AI Works Best on a *Short Leash*

Customer interactions that feel personal, AI that stays on script

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babelforce

Does your knowledge work for your customers?



Most organisations can't see whether their knowledge gives customers the right answer. Least of all when it's unstructured.

Why it's a big problem

1

Wrong answers sound right

An AI answer built on a bad article is fluent and confident. Nobody can tell from the answer.

2

It runs at scale

1% wrong across 10,000 conversations is 100 customers with the wrong answer.

3

You find out last

From complaints, weeks later. Not from your own checks.

Who is babelforce



AI contact center

Your human team, with AI doing the work around every call.



AI agents

Chat and voice agents that answer from your knowledge, on a short leash.



Agentic engineering

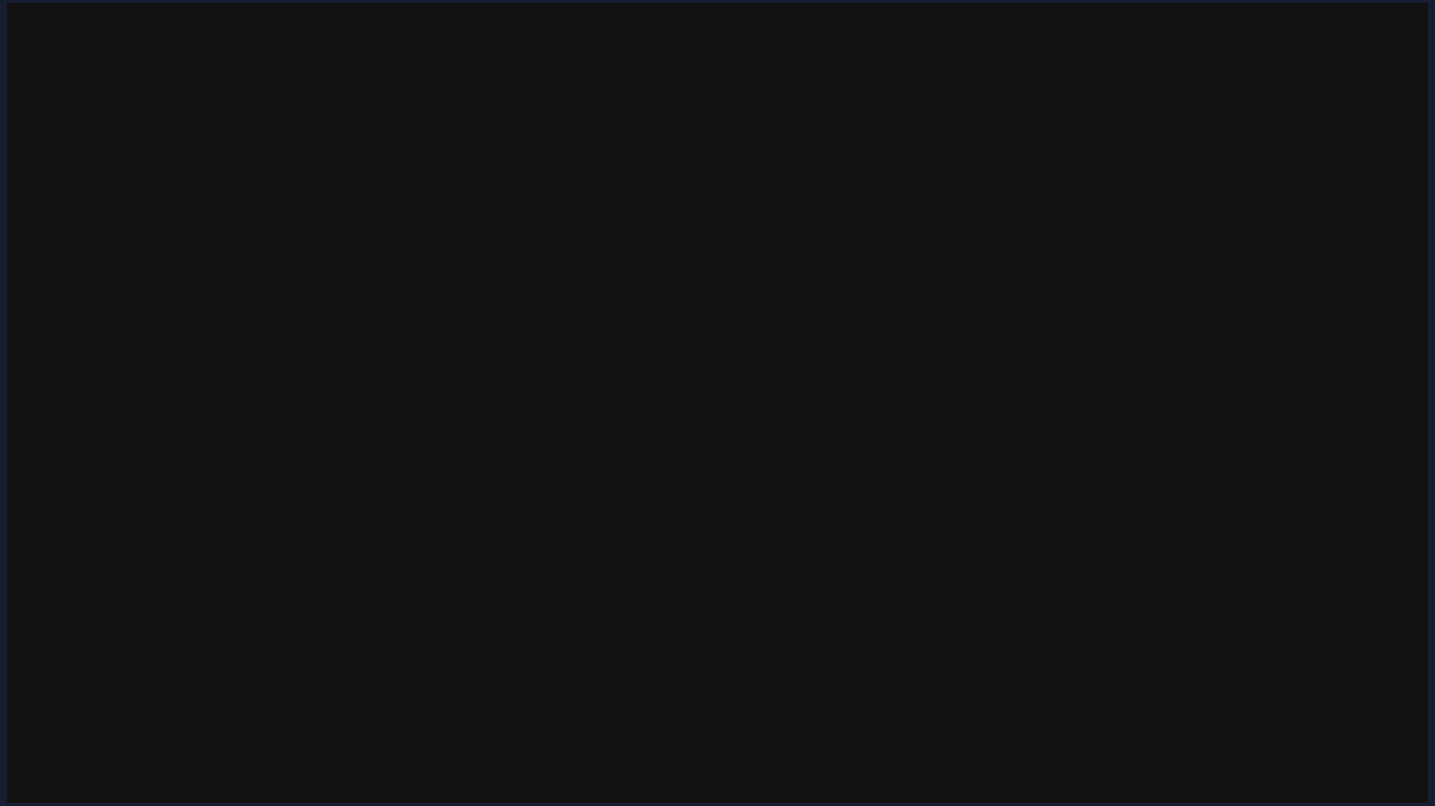
Improving your overall systems & knowledge base with automation.

