

avaamo



**Meet Your Future Workforce:
AI Agents & Copilots Redefining
Enterprise Capabilities**

Mission

Beyond Software: Creating An Autonomous AI Workforce

At Avaamo, we believe the era of traditional enterprise software is ending. The future isn't about building better tools - it's about fundamental transformation through autonomous AI workers that operate across entire business ecosystems.

Today's reality is stark: healthcare professionals spend more time with screens than patients, support agents recite scripts instead of solving problems, and skilled professionals waste countless hours on routine tasks. We're here to change that.

Our vision goes beyond mere automation. We're creating intelligent digital workers that don't just assist - they execute independently across healthcare, employee support, and customer service. These aren't tools or interfaces; they're autonomous agents of change that operate 24/7 across every channel of your enterprise.

We measure success not by installations or features, but by tangible business outcomes and transformed workplaces. Our goal is to liberate human potential - enabling healthcare professionals to focus on healing, support agents to solve complex problems, and HR teams to build culture rather than process paperwork.

This isn't just automation. This is liberation. Together, we're building a future where humans can focus on what makes them uniquely human: creativity, empathy, and innovation.

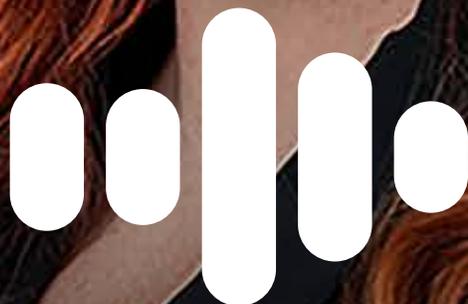
Join us in transforming the very nature of enterprise work.

AI Agents are the biggest revolution in computing since we went from typing commands to tapping on icons."

Bill Gates, Co-founder of Microsoft



**Your workforce's new hire
is here, right now**

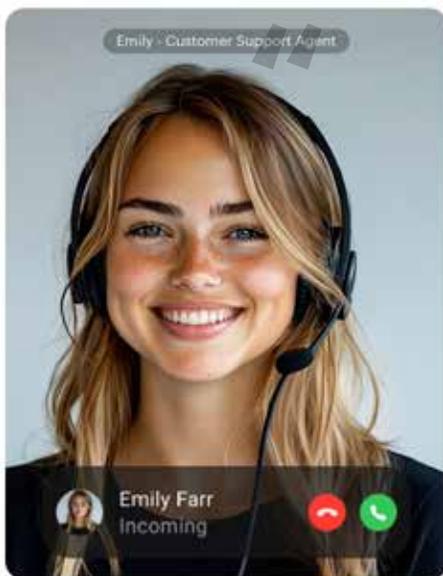


avaamo

avaamo Agents

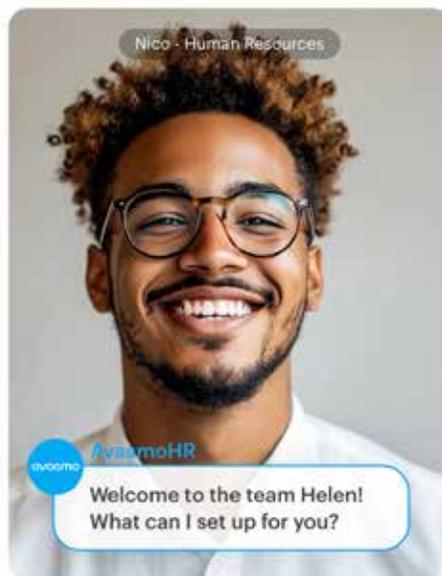
Meet our digital workforce

Our AI workforce delivers continuous, multilingual service with human-like intelligence – transforming operations and redefining productivity across your organization.



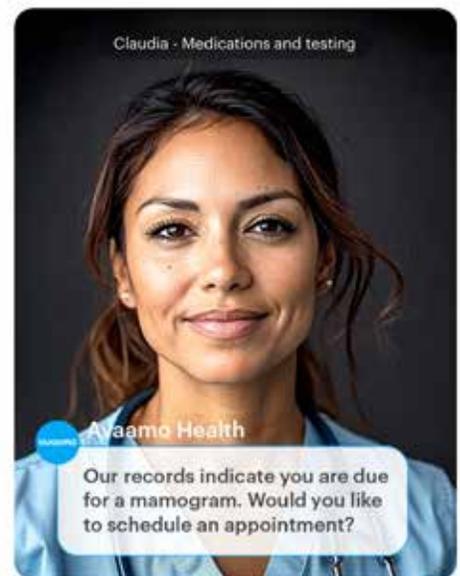
Emily | Customer Support

Our CX agent workforce learns from every call, reasons, and personalizes your customer relationships around the clock.



Nico | Employee Support

Our IT and HR agents provide proactive, personalized assistance to streamline your workforce management.



Claudia | Healthcare

Our Healthcare Agents provide 24/7 personalized care assistance throughout the entire patient journey.

Autonomous

Independent, proactive, and able to execute judgement intensive tasks without supervision.

