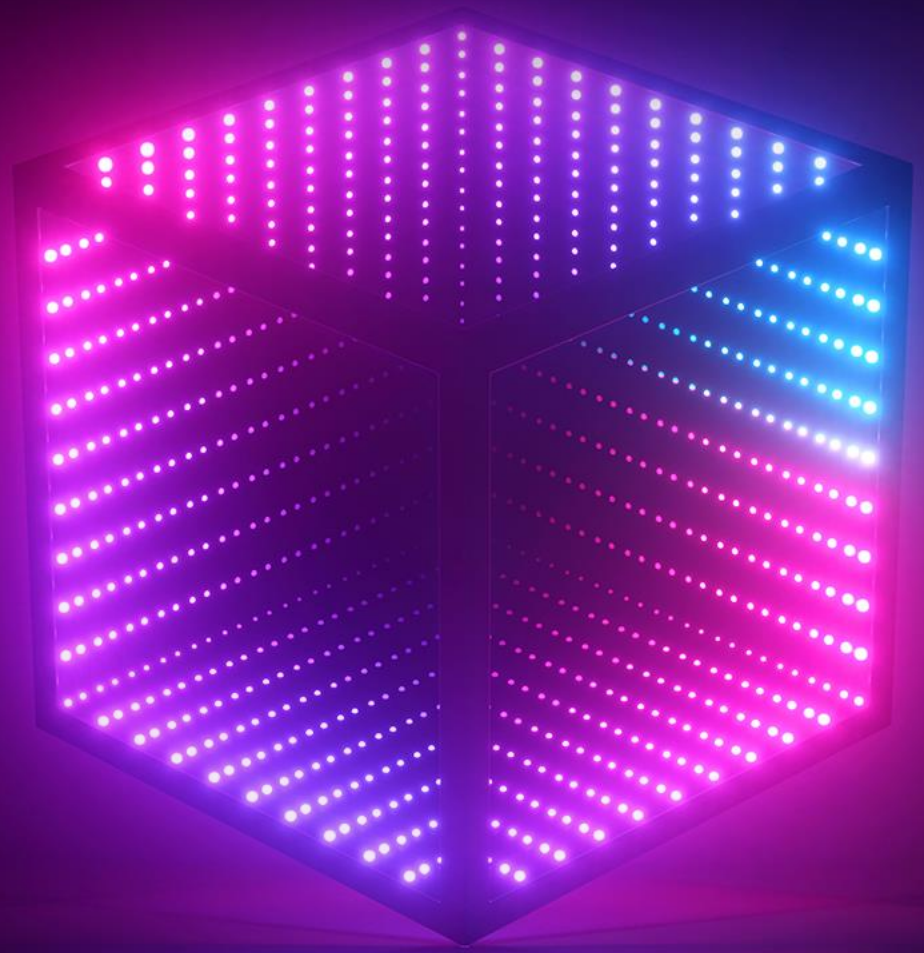
Beyond the AI Hype:

