pronix.ai

Contact Centre AI, Built for Production

A portfolio for modernizing service, automating resolution and augmenting every agent.

Specialized AI & CX Systems Integrator

From strategy and pilots to production outcomes.

CIO · CTO · COO

CX & Contact Centre

AI · Architecture · Risk



Executive portfolio · September 2026

EXECUTIVE BRIEF

The mandate is not “add AI.” It is redesign service economics.

Leaders need a connected operating system that improves customer outcomes, agent performance, quality and resilience together.

Customer

Resolve more journeys without dead ends, repeated authentication or lost context.

Workforce

Put grounded answers, next-best action and after-call automation inside the agent workflow.

Operations

Measure every interaction, release safely and improve the system from real conversations.

THE EXECUTIVE DESIGN PRINCIPLE

Connect self-service, agents, knowledge, workflows and analytics as one learning system — not a patchwork of isolated AI features.

External context: AWS describes AI agents that retrieve information, recommend actions and complete tasks; Google frames Customer Engagement Suite around conversational agents, agent assist, insights and CCaaS; Microsoft emphasizes case, intent and knowledge agents. Sources: AWS (Mar/Nov 2025), Google Cloud (Mar/Apr 2025), Microsoft (Apr/Aug 2025).

PORTFOLIO AT A GLANCE

Six integrated capabilities. One accountable delivery system.

Modernize the platform foundation while automating journeys, augmenting people and improving every release.

Voice AI

Natural, low-latency voice agents with authentication, transaction completion and warm handoff.

Conversational AI

Unified intent and context across web, mobile, messaging and voice.

Agent Assist

Grounded answers, next-best action, guided workflows and automated summaries.

Knowledge AI

Permission-aware retrieval, citations, content operations and measurable answer quality.

Automated Quality

Full-coverage scoring, calibration, compliance signals and coaching workflows.

Contact Centre Analytics

One KPI layer across bots, agents, journeys, cost-to-serve and customer outcomes.

CCaaS MODERNIZATION platform selection · migration · routing · CRM/WFM integration

MANAGED OPERATIONS release · tuning · observability · SLAs

Primary sectors: Healthcare Providers · Health Payers · Financial Services · Insurance · Retail & E-commerce · BPO & Outsourcing

FROM INTERACTION TO RESOLUTION

Orchestrate the complete service journey.

The experience works only when context, knowledge and actions move with the customer across every channel.



AUTOMATE Virtual agents finish bounded journeys and escalate with full context.

AUGMENT Agent assist guides people in real time and removes after-call work.

ASSURE Quality, compliance and outcome telemetry inform the next release.

Warm handoff principle: transcript + intent + authentication state + actions already attempted.

BUSINESS OUTCOMES AND MEASUREMENT

Govern the portfolio with one executive scorecard.

Set a baseline before build; measure customer, workforce, operational and control outcomes after every release.

Customer outcomes

Containment · first-contact resolution · repeat contacts · CSAT · transfer rate

Workforce outcomes

AHT · after-call work · answer adoption · ramp time · coaching actions

Operating economics

Cost per contact · automation cost · license utilization · run effort · capacity

Trust & resilience

Escalation quality · latency · answer accuracy · exceptions · release evidence

PLANNING RANGES — VALIDATE AGAINST YOUR BASELINE

40–70%

Self-service containment range

Pronix planning benchmark

25%+

AHT reduction with agent assist

Pronix planning benchmark

100%

Interactions eligible for AI QA

Coverage capability, not a result

8–20 wk

Typical scoped CCaaS go-live

Varies by integrations and scope

Planning ranges are not guarantees. Outcomes depend on baseline, intent mix, integration scope, adoption and control requirements.

Modernize around the estate you own — not a prescribed stack.

Pronix.ai selects and integrates platforms against business outcomes, channel mix, controls, existing commitments and total cost to operate.

CCaaS	Amazon Connect	GENESYS	NICE CXone	Five9
Conversational & agent platforms	Google CCAI	kore.ai	Agentforce	Microsoft Dynamics 365
AI & enterprise integration	AWS Bedrock	Azure AI	Google Cloud	OpenAI

Integration scope: CRM · WFM · knowledge · identity · payments · orders · claims · EHR · analytics · telephony

Platform marks are used descriptively. Verified partner designations and supporting documentation are available through Pronix.ai.

PRODUCTION REFERENCE ARCHITECTURE

Put intelligence between the channels and the systems that complete work.

A modular pattern supports platform choice, controlled automation and continuous improvement without creating another silo.

CHANNELS	Voice · chat · email · messaging · mobile
EXPERIENCE	Identity · intent · routing · self-service · agent workspace
AI SERVICES	Voice AI · knowledge · agent assist · automated QA · analytics
ORCHESTRATION	Journey logic · tools · workflows · human escalation · case management
SYSTEMS OF RECORD	CRM · payments · orders · policy · claims · EHR · workforce
CROSS-LAYER CONTROLS	Identity & authentication · PCI/PII/PHI controls · AI policy · human oversight · conversation observability · CX and cost analytics

Control language describes architecture and delivery practices—not a claim of corporate SOC 2, HIPAA or ISO certification.

HOW PRONIX DELIVERS

One accountable team from baseline to managed operations.

The same delivery lead carries business case, architecture, integration, controls and operating outcomes across the lifecycle.

01
Assess
CX audit · intent mining · opportunity map

02
Design
Journeys · target architecture · KPI baseline

03
Pilot
One bounded flow with success criteria

04
Implement
Production build · migration · integration

05
Scale
Queues · regions · channels · languages

06
Operate
Release · tuning · QA · reporting · SLAs

ADVISE · 2–6 weeks
Readiness, use-case portfolio, architecture and business case.

IMPLEMENT · 8–20 weeks
Integrated build, migration, evaluation, cutover and adoption.

RUN · 24×7
Managed platform and AI operations with monthly outcome reviews.

Typical timing varies by scope, integrations, data readiness, change complexity and client decision cadence.

Handover: architecture · runbooks · test evidence · release controls · KPI baseline · operating backlog

SELECTED PRODUCTION PATTERNS

Outcome evidence for executive discussion.

Illustrative, anonymized composite examples based on Pronix engagements and industry benchmarks; results vary by scope and baseline.

National specialty retailer · 2,400 agents

Amazon Connect modernization

-28% AHT

90 days

Legacy IVR to live

Global BPO · 1,200 seats

NICE CXone · Kore.ai · Azure AI

+14% QA score

-22%

AHT

Regional healthcare provider · 42 clinics

Kore.ai · Epic · Amazon Connect

-24% Transferred-call AHT

38%

Tier-1 containment

Integrated healthcare provider · 900 seats

Kore.ai · Genesys Cloud · Epic

-63% After-call work

-21%

AHT

DISCLOSURE These examples are illustrative, anonymized composites. Metrics may be aggregated or generalized unless a named client is shown with written consent. Named client references and supporting detail are available under NDA.

pronix.ai

WHY PRONIX.AI

Specialist depth. Enterprise integration. Production execution.

200+ Certified engineers & architects	**100+** Enterprise clients worldwide
3 Global delivery regions	**24×7** Managed operations

Pronix Inc · founded 2010 · specialized AI & CX Systems Integrator

Book a 30-minute working session

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