Why it's hard: knowledge you don't control

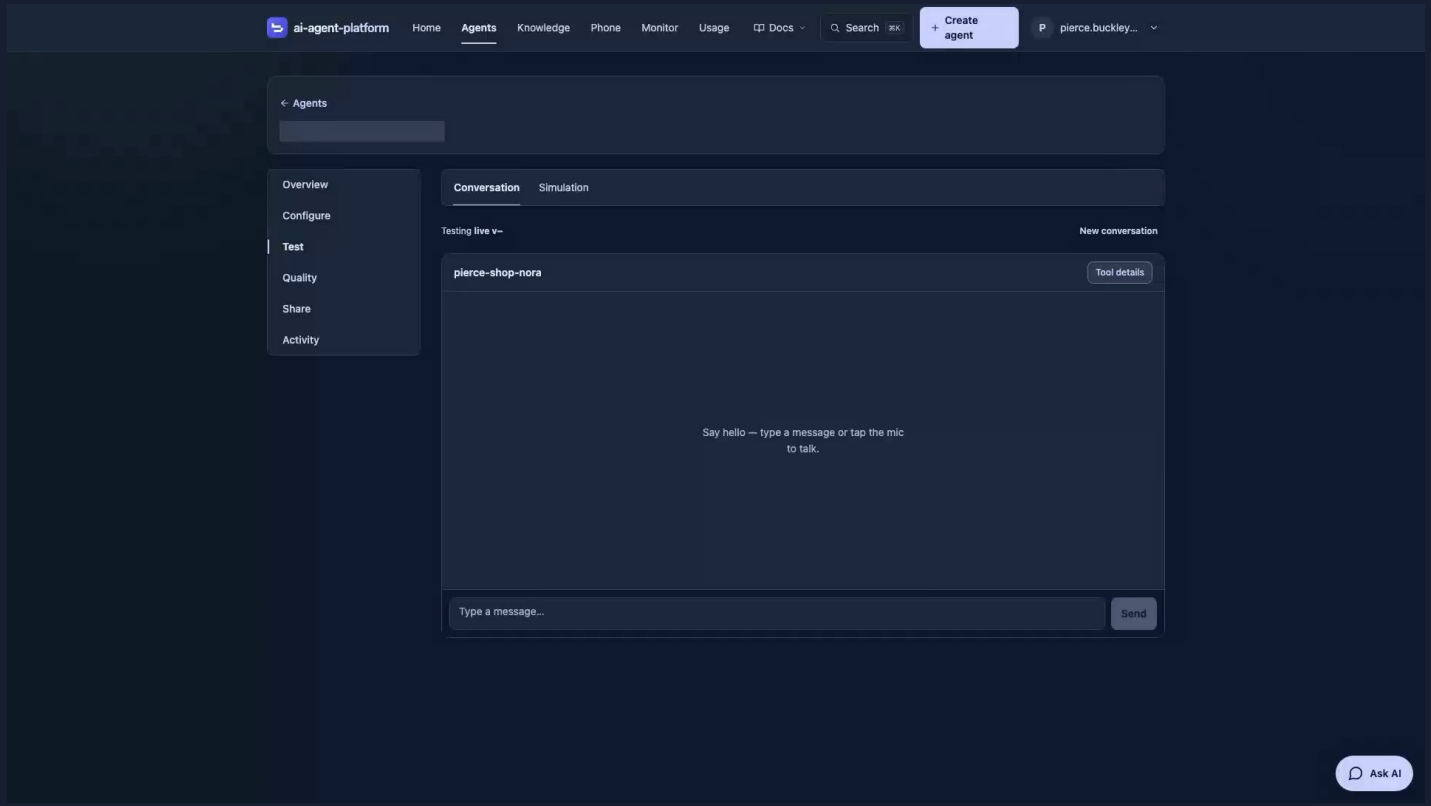
Mon	Product rewrites the pricing article
Tue	Legal changes the returns policy
Wed	Support adds three new FAQs
Thu	Someone merges two help pages

- Other people and departments add and change articles all the time.
- So the information itself keeps changing, and it's usually messy.
- Any change, by anyone, can make answers worse for the people you serve.

Test it, fix it, test it again



Same procedure, every automated system



If you want to...

Enhance your contact center

Automation, live transcription, translation, summarization, agent assist, wrap-up automation

Deploy AI agents

Chat and voice, internal and external facing

Solve an agentic engineering problem

Help your whole organisation make better use of its knowledge

...come and talk to us.

babelforce

What's eating *your resources?*

Bring us a process. Leave with a plan.

Try the AI readiness checker



Booth K05