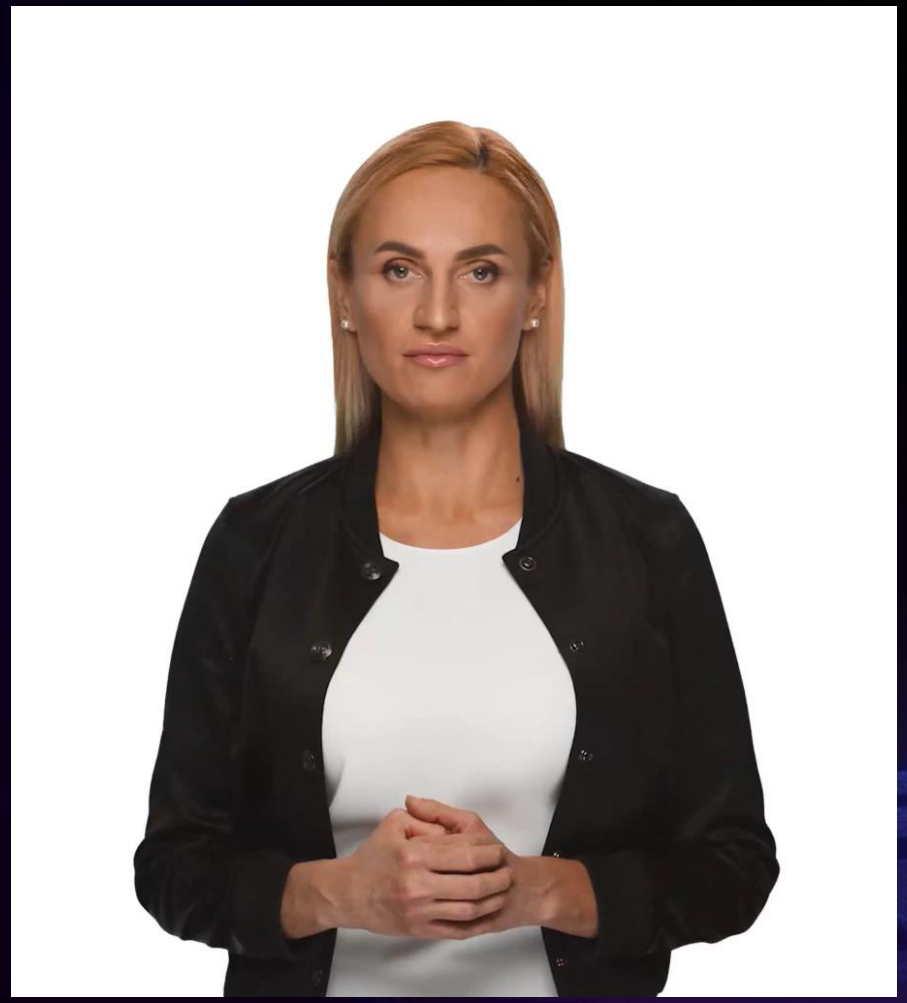
See It Work,
Belive in Potential



Belgrade, 09.04.2025.

COMTRADE
SYSTEM INTEGRATION

Intro



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AI Evolution: Accelerating Business Transformation

1 AI Reshapes Industries

Rapid advancements in AI are transforming industries through automation, analytics, and enhanced decision-making.

2 Businesses Embraces AI Innovation

Businesses are continuously integrating AI-driven innovations to optimize claims processing, personalize customer interactions, and improve operational efficiency.

3 Comtrade’s Internal AI Advantage

Comtrade leverages AI to enhance development processes and service quality, benefiting both internal operations and customer solutions.

AI Services

1 Internal Chatbots (RAG)

Seamlessly ask questions about internal data.

2 External Chatbots & Infomail

Route inquiries, draft replies, or chat like L1 support.

3 Automating Tasks with Agents

Handle tasks like automated data analysis.

4 Advanced Document Intelligence

Understand documents with images, tables, and infographics.

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5 Speech-to-Text Insights

Extract knowledge from calls or meetings.

6 Analysis of Call Center Transcriptions

Uncover trends or issues in call data.