Personalized

Builds on every interaction to deliver increasingly tailored service.

24/7 Learning

Avaamo's agents learn from every interaction, constantly improving, to enhance service and performance.

Integrated

Seamless interactions across your entire enterprise ecosystem.

Secure

No hallucinations. Combines security with rigorous compliance standards for complete data protection.

Scalable

Handle thousands of concurrent conversations, delivering consistent quality even during peak demands.



Copilots

for the Contact Center

AgentCopilot

Introducing the only end-to-end Generative AI Agent Assist solution for contact centers.

 AgentCopilot

Meet the Copilot your Agents will Finally Love...

Our Agent Copilots intelligently guide agents through every step of the call journey, leveraging generative AI capabilities to enhance the entire experience.



Powered by  LLaMB™

Summarization

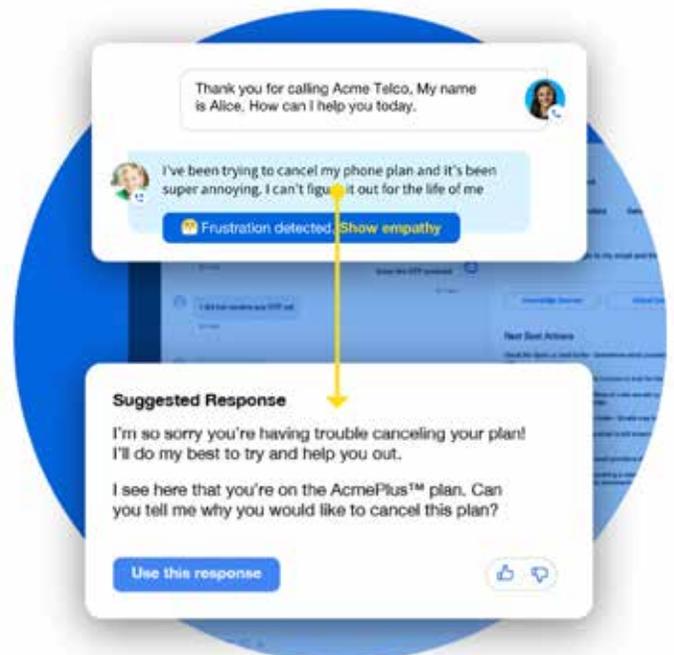
Transform lengthy customer interactions into actionable insights with automatic summarization that timestamps key moments and seamlessly integrates conversation summaries into your CRM records for continuous tracking and reference.

AI Knowledge Assist

Transform your agents into subject matter experts with AI Knowledge Assist, which delivers real-time content recommendations during customer conversations by seamlessly integrating with your existing systems including SOP documents, ticket systems, CRM, and other knowledge repositories.

Suggested Responses

GenAI automatically provides thoughtful, on-tone responses that adapt to each customer's context—including their information, location, and permissions. These suggestions are generated using three sources: public data, company resources, and SOP (standard operating procedure) documents.



avaamo **AutoQA**

AutoQA harnesses GenAI to revolutionize contact center quality assurance

avaamo **AutoQA**

Turn QA costs into contact center profits

AutoQA automatically evaluates 100% of customer interactions to boost agent performance, eliminate quality gaps, and elevates customer satisfaction—all without increasing operational costs.

Powered by **LLaMB™**

Immediate assessment

Evaluate agent performance in real time using predefined, weighted guidelines for each call stage.

Adaptive Guidelines

Quickly adapt guidelines to evolving business needs by setting weightages/scoring for each guideline.

Prompt-based setup

No coding required – craft and customize evaluation criteria using simple English instructions

Missed guidelines highlighting

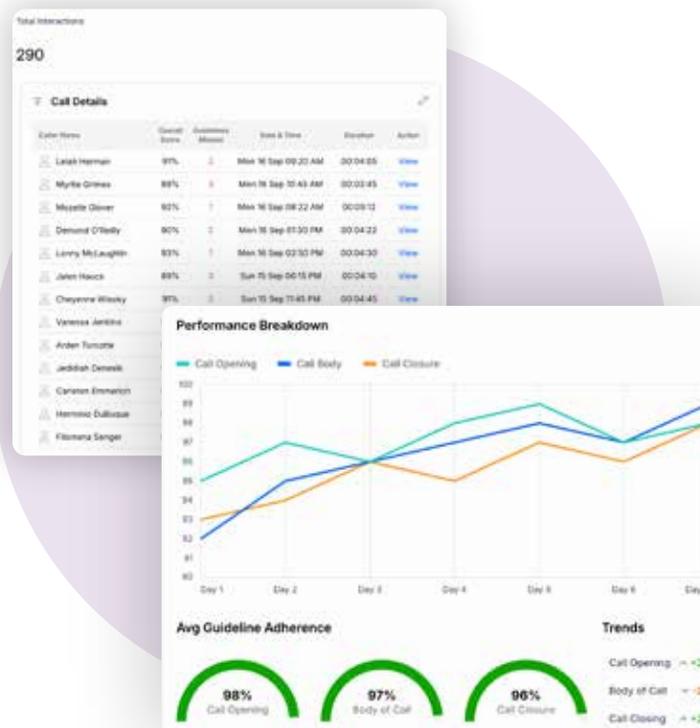
Automatically highlight missed guidelines and allow supervisors to add contextual notes.

