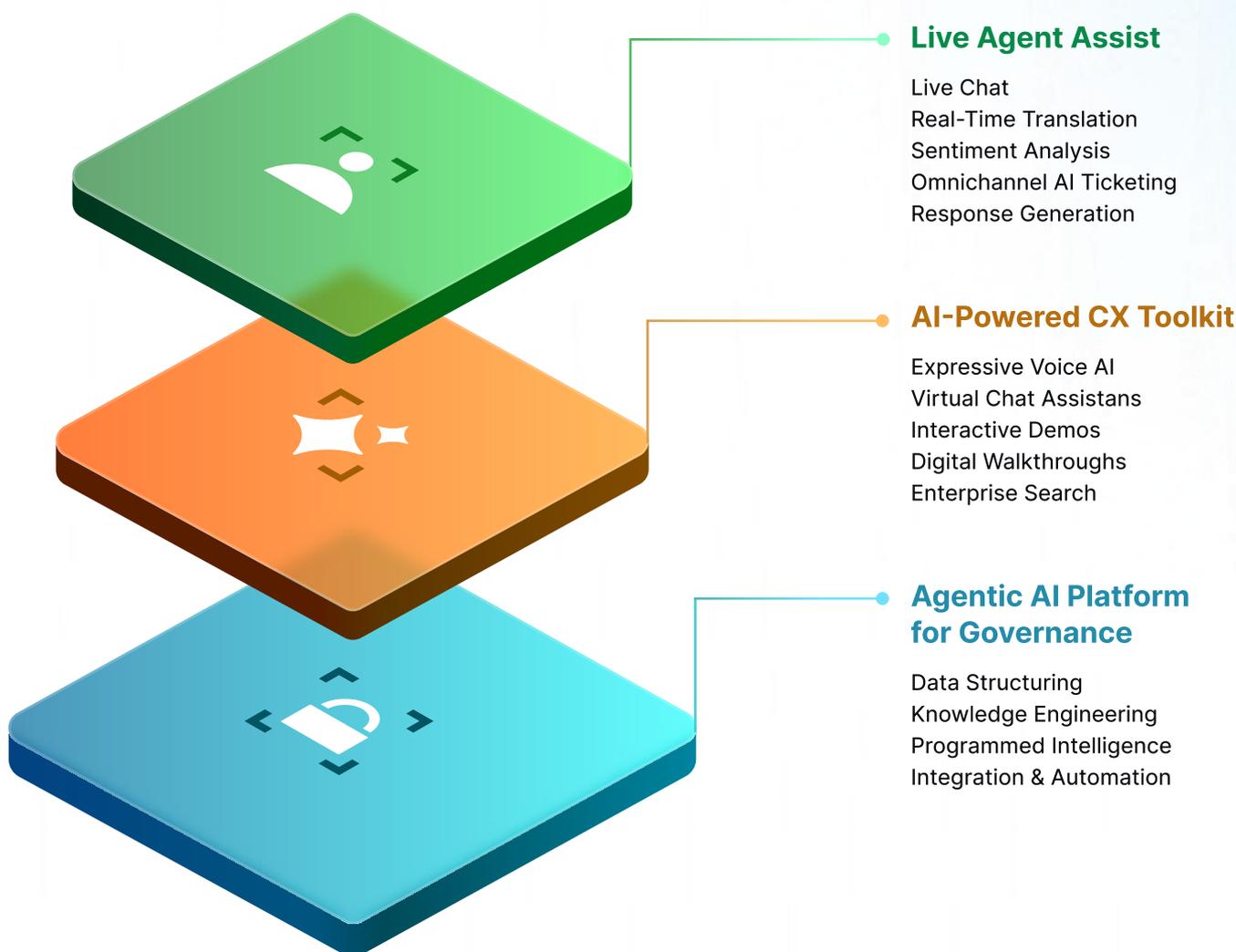


# AI Agents for Proactive Customer Resolution

Encore is an Agentic AI platform purpose-built for contact centers and enterprises that need to scale AI safely beyond pilot programs. It delivers the “glass box” transparency, governance, and control required for accurate, secure enterprise deployment—combined with a comprehensive CX toolkit featuring 850+ integrations to accelerate speed to value. Organizations can launch production-ready AI agents in hours to weeks, not months.

Encore’s differentiated dual-LLM architecture uses large language models to understand natural conversations and extract back-end data, while proprietary retrieval technology ensures responses are exact, pre-approved, and auditable. The result is a reliable, governed bridge from experimental AI pilots to fully autonomous, multi-step workflows that execute precisely as programmed.



## Why Encore

With powerful human-in-the-loop virtual assistants, expressive voice AI, advanced live agent assist, and 850+ enterprise integrations, Encore becomes the unified reasoning layer your business runs on.

Encore's agentic AI doesn't just respond, it acts. It triggers workflows, updates records, resolves cases, and advances customer journeys with precision and control. Every interaction, decision, and outcome is fully auditable, transparent, and governable, delivering enterprise-grade AI you can trust.

## Measurable ROI and Speed to Value

### +75% Faster Deployment

#### +98% Accuracy

Bring data together and unlock intelligence quickly with Knowledge Engineering.

#### +35% Better First-Contact Resolution

A streamlined interface puts platform features at your fingertips

#### Near-zero Hallucination or Bad Answers

Governance, security, and audit trails your AI Governance and compliance requires

#### +50% Reduction in Overhead Costs

Drive superior ROI at 40% lower cost with automated deployment, minimal professional services and maintenance overhead.

## Trusted by Leading Global Enterprises



One of the largest financial institutions in the world

**86** Net Promoter Score

**99%** Automation Success Rate

Significantly increased digital adoption

Faster response times and improved customer loyalty



Energy Giant that Serves around 37 Milion Customers

**\$240M** Dept collected via Inbenta deployed chatbot

Automated over **15M+** customer inquiries

Reduction in operational overhead

Significant increase in first-contact resolution



Leading travel loyalty ecosystem

In its first year, Inbenta's Voicebot delivered:

**83K** managed calls

**50.4%** self-service rate

**39%** reduction in cost per calls



Largest Genealogy Provider in the World

Reduced abandonment rate

**60-70%** productivity enhancement with deep research tools for content building and filtering

**+95%** accurate summaries that capture key facts and intent from source material while staying true to the original content, including citations