



**Supercharge
your  success**

**—
fast, safely, at scale
with Agentic AI**



ko/vecta

Stop building from scratch.

Start accelerating.

Has your AI stalled?
Are you stuck at pilots?
Or looking for better returns?

Agentic AI's promise is compelling. You can shift from reactive customer service to proactive customer care. After all, that's what today's customers are looking for.

But without an accelerated and responsible AI strategy, implementation is risky. The problem isn't lack of AI tools. It's how to scale and optimize value fast.

Many companies offer discrete AI toolsets. Konecra is different.

We've turned all our knowhow into a choice of modular, ready-to-deploy AI agents. With 80% of the work already done, you'll achieve your business goals in weeks, not months.

No need to rip out or replace existing systems. Instead you'll have a secure and open framework that flexes as your business and AI evolve.

Let's supercharge your AI today.

**80%
OF YOUR SOLUTION
PRE-BUILT**

**OUTCOMES
IN JUST 30-90 DAYS**

**100%
FUTURE-PROOF**

**0%
VENDOR LOCK-IN**

Today's challenges



LEGACY IT AND TECHNICAL DEBT

Complex, fragmented IT and siloed data limit the benefits of AI

SECURITY, COMPLIANCE & TRUST

Proving that AI is secure, compliant and responsible is a major board-level issue

DIVERSITY OF AI TOOLS

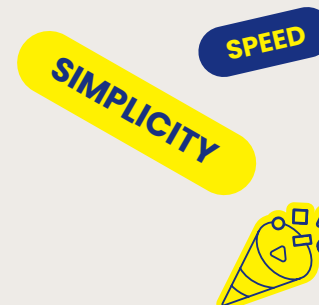
Different departments may be testing different 'black-box' tools, making scaling harder

DAY-2' OPERATIONS

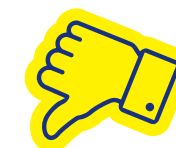
Confidence in AI depends on robust management and visibility after go-live

VENDOR LOCK-IN

Proprietary AI tools trap you with a single vendor, limiting essential agility



The realities?



For your customers Friction, delays and errors, leading to lost confidence, frustration and churn

For your business More complexity, higher costs and shadow IT, leading to inefficiencies and delayed ROI

Feel the future: How Konecta can help 😊

Meet Kolibri, our set of pre-built and secure AI-first agents

Delivering an exceptional customer experience today requires more than just adding artificial intelligence to your tech stack, it requires flawless orchestration. Kolibri is our proprietary, AI-first coordination platform designed to unify your customer data, AI agents,