Transparent insights

Ensure consistent and scalable quality assurance with transparent performance insights across all interactions.

Detailed Analytics

Replay call recordings, review missed guidelines, and receive personalized learning notes for development.





Platform

Agentic Platform

Purpose-built for deploying enterprise-grade AI agents in demanding production environments.

Agent Studio

Avaamo Agent Studio provides tools to build and manage enterprise AI agents through no-code/low-code interfaces and pre-built integrations. The platform includes security, observability, and compliance controls to ensure agents are enterprise-ready and scalable.

Agent Orchestrator

Our orchestrator dynamically coordinates multiple agents to handle complex requests without requiring predefined flows or chain prompts. For example, rescheduling an appointment automatically triggers relevant agents to handle authentication, scheduling, confirmation, and follow-ups.

Trust AI

Security and accuracy are crucial for enterprise AI Agent adoption. Avaamo's "Trust Layer" enables secure, compliant AI deployment while protecting customer data.

Prompt Library

Avaamo's Prompt library goes beyond basic response formatting with pre-built prompts for memory access and enterprise application integration, significantly simplifying the development of sophisticated AI Agents.

Knowledge AI

Enterprise AI Agents require specialized enterprise knowledge rather than public internet data. Knowledge AI integrates with enterprise data sources in real-time, using embeddings to provide context and optimize responses.

Integrations

Enterprise AI Agents must connect with both modern SaaS and legacy on-premise applications. Avaamo AI Agents integrate with thousands of enterprise systems to perform actions and initiate workflows on users' behalf.



Leader

ANALYSTS



Leader in the Magic Quadrant for Enterprise Conversational AI Platforms



Avaamo named a Leader in Conversational AI for IT Operations



Avaamo named leader in Conversational AI Platforms



Avaamo named a Leader in Intelligent Virtual Agents



Avaamo named a Leader for Intelligent Virtual Assistants



Recognizes Avaamo as Customer Service Chatbot Provider Company of the Year



Shooting across the Magic Quadrant this year, Avaamo now appears to lead the conversational industry in the completeness of its vision. Such a vision has helped the vendor innovate and differentiate, with Gartner tipping its cap to Avaamo's understanding of how to best blend NLP and adjacent technologies.

Charlie Mitchell, Editor, CX Today

Customers

“

The customer service that Avaamo provides is unparalleled. Our team was not only supported, but having fun.

Ashley Macmillan

IS Project Manager
Saint Luke's Health System



“Amazing Product & Great Support Team”

IT Manager in Healthcare
Firm: 500M+



“Excellent AI platform for Customer Service”

IT Lead in Finance
Firm: 250M+



“Truly professional organization providing end-to-end solutions”

Product Manager in finance
Firm: 500M+



“Very strong customer service and support”

CX Head in Insurance
Firm: 50M+

SECURITY & COMPLIANCE

Compliance certifications and regulations



PCI DSS

Payment Card Data controls supporting the AI Platform



SOC2 (Type II)

Trust Services Principles



CSA

Cloud Security Alliance



ISO/IEC 27001

Information Security Management System (ISMS)



NIST 800-171

Protecting Controlled Unclassified Information in Nonfederal Systems and Organizations



HIPAA

Health Insurance Portability and Accountability Act

Security Features

Encryption – Data in transit

Avaamo supports the latest recommended secure cipher suites to encrypt all traffic in transit, including the use of TLS 1.2 protocols, AES256 encryption, and SHA2 signatures.

Penetration Testing

Avaamo engages independent security firms to conduct application-level and infrastructure-level penetration tests annually.

Encryption – Data at rest

Avaamo's production data at rest is encrypted using FIPS 140-2 compliant encryption standards.

Audits and Penetration Tests

New or existing customers are welcome to perform security control assessment or penetration testing on Avaamo's system.

Multi-factor Authentication

To detect and prevent unauthorized access, Avaamo employs multi-factor authentication on all systems, including the development and staging systems.

Security Compliance Audits

Avaamo is continuously auditing, and improving the operating effectiveness of our security controls. Audit results are always available to customer's cybersecurity teams.



Avaamo is an advanced multimodal Agentic AI platform empowering global enterprises to automate and deliver outstanding self-service experiences. Our patented AI technology spans voice transcription, natural language understanding, generative AI, and call center automation. Avaamo supports self-service interactions across Healthcare, HR, IT, and customer service for leading global companies. Facilitating over 2 billion interactions annually in 114 languages, Avaamo seamlessly integrates with 200+ common enterprise applications. Visit avaamo.ai to witness how Avaamo is shaping the future of Agentic-enabled enterprise. Join us at the forefront of innovation!

Contact: sales@avaamo.com