

madison

AI: Search. Chat. Voice.

Why?

AI: Search. Chat. Voice

To help our clients...

1. Improve **productivity** - saving time & money and seeing a ROI
2. Genuine improvement for **CX**
3. A cost-effective solution that **we can deliver, manage, maintain and support**
4. Show clients & stakeholders the business is at the **forefront of technological advances**



532 ↑

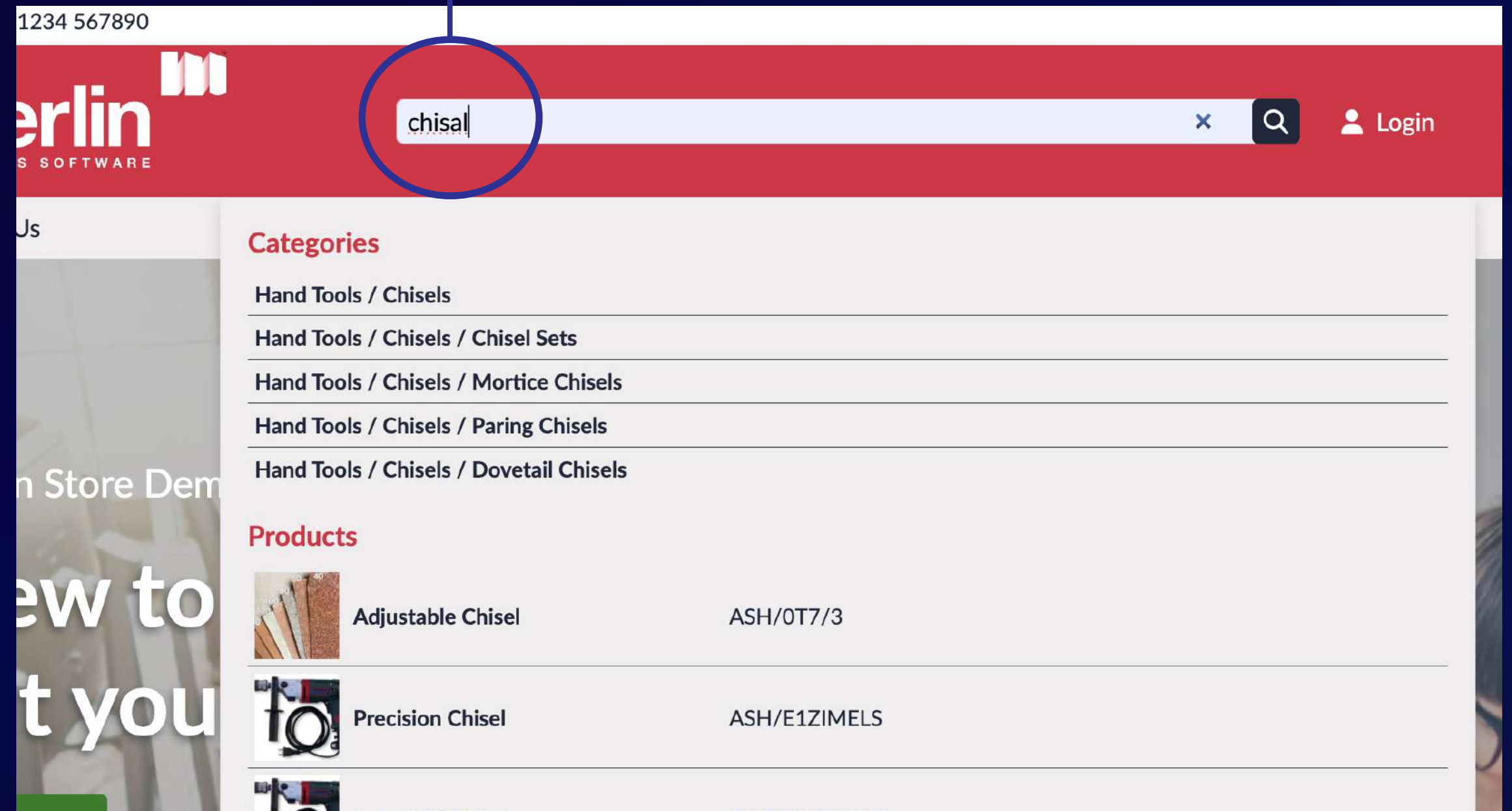
ai: Search.

Transform the way users find information.
Madison AI Search delivers fast, intelligent results that go beyond your website...

- Scanning documents
- Supplier data
- Product catalogues to provide precise, context-aware answers.
- Build quotes and wish lists
- Bespoke application integrations

It learns from user behaviour, corrects spelling, and suggests relevant products or content - creating a smoother, smarter user experience and increasing conversions.

Spelling mistake example



Use cases...