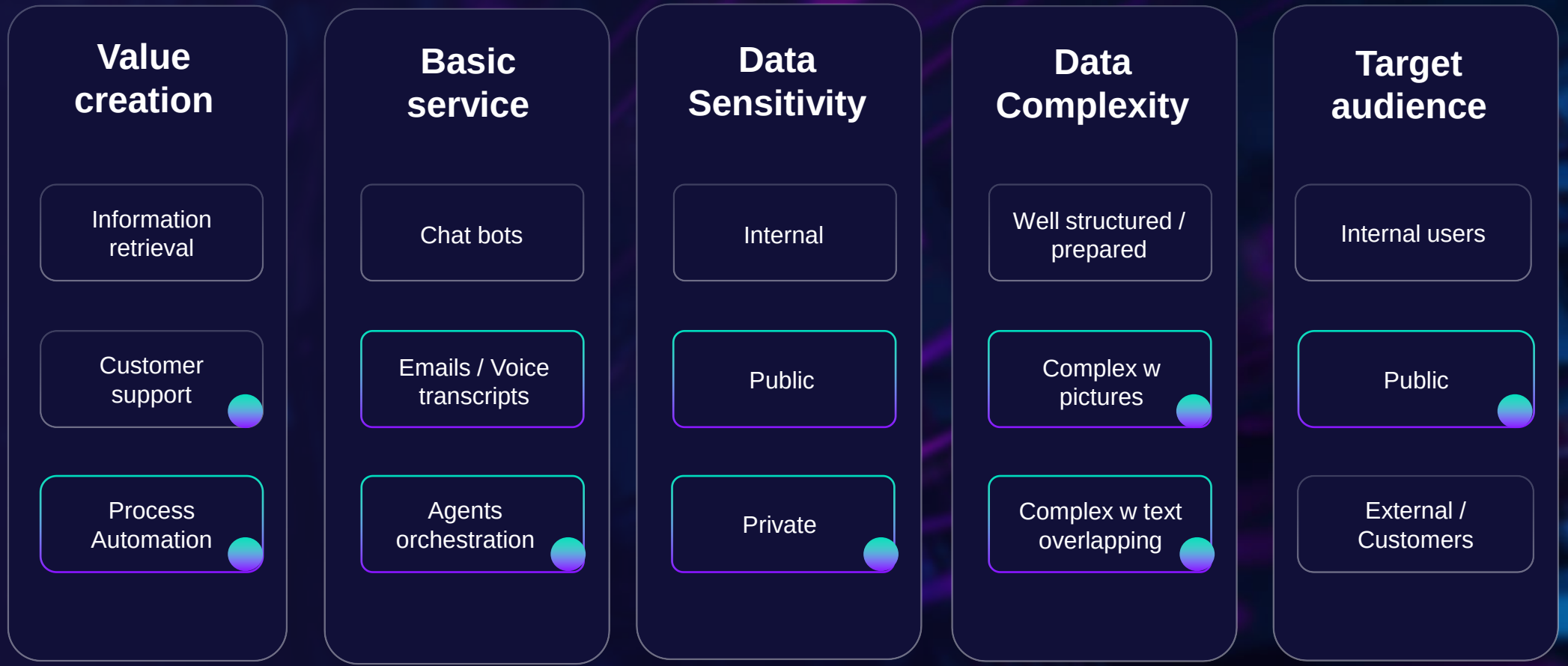
7 Voice Bots

Engage with customers conversationally.

8 Quality Check BOT (e.g., OfferGuard)

Ensure compliance and assist with quality assurance.

AI projects in CT classification



Higher complexity

Some of GenAI projects in production

Chatbot – 4 UC

- Now AI based public Chatbot - higher quality responses
- Internal processes Chatbot
- Email routing, summary, categorization, response generation
- Call center transcript summary

Lead Gen Chatbot

- Internal chatbot for complex product catalogues
- Chatbot for external website
- Lead generation with integration with SAP/Salesforce

Tax advisor Chat bot

- Chat-bot based on two laws for Income and Tax Procedures
- Very complex legal terms and overlapping of terminology with plenty exceptions

HR Chatbot

- HR chatbot
- MS Teams integration
- Personalization with API integration

Speech-2-text

- Call center transcript summary in Slovenian language

Email classification

- Classification of customer emails
- Response suggestion
- Sentiment analysis

Email response automation

- Email Response Automation for Customer Inquiries in DARS using Dynamics 365, OpenAI, and Azure

Internal Chatbot

- Internal Chatbot designed for Service Desk operator for faster onboarding process
- Chatbot over internal SOPs (internal IT policies & user manuals)

Pre/Sales Process with OfferGuard Chatbot

Comtrade has integrated a chatbot named OfferGuard into its pre-sales and sales process to ensure that company standards and requirements are met.

