natural conversations for both customers and agents.

4

AI LIVE COACHING

Graia AI Live Coach helps agents stay on script with real-time prompts and a live scorecard tracking keywords, topics, phrases, and checkpoints during calls. By automating manual scripting and supervision tasks, it lets agents focus on the customer rather than the script.

5

SEMANTIC ANALYSIS

Graia Semantic Analysis is a real-time agent desktop plug-in that detects emotional tone and sentiment in voice and chat conversations. It enhances agents' insights, helping them respond with empathy and confidence.