

Graia Conversational AI

Listening at scale - delivering empathetic, autonomous customer experiences across every channel

Graia Conversational AI redefines how enterprises engage customers by enabling AI-driven conversations that understand context, emotion, and intent — while remaining governed, compliant, and human-centric.

Built on Graia’s Agentic Xperience Platform and fully owned CCaaS infrastructure, it empowers organisations to automate complex journeys end to end without sacrificing empathy, control, or trust.

With Graia, you can:



Resolve customer needs autonomously across channels



Maintain governance, compliance, and auditability



Deliver personalised, emotionally intelligent conversations at scale



Empower agents with real-time AI co-pilots



Expand globally with multilingual AI interactions

The Challenge

Enterprises have invested heavily in conversational AI — yet outcomes often fall short. They struggle with:

- Fragmented customer journeys across systems and channels
 - Bots limited to simple, scripted intents
 - Emotion-blind automation that frustrates customers
 - Escalation overload for human agents
 - Legacy platforms unable to orchestrate journeys end to end
- Organisations are forced into a false trade-off: efficiency or empathy.

The Solution

Graia Conversational AI introduces a new standard built on Agentic AI. Rather than responding to isolated prompts, Graia’s agents manage entire customer journeys - planning actions, executing workflows, collaborating with humans, and adapting in real time.

It combines:

- Goal-driven agentic reasoning
- Hybrid flows for compliance-critical paths
- Sentiment-aware conversation design
- Human-in-the-loop escalation
- Deep CCaaS and CRM integration

All operating inside a single governed platform.



Top Benefits

01

End-to-End Journey Ownership

Autonomous agents manage cases from first contact to resolution across systems and channels.

04

Enterprise-Grade Trust

Hybrid flows, audits, and controls ensure transparency, compliance, and predictability.

02

Empathy at Scale

Emotion-aware AI personalises tone, timing, and language across millions of interactions.

05

Future-Ready Architecture

Open, LLM-agnostic design prevents vendor lock-in and accelerates innovation.

03

Empowered Agents

Real-time guidance, summaries, and next-best actions reduce cognitive load and burnout.

Key Features

Agentic Journey Orchestration

AI plans and executes multi-step resolutions across front-and back-office systems.

Emotion-Aware Conversations

Sentiment detection and tone adaptation for human-like interactions.

Hybrid Flow Governance

Deterministic logic for regulated or high-risk processes.

Real-Time Agent Assist

Live coaching, phrasing suggestions, and automated wrap-up.

Multilingual Conversations

Built-in translation across 140+ languages.

Omnichannel Execution

Voice, chat, email, messaging, and social channels supported.

Graia Conversational AI

Graia Conversational AI transforms automation into a customer experience engine.

Agentic systems resolve journeys autonomously where appropriate, collaborate seamlessly with human teams when judgement is required, and continuously adapt to context, emotion, and business objectives.

The result: faster resolutions, calmer conversations, empowered agents, and scalable trust.

About Graia

Graia Xperience Platform is an Agentic Contact Center-as-a-Service (CCaaS) and GenAI platform built to deliver more empathetic, autonomous, and intelligent customer experiences at scale.

Combining proprietary CCaaS IP with Agentic AI orchestration and deep CX expertise, Graia enables enterprises to drive revenue, improve productivity, and scale operations with confidence.

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