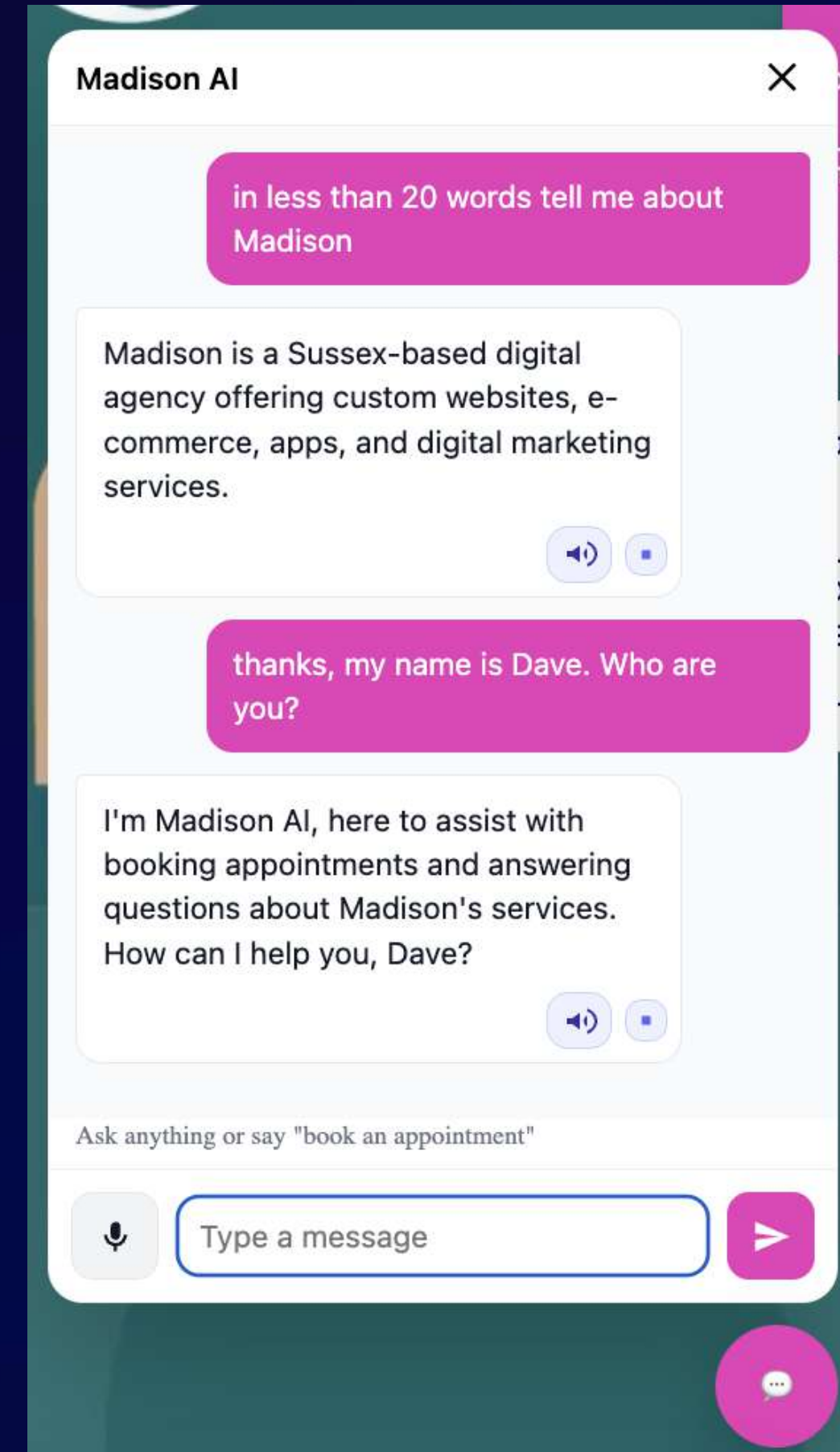
1. Internal use LLM/AI search engine (only chosen data and information)
2. Website Search bar (as per example)

ai:Chat.

Available via your **Website Chat or WhatsApp**, the AI Chat Assistant provides instant, intelligent support. It can ...

- Answer questions
- Recommend products
- Process orders
- Create tickets
- or Escalate to a human when needed.

Fully integrated with your business systems, it learns from each interaction to deliver ever-better results, improving customer satisfaction and freeing your team's time.



Use cases...

1. **Company WhatsApp:** Handling incoming queries, complaints, issues, sales
2. **Website ChatBot:** Informative chat if website users don't want to call or email

ai: Voice.

Our AI Voice Agent acts as a...

24/7 digital receptionist

- Handling calls
- Booking appointments
- Facilitate payments
- Answering questions

Always available, never tired, and always on-brand, it integrates seamlessly with your website, CRM, or ticketing system to deliver consistent, efficient service day or night.



Use cases...

1. Overflow call handling
2. Tradesman call handling if busy on site
3. 24/7 call handling



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