

PRODUCT SHEET

AITHANEX AI

AITHANEX AI is an artificial intelligence platform for support, knowledge lookup, operational assistance and report generation

Type:

Product sheet

Product:

AITHANEX AI

System:

AITHANEX (management, data and operations platform)

Audience:

Customer, pre-sales, management and operations

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Description

AITHANEX AI is an artificial intelligence platform for support, knowledge lookup, operational assistance and report generation.

Purpose

AITHANEX AI provides a private environment to create AI agents oriented to the organization's real processes. Each agent has a defined function, authorized information sources, action permissions and an activity log.

The platform makes it possible to build support assistants, analysis agents and operational query tools. Its main value lies in adapting artificial intelligence to the context of each organization, with or without data sources connected from the start.

Within the platform, it integrates with **AITHANEX Things** (operational IoT platform) to query operational information and prepare actions on devices, always under defined permissions and rules.

What it solves

AITHANEX AI applies artificial intelligence in a controlled, useful way adapted to each organization.

It makes it possible to create specialized agents to look up information, assist users and generate replies or reports with defined criteria.

Functional components

- **Agent designer.** Visual environment to define what each agent does, what information it can query and what limits it must respect.
- **Context sources.** Connection to documentation, internal instructions, history, operational data or authorized external systems.
- **Rules engine.** Configuration of criteria to decide when to reply, when to escalate and when to ask for human validation.
- **AI model management.** Ability to combine different AI engines according to privacy, cost, speed or task complexity.
- **Tool integration.** Connection to ticketing systems, analytics, business management, APIs, internal applications and MCP tools, including the ThingsBoard operations environment when the project enables it.
- **Activity audit.** Record of queries, sources consulted, permissions applied and results obtained.

AI-assisted digital support

AITHANEX AI brings intelligence to the support and operations channels connected to the platform.

It does not replace the conversational inbox or the channel management of **AITHANEX Customer service** (conversational management product). It complements it with AI agents capable of classifying queries, looking up authorized knowledge, preparing replies and summarizing conversations.

When the flow provides for it, agents can step in on webchat, WhatsApp, Instagram or other connected channels. Each intervention is subject to permissions, available sources and handoff rules.

If the case requires human support, the conversation is handed off to the operator with the context preserved. In this way, AI acts as a layer of assistance, analysis and supervised automation within the **AITHANEX** system.

Typical applications

- **Technical support.** Answers questions about products, installations, incidents or procedures based on authorized documentation.
- **Assisted digital support.** Automates replies on digital channels and hands off to human operators when appropriate.
- **Operational monitoring.** Summarizes states, organizes available information and helps prioritize incidents.
- **Maintenance and diagnosis.** Gathers documentation, history and available data to prepare cause hypotheses and recommendations.
- **Administrative management.** Prepares drafts, reports, summaries or supporting information for external systems.
- **Internal knowledge lookup.** Facilitates searches across manuals, datasheets, contracts, procedures or project documentation.
- **Assistant for AITHANEX Things.** Makes it possible to query operational information, interpret states and prepare actions on connected assets through MCP tools of the ThingsBoard environment, when the deployment allows it.

Advantages

- **Own context.** The AI works with the customer's data, documents and history, not with generic answers.
- **Privacy.** Information is managed within the environment defined for the platform.
- **Model flexibility.** The customer combines different AI models according to the cost, privacy and complexity of each case.
- **No programming.** Agents and flows are configured through visual tools.
- **Traceability.** Replies leave a record of sources, criteria and results.
- **Integration with AITHANEX.** Connects with **AITHANEX Things**, MCP tools and other systems connected to the AITHANEX environment.
- **Operational focus.** Solves real tasks: support, lookup, assistance and reporting.

References

- AITHANEX Things: <https://aitha.es/en/platform/things/>
- AITHANEX Customer service: <https://aitha.es/en/platform/inbox/>
- AITHANEX: <https://aitha.es/en/platform/>