

— PRODUCT OVERVIEW · AI CUSTOMER SERVICE

AI handles the routine — people focus on the important cases.

Omnichannel AI chatbot and voicebot across chat, email, messaging and phone. A single AI layer that independently handles 60–80% of incoming enquiries, while seamlessly handing complex cases over to a live agent.

The same knowledge, the same logic and the same control across every channel — built on the company's own knowledge, with source references.

Omnichannel

chat · email · messaging · phone

own knowledge

RAG · source-referenced

human handoff

for complex cases

agent assist

supports the agent

An Implementation Partner, Not a Consultancy

We build systems that solve real business problems — tailored to existing operations, sustainable in the long term, for mid-sized and large enterprises. We do not pursue the most fashionable solution; we pursue the best value for money.

Three Pillars, One Partner

AI Factory

Practical AI for enterprise environments: document processing, automation, customer service, image and video analytics, prediction, intelligent search.

Data Solutions

Reliable reporting starts with well-managed data: ETL, BI, master data management, migration, Data Governance.

Custom Development

Business applications, system integrations, process digitization — from frontend to backend, cloud and hybrid.

What Makes Us Different

- **The team that assesses the project also builds it** — from the first workshop to production.
- **We build systems, not disconnected APIs** — frontend, backend, databases, integrations.
- **We start from real operations, not templates.**
- **Modular approach** — complete systems or individual components.
- **We specialize in projects where the challenge is difficult to define.**

KEY MESSAGE

We start with assessment and finish with a working system — and the same team carries the project from the first workshop to production.

Practical AI with Real Business Value — Not Hype

A generic AI subscription is not the same as AI built around a specific business problem, measured and integrated into enterprise operations. We build the latter: complete AI processing pipeline from your data, testing multiple models on the same dataset and selecting the best value-for-money solution.

Core AI Capabilities

- **Document Processing** — invoices, forms, contracts (typically 80% processing time reduction).
- **AI Automation** — replacing repetitive manual processes.
- **Customer Service & Contact Centers** — AI-assisted responses in Hungarian.
- **Image & Video Analytics** — manufacturing and visual quality control, performance measurement.
- **Predictive AI** — quality and behavioral forecasting.
- **Intelligent Search (RAG)** — enterprise knowledge search with source references.

Ready-Made AI Products

- **AI Invoice Posting** — rule-based, audit-ready coding from images and PDFs.
- **AI Conveyor Monitor** — video analytics for operational performance.
- **Intelligent Chatbot** — hallucination-free, RAG-based knowledge assistant.
- **Intelligent Search Engine (RAG)** — answers from documents, not lists.

Every product and service at a glance

AI Factory brings together AI services; Data Solutions creates order in enterprise data; Development builds custom systems. Every engagement starts with a fixed-price assessment.

AI Factory ARTIFICIAL INTELLIGENCE

ENTRY AND LEVELS

AI Opportunity Check

€1,450 • 1 week

★ ENTRY

AI Compass Audit

From €4,950

ADVANCED

AI Pilot

From €7,950

ADVANCED

CAPABILITIES

Document Processing · AI Automation ·
Customer Service & Contact Center · Image & Video
Analysis · Predictive AI · Intelligent Search (RAG) · AI
Agents & Assistants · Customer Behavior Analytics ·
Anomaly Detection · AI Consulting & Training ·
CRM Solutions

READY-MADE SOLUTION

AI Invoice Posting · AI Conveyor Monitor ·
Intelligent Chatbot · Intelligent Search Engine

Data Solutions DATA MANAGEMENT

ENTRY

Data Assessment

From €1,450 • 2–3 weeks

★ ENTRY

CAPABILITIES

Data Preparation & Processing (ETL) · Business
Intelligence & Reporting · Data Cleansing & Validation ·
Master Data Management · Data Migration Management ·
Data Analytics · Oracle & Database Expertise · Specialized
Data Project Management · Data Governance

READY-MADE SOLUTION

CER — Material Master Data Gateway: SAP master
data framework (45 days → 4.5 days)

Custom Development CUSTOM DEVELOPMENT

ENTRY

Solution Concept

From €1,450 • 2–3 weeks

★ ENTRY

CAPABILITIES

UI/UX Design & Business Application Development ·
System Integration · Document & Workflow Management ·
Cloud & Hybrid Solutions · Data Protection & GDPR
Compliance · Handwriting & Form Digitization

READY-MADE SOLUTION

DOCMAN: Enterprise Document Management (Case
Management, QES, Company Gateway)

One knowledge base, every channel — responsible, with human handoff

Unified, multi-channel AI layer that independently handles routine enquiries and hands complex cases over to people — in three roles at once.

- 1 One knowledge base, every channel**
Chat, email, WhatsApp/Messenger and phone — with a single knowledge base and logic. Not four separate systems.
- 2 Source-referenced (RAG)**
The answers are built from the company's closed knowledge base, not from the public internet — reducing the risk of hallucination.
- 3 Human handoff**
AI handles the routine, while complex cases requiring empathy are seamlessly handed over to a live agent — with the full history.

IMPORTANT DISTINCTION

This is not an off-the-shelf chatbot and not a license (ChatGPT, Copilot). Every solution is built around the company's own knowledge and terminology, on top of existing systems (CRM, ERP, phone). The phone channel — the voicebot — deserves special attention here: it is the hardest field, and also the strongest proof — if it works over the phone, chat and email are already the easier direction.