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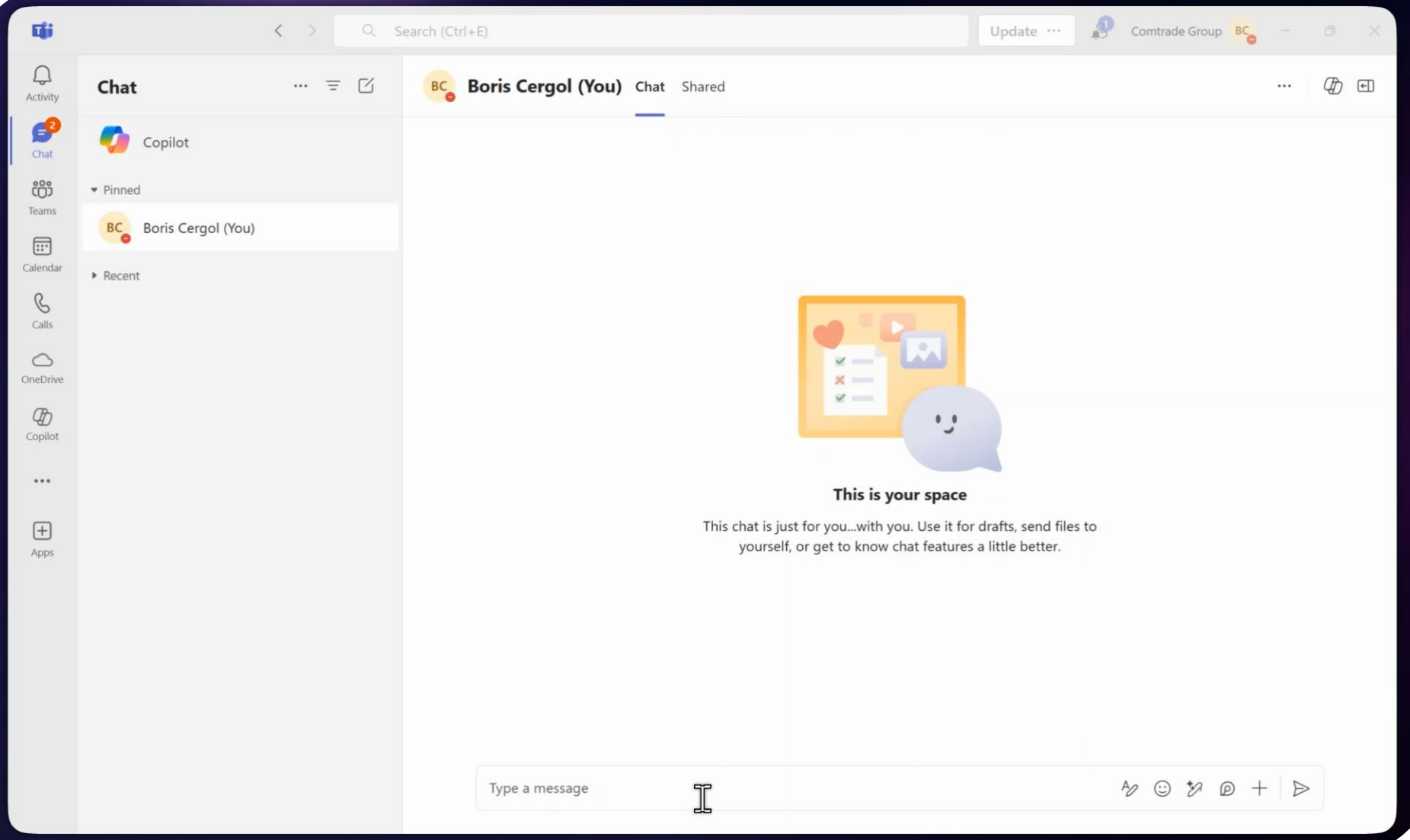

COMTRADE SYSTEM INTEGRATION

Simplify. Accelerate. **Integrate.**

ColPali Chatbot streamline data faster

Comtrade has developed a chatbot named ColPali that enables reading of structured and and unstructured documents that will optimize work and resources.

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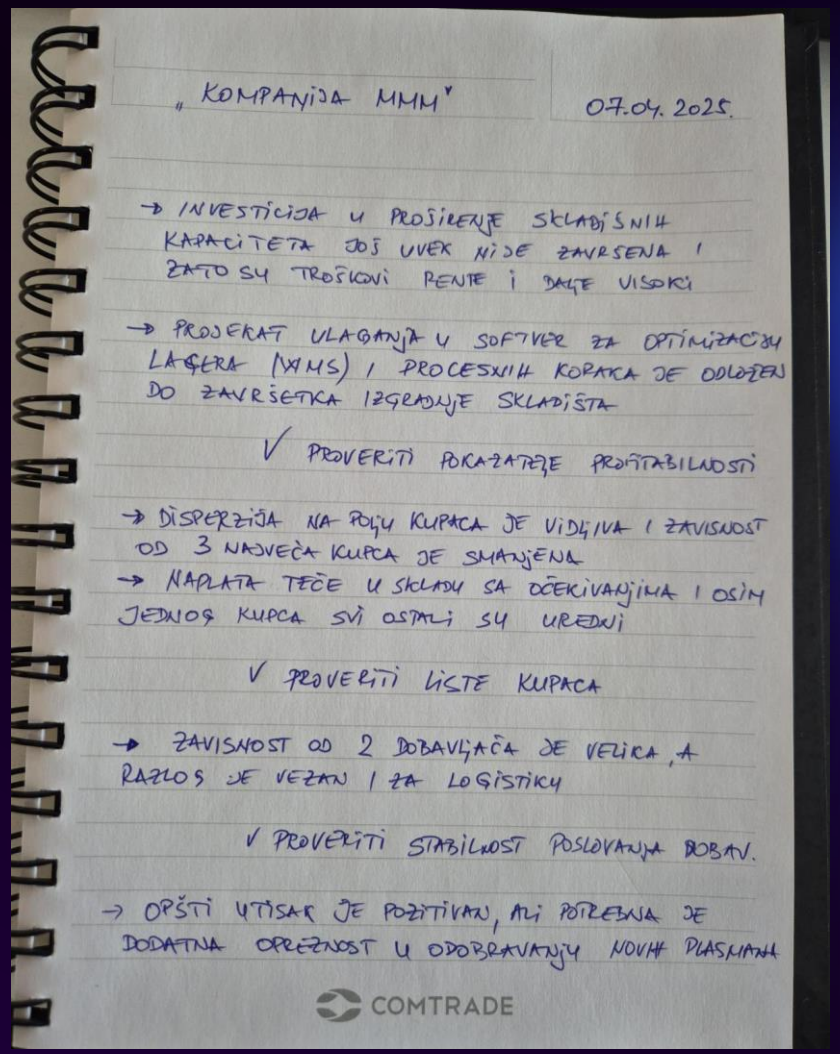

