



CONTACT CENTRE AND AI

BroadNet AI

Enterprise AI agents and chatbots that take action.

AI chatbots and autonomous action agents for customer service, sales and business automation, with English and Arabic language understanding. Graph ML understands your business relationships, not just keywords, and an agent framework takes action instead of stalling. Deployed in 21 days, from SaaS to air-gapped.

21 days

to production

EN + AR

native language understanding

24/7

availability

KEY CAPABILITIES

Graph ML for your business

Customers, products, processes and policies as a connected graph, so the model reasons across relationships.

Self-auditing knowledge

A small language model scans your knowledge base for accuracy gaps, contradictions and missing coverage.

Data sovereignty

SaaS, private cloud, on-premise, air-gapped or regional residency: same platform in every topology.

Agents that take action

Autonomous agents with persistent memory, tool use through MCP and multi-agent orchestration; human hand-off per policy.

Voice, chat and vision

Voice agents for phone lines, chat across channels, vision for documents, screenshots and ID checks.

Safety and guardrails

Prompt-injection defence and output policy enforcement, with escalation to people where policy requires.

USE CASES

Customer support that resolves

E-commerce sales

Internal operations

Lead qualification

HOW IT WORKS

- 1 Pre-built connectors for common enterprise systems.
- 2 Managed migration of your existing knowledge base.
- 3 Automated quality auditing during training.
- 4 A delivery team runs the project from kickoff to production in 21 days.

INTEGRATION OPTIONS

- CRM, helpdesk, ITSM and document repositories
- Teams, Slack and WhatsApp
- Any MCP server reachable as an agent tool
- SaaS, private cloud, on-premise or air-gapped

SECURITY & COMPLIANCE

ISO 27001

ISO 27018

ISO 9001

ISO 22301

SOC 2 Type II

GDPR compliance

Member of GSMA · MEF

Talk to the team

Tell us about your use case and a BroadNet specialist will follow up.

www.broadnet.me/contact

Full details

www.broadnet.me/platforms/broadnet-ai

