

Conversational AI Management Platform

Allowing customers to easily create and manage AI agents – with minimal technical knowledge

Philip Benson¹, Clemens Koprolin¹, Erxuan Li¹, Max Obreiter¹
¹ETH Zürich

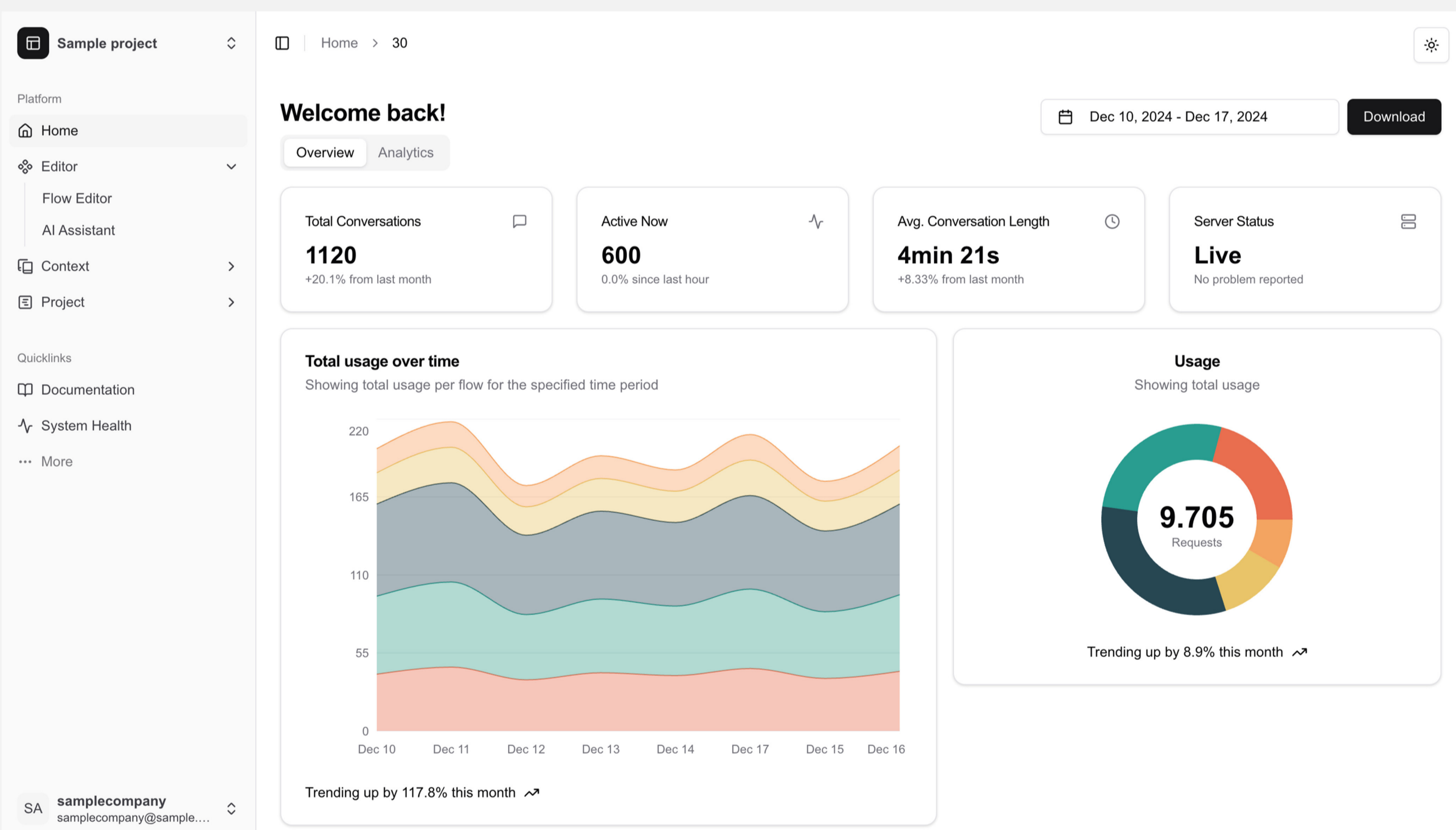
1 Problem Statement

More and more companies use AI agents to handle their customer service. However, configuring them can be hard and their responses can be generic and not helpful.

We offer companies a solution to configure their AI agents easily, using a graphical flow editor that requires minimal technical knowledge.

