

TECHNICAL DATASHEET

# AITHANEX Customer service

Conversational management product to centralize digital channels, bots, human support and an agent mobile app

**Type:**

Technical datasheet

**Product:**

AITHANEX Customer service

**System:**

AITHANEX

**Audience:**

Engineering, integration, support and operations

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1.0

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## Product type

Conversational management product to centralize digital channels, bots, human support and an agent mobile app.

Its function is to operate customer conversations from a common inbox.

## Role within the system

**AITHANEX Customer service** receives queries from connected channels, keeps history and allows replies from web or mobile.

Bots can resolve frequently asked questions, guide defined flows and collect initial information.

When appropriate, the conversation passes to a human operator with the recorded context.

Integration with **AITHANEX AI** is optional and serves to extend bots with classification, knowledge lookup or contextualized replies.

The system operates with human agents and automations on inputs from enabled web, messaging, email and social network channels.

Agents can reply from the web interface or from the mobile app, maintaining shared context in the same conversation.

## Operational issue

Customer service is often split across different channels, accounts, conversations and teams.

That dispersion makes it harder to assign owners, keep history, measure times and hand off queries without losing context.

## Capabilities

- **Omnichannel inbox.** Gathers conversations from web, WhatsApp, Instagram, Facebook Messenger, email and other enabled connectors in a common environment.
- **History per contact.** Maintains the context of each contact or conversation for continuity between sessions.
- **First-level bots.** Run automatic flows, answer frequently asked questions and collect initial data.
- **Handoff to operator.** Transfers conversations from bot to person through configured rules or manual intervention.
- **Human support.** Agents read, reply, reassign, close and follow up from the web interface or mobile app.
- **Organization.** States, labels, queues and owners to organize the support workload.
- **Metrics.** Records incoming conversations, activity, response times, handoffs and recurring topics.
- **Customization.** Adapts visual identity, initial messages and channel presentation.
- **Routing.** Assignment by channel, queue, priority, schedule or responsible team.
- **External integration.** APIs, webhooks or connectors defined by the project scope.

## Model

- **Input.** A query arrives from a connected channel.
- **Identification.** The conversation is associated with a contact, channel and history.

- **Bot.** The automatic flow handles the customer's input, classifies it or requests initial data and, when it integrates AITHANEX AI, can reply based on knowledge connected through RAG (retrieval of authorized knowledge to answer with context).
- **Handoff.** If needed, the conversation passes to an agent or team.
- **Support.** The agent replies from the web inbox or mobile app.
- **Measurement.** Times, handoffs, volume and recurrence are recorded.
- **Closure.** The conversation remains available for later follow-up.

### Optional link with AITHANEX AI

AITHANEX AI can provide:

- Assisted classification.
- Documentation lookup.
- Reply suggestions.
- Identification of recurring topics.
- Conversation summaries.

This integration is not required to operate the basic conversational inbox.

### References

- AITHANEX Customer service: <https://aitha.es/en/platform/inbox/>
- AITHANEX AI: <https://aitha.es/en/platform/aitha-ai/technical/>