



Ciptex

Ciptex Genius AI: Revolutionising Tenant Services for Housing Associations

This AI is something different!

Ciptex Genius AI stands out in the crowded AI marketplace, offering a robust and comprehensive AI framework that seamlessly integrates leading generative AI models with your enterprise knowledge and applications. This powerful solution operates within your own secure public cloud environment, ensuring unparalleled data protection.

AI Advise

Enhance customer, agent, and supervisory experiences with natural language comprehension, reasoning, and generative content derived from approved and organised enterprise knowledge—not internet scrapings. Use these capabilities to provide agent assist co-pilots that continuously learn from human feedback, promoting candidates for fully automated omnichannel messaging and voice journeys via AI-powered bots and IVRs.

AI Automate

Equip Ciptex Genius AI with the knowledge required to perform common tasks in customer and staff journeys. It will know when, how, and what information and permissions are needed to complete tasks, collecting the necessary data and even performing tasks on your behalf.

Responsible AI

Designed with a fundamental commitment to protect customers and staff, Ciptex Genius AI leverages the principles of responsible AI. These principles include Accountability, Inclusiveness, Reliability, Safety, Fairness, Transparency, Privacy, and Security.



The Power of Ciptex Genius AI Applications

Colleague Assistance Tools

- From frontline staff to remote field engineers empower staff with real-time access to contextual AI-generated knowledge and suggestions during customer or task interactions.
- Automate summaries, dispositions, and actions.
- Implement process suggestions and automations using AI-trained tools that understand how to complete required tasks.

Quality and Safety

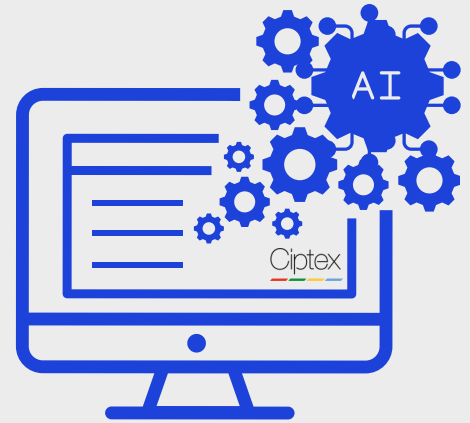
- Conduct real-time and post-interaction assessments of colleague and AI interactions, providing alerts and feedback to ensure the highest quality of service. Deliver empathetic and supportive responses, especially for the most needy and vulnerable customers.

Customer Facing Solutions

- Deploy real-time natural language IVRs for customer interactions.
- Utilise omnichannel chatbots and rich application experiences powered by your private enterprise AI data and learned tools.

Flexibility and Future-Proofing

Understanding that the AI landscape is rapidly evolving, Ciptex Genius AI adopts a flexible framework approach. This ensures you are not locked into any particular AI provider. Instead, you can choose from leading and even multiple providers to ensure the best fit for each purpose at the right cost. This adaptability guarantees that your AI solutions remain cutting-edge and cost-effective, capable of evolving with advancements in technology.



Developer Access

Ciptex Genius AI offers a rich set of APIs, enabling your developers to configure, integrate, and extend its capabilities into other corporate and customer-facing applications, both inside and outside the contact centre.

Ciptex Genius AI is not just another AI product. It's a transformative tool designed to enhance the efficiency and effectiveness of housing associations, ensuring better service delivery while maintaining rigorous information security standards. Embrace the future of tenant service with Ciptex Genius AI.



+44 345 8800 808



marketing@ciptex.com



ciptex.com