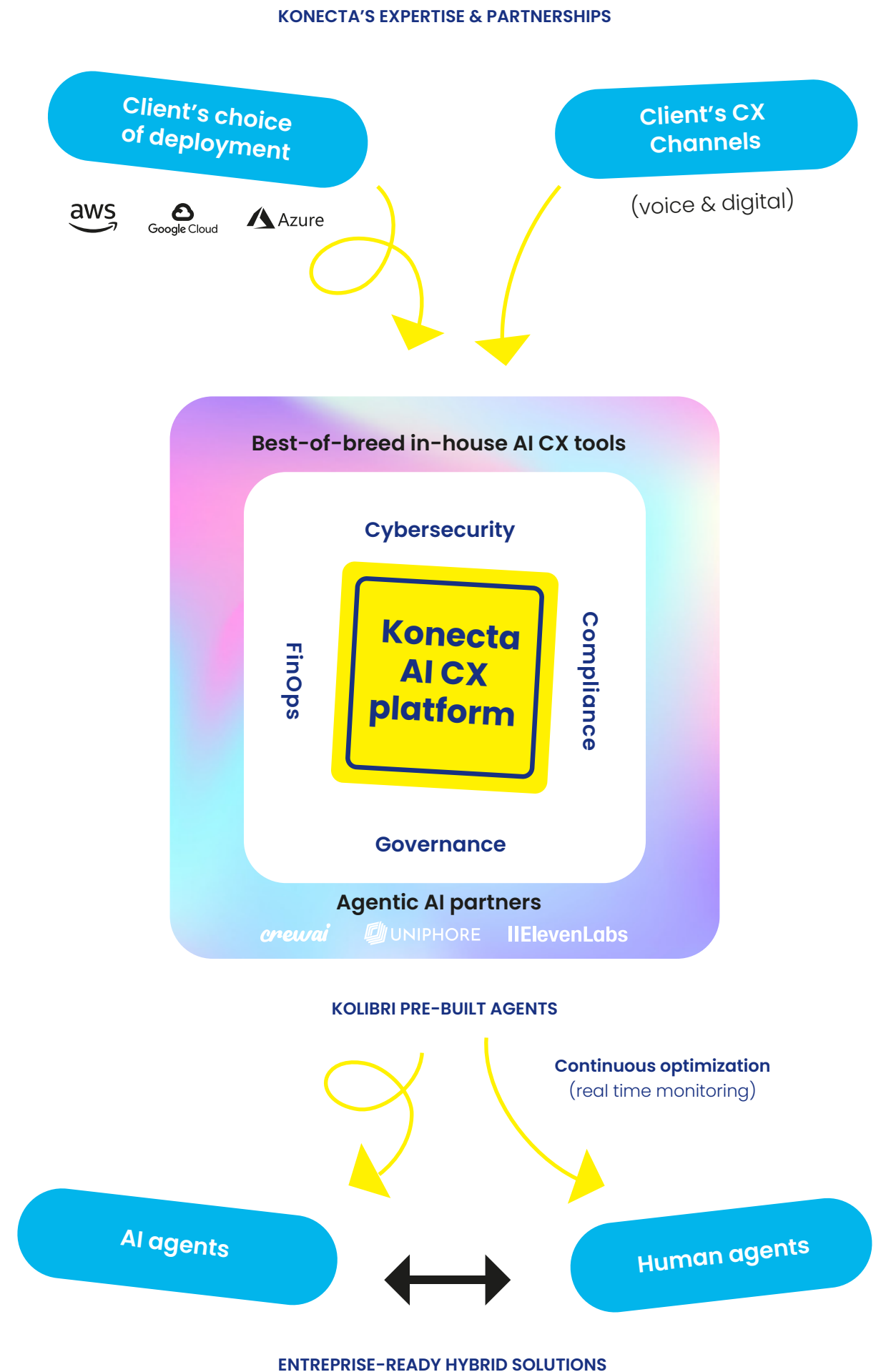
and human experts into a single, highly efficient ecosystem. By analyzing real-time customer context, Kolibri intelligently decides the most effective path to resolution, ensuring your customers get the right answer, exactly when they need it.

Your 80/20 accelerator

We design AI that delivers fast every time, seamlessly blending human and automated service. We have moved beyond simply routing inter-actions to delivering measurable business outcomes. We do this using a suite of modular, outcome-driven agents from smart refunding and bill processing, to digital order management and smart field operation.

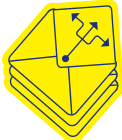
Skip the painful trial-and-error phase and move straight to continuous optimization

Every agent in our catalog is 80% pre-built, tested and secured — so we can focus the last 20% on delivering precisely for your business.



Choose from our catalog

Our cross-industry accelerators: proven pre-built AI agents transforming your key CX workflows into autonomous operations