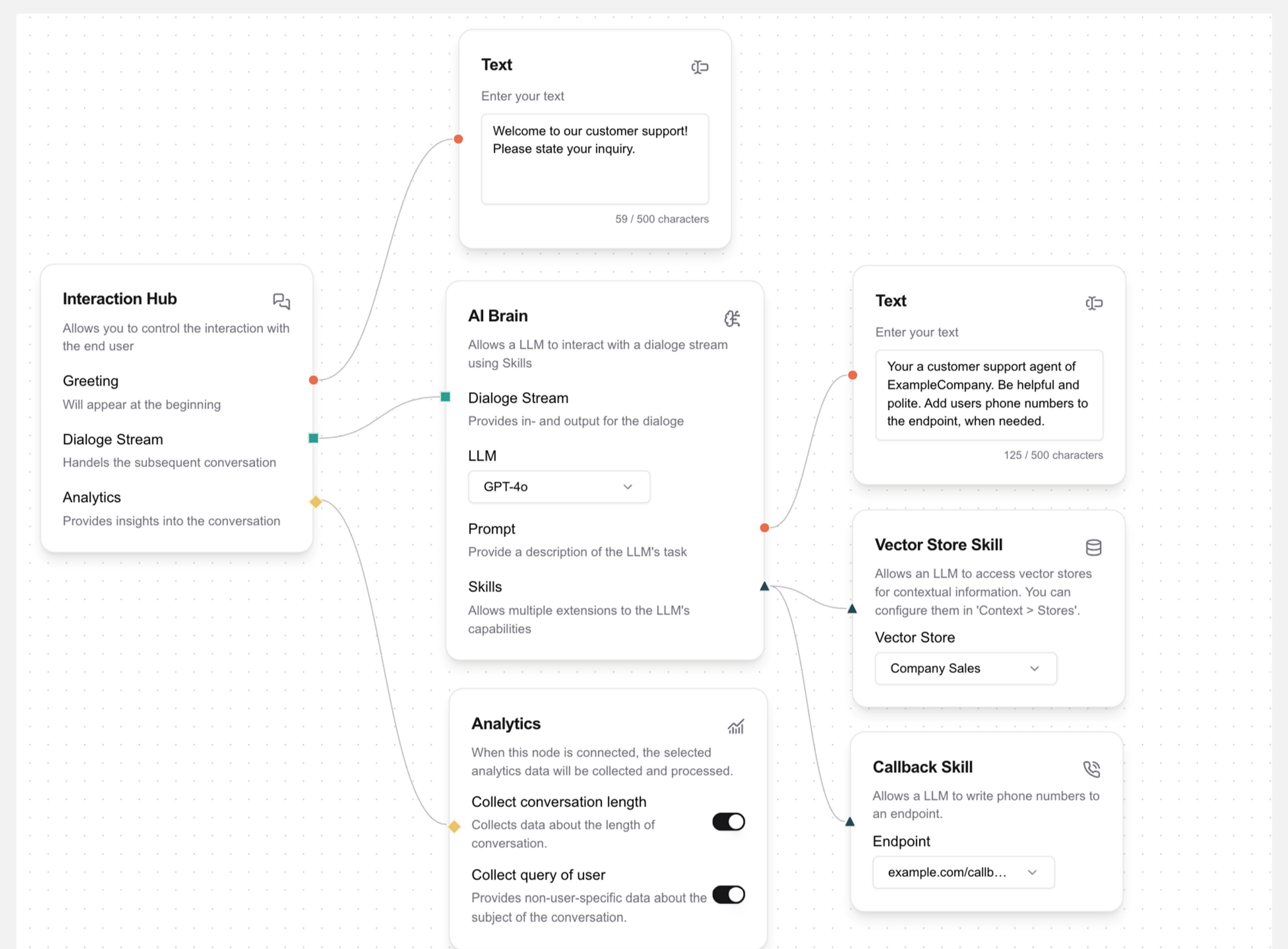
2 Usage Scenario & Solution

- Target group: small to medium-sized companies
- Area of use: Customer Support, Client Interaction
- Issue: Having support agents is expensive
- Creating custom AI chatbots: hard, requires expertise
- Solution: We offer an all-in-one solution for creating & managing AI agents, like chatbots



3 Interface

- Appealing, accessible and simple interface
- Interface layout eases workflow from project creation to deployment
- Flow Editor to configure AI agents graphically:
 - Different node types for different functions, easily distinguishable by shape and color
 - Allows customers to add new skills for AI agents



- Interactive Visual Feedback: Real-time visual cues and highlights provide clarity on node connections, errors, and workflow status
- Optimized for mobile & desktop users

4 Interaction Workflow

1. Create project to start creating AI agents
2. Choose from one of the many template agent flows (Customer Service, Onboarding, FAQ Internet Templates)
3. What are flows and how can you use them to create an agent?
 - A flow consists of nodes; each designed for a unique purpose, like providing text inputs or external context
 - Connect different nodes' edges to describe complex behavior patterns
 - Interaction Hub Node, the entry point to the flow, allows the user to define what is connected
4. Seamless deployment of the new AI agent by just one click
5. Access advanced analytics to gain insights into the agent's performance, e.g. top user queries, conversation lengths