Three situations we see at almost every customer service team

- 1 Too many enquiries, too little capacity**
60–80% of incoming enquiries are repetitive routine questions — yet they still take up skilled people's time. Customers are frustrated by waiting.
- 2 No capacity during peak periods or outside business hours**
Capacity is not flexible: during peak periods and outside opening hours, nobody answers — while customers expect immediate responses at any time of day.
- 3 Monotonous work, high turnover**
Routine work burns out the team, turnover is high, training is expensive — and human attention is lost where it would truly matter.

BOTTOM LINE

Long waiting times, unserved peak periods and turnover caused by monotonous work already cost money today — in lost customers, revenue and reputation.

Four perspectives, one process — and where the impact can be measured

The decision is made on the business side, where customer experience and operating cost meet. IT enters later, during implementation — with integration and security questions.

CX / customer experience lead

Long waiting times, inconsistent response times, multiple channels — immediate, consistent service everywhere.

COO / customer service lead

The team's time is spent on routine — remove 60–80%, so people can focus on complex cases.

CFO / finance

Expensive and hard-to-scale service — scalable capacity on an OPEX basis, with measurable savings.

Risk / compliance

PII, hallucination, defensibility — GDPR-compliant masking, guardrails, full traceability.

Where change can be measured

Cost efficiency

Automating 60–80% of the routine frees up workforce — OPEX savings instead of reserve capacity.

Customer experience

24/7, multilingual, consistent service, dramatically shorter waiting times — higher satisfaction and loyalty.

Scalability

Automatic, parallel capacity during peak periods (e.g. Black Friday) — without human overtime.

What it does in practice — key capabilities

Omnichannel

Web chat, email, WhatsApp/Messenger and phone — with a single knowledge base. Customers get answers wherever they ask.

Voicebot

Available on a standard phone number, with real-time speech, interruption handling and optimized for Hungarian — the most demanding channel.

RAG-based, source-referenced responses

Answers are built from the company's closed knowledge base — not from the public internet. This reduces hallucinations.

Transactions (function calling)

More than answering: modifies orders through APIs, checks status, books appointments in backend systems (CRM, ERP).

Intelligent human handoff

When the bot gets stuck or the customer becomes frustrated, it seamlessly hands the conversation over to a live agent — with the complete history.

Agent Assist

AI monitors the live conversation and suggests the next best response to the agent in real time — for faster, more consistent service.

Not "a prompt for ChatGPT" — a robust pipeline

1 Arrival + STT + PII masking

Enquiries can arrive through any channel. For phone calls, speech is converted into text in real time, while personal data is masked for GDPR compliance.

2 RAG — information retrieval

The system searches the company's closed knowledge base (semantic, vector-based) — not the public internet.

3 LLM + guardrails

The model generates factual, controlled responses based on the RAG context, conversation history and the company's behavioural rules.

4 Transactions + human handoff + monitoring

Executes transactions in backend systems, hands the conversation over to people when needed, and provides a real-time management dashboard of resolution rates.

WHY IT MATTERS

Enterprise AI Customer Service is not "a prompt for ChatGPT", but a robust, multi-stage, microservices-based pipeline where components (STT, LLM, TTS, VectorDB) can be replaced modularly — RAG for factual accuracy, guardrails for control and handoff for human judgment.

Proof of expertise

Core architectural principles

Arrival + STT + PII masking

Enquiries can arrive through any channel. For phone calls, speech is converted into text in real time, while personal data can be masked automatically.

RAG — own knowledge

Answers are retrieved from the company's closed knowledge base — not from the public internet, but from the company's own documents.

LLM + guardrails

The model generates responses based on the RAG context, conversation history and rules — with controlled behaviour.

Function calling + human handoff

Initiates transactions in backend systems, hands the case over to people when needed, and every step is traceable.

What makes AI CUSTOMER SERVICE different

Hungarian is our home field

International solutions often struggle with Hungarian. We fine-tune for the language and the company's terminology.

Source-referenced

If the system has no information, it says so — it does not guess or hallucinate.

Working voicebot

Not a PowerPoint, but a live, production-ready phone assistant with real-time Hungarian speech and natural conversations.

Responsible architecture

RAG for factual accuracy, guardrails for control, human handoff whenever the situation requires human judgment.

ABOUT PRICING — HONESTLY

AI Customer Service is a project-based solution — there is no fixed price list because every system is tailored to the channels, volume and integration requirements. A realistic self-service rate is typically 35–70%, not 100%. The real question is not how much implementation costs, but how much it costs to continue handling every repetitive enquiry with people.

— NEXT STEP

Which question gets asked **over and over again?**

In a 30-minute discussion, we'll identify which channel and which repetitive question are the best place to start. We build the first AI layer with low risk and measurable results. If AI Customer Service is not the right fit for your organization, we'll tell you that honestly.

Omnichannel

Chat, email, messaging and phone — one knowledge base.

Proof: a single knowledge base.

Responsible AI

RAG + guardrails + human handoff — built in.

Proof: source-referenced, no hallucinations.

Hungarian language

Fine-tuned for the language and the company's terminology.

Proof: a working Hungarian voicebot.

WEB

omnit.hu

PRODUCT

AI Customer Service · omnichannel ·
RAG · handoff

COMPLIANCE

ISO 27001 + 9001

[Request a consultation →](#)