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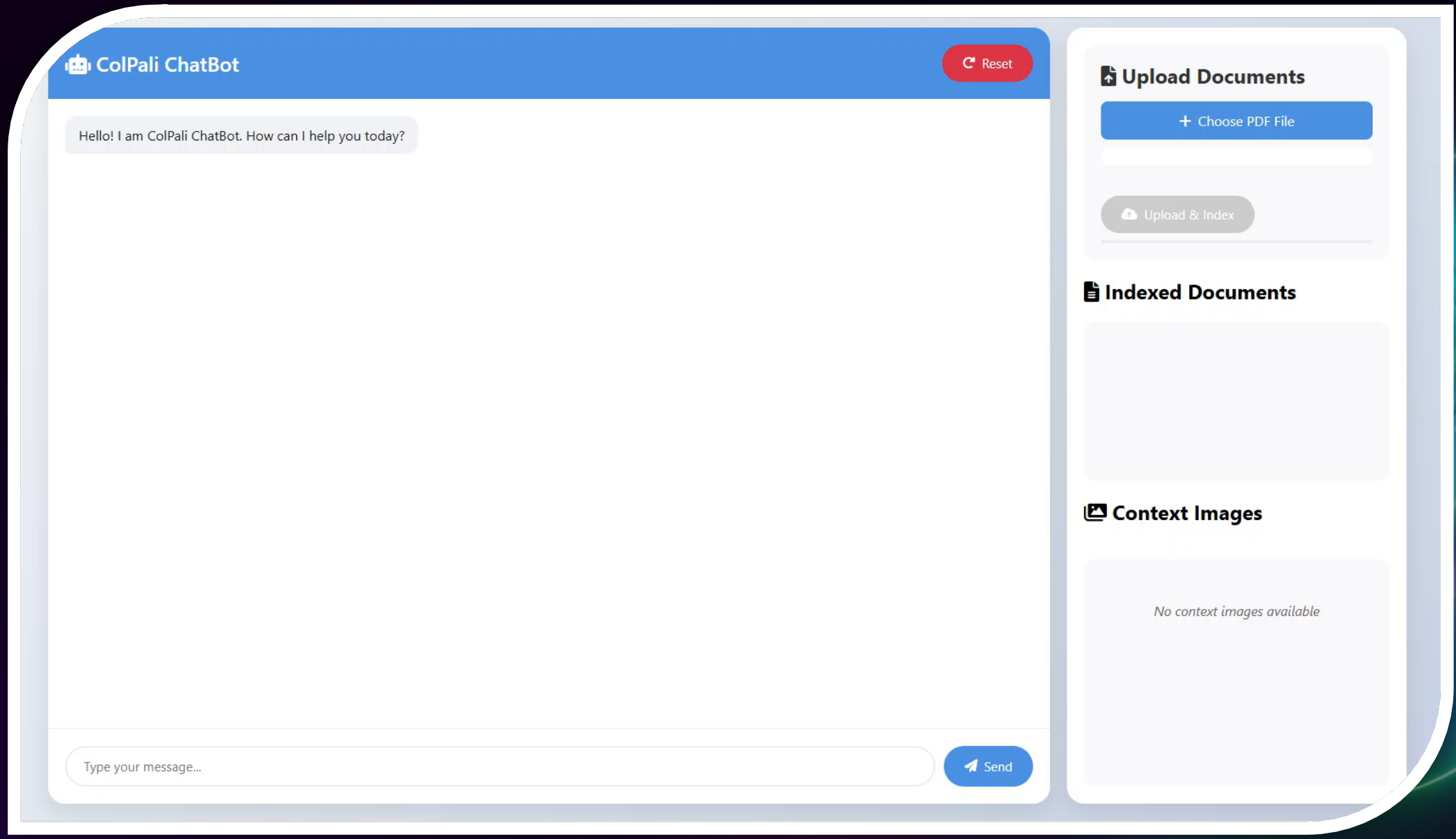
Simplify. Accelerate. **Integrate.**



COMTRADE SYSTEM INTEGRATION

Simplify. Accelerate. **Integrate.**

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Partnership that **makes sense.**

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