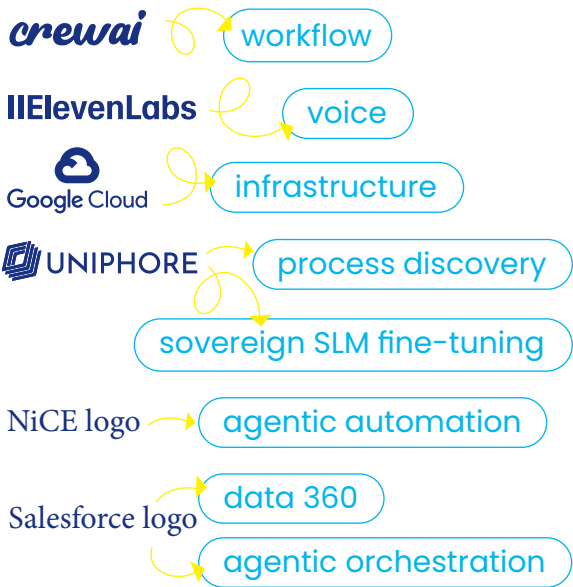
	Challenge	Solution	Impact
 VoC/VoE	- Fragmented sources - Poor-governance	Centralized feedback, identity root causes, enable closed-loop actions	+20% REVIEW IMPROVEMENT -50% COMPLAINTS
 BO automation	- Isolated bots - Fragmented management	Orchestrate end-to-end processes with automation and human escalation	-30% COST -50% PROCESSING TIME
 Smart FAQs	Outdated, hard to find, or not contextual content	Deliver contextual answers through dynamic knowledge & recommendations	-40% HUMAN-HANDLED CONTACTS
 Email triage	- Long handling times - Inconsistent quality - Error and backlogs	Structure, classify and prioritize inbound communications to optimize handling and routing	+20% PRODUCTIVITY +20% ROUTING ACCURACY
 Digital collection	- High costs - Strict compliance laborintensive actions	Compliant recovery strategies though segmentation and omnichannel engagement	+10% CONTACT RATE +5% CONVERSION

Our industry-specific accelerators:
pre-built use cases tailored to your sector-specific needs

 Retail	Digital order management Peak scaling & upselling +60% AUTOMATION RATE	Return and refund Auto-risk scoring & reverse logistics +40% PRODUCTIVITY	Order tracking AI-powered Real-time tracking management +35% AUTOMATION RATE
 Telecom	Billing management automation AI handling of billing inquiries and disputes -20% COST REDUCTION	Technical support and smart resolution Automated troubleshooting for services issues +50% AUTOMATION	Digital appointment AI-driven booking and field route optimization -45% LEAD TIME REDUCTION
 Utilities	Billing management automation AI handling of billing inquiries and disputes -20% COST REDUCTION	AI-powered sales enablement Adaptative e-learning with proactive, personalized training assets +15% SALES CONVERSION	Digital appointment AI-driven booking and field route optimization +30% SELF-SCHEDULED APPOINTMENTS
 Finance & insurance	Claim management Argentic AI-empowered claim management -40% E2E WORKING TIME		
 Travel & tourism	Room assignment automation Decision engine that automates room allocations -65% REDUCTION IN GUEST WAITING TIME		

Open "building-block" framework

We use API-enabled, open-source components that connect your existing systems, data and people. To give you the greatest choice, we orchestrate best-of-breed techs and leverage our trusted partnerships with other industry leaders in CX and Agentic AI. You are never locked into a proprietary technology stack. So as AI advances, you can swap in better tech components to meet your needs.



Enterprise-ready from day one

For your peace of mind, every AI agent is enterprise-ready and fully visible by your business, IT and Security teams.

Compliant by design

Every agent features baked-in security, strict GDPR compliance, and full alignment with the EU AI Act for complete traceability and human oversight.

Day-2 operations and governance

We monitor, train and optimize your AI and human work-force continuously.

Observable and auditable

Real-time dashboards trace and audit every single agent decision, complying with OpenTelemetry standards.

Smart FinOps

Optimize your AI ROI on GCP. Our custom APIs let you seamlessly switch LLMs to guarantee the best model at the best price, backed by a transparent cost-tracking dashboard.

Guaranteed business outcomes

We align our success with your results. You can move from idea to production in 30–90 days, scaling impact over quarters, not years. Whether it's happier customers, lower cost-to-serve, or higher sales figures, we design and operate based on the goals you want to hit.



How we'll partner with you



AI transformation is complex. We've done it before so we'll guide you through every stage.

Advisory & process discovery

We'll use Agentic AI to analyze your CX processes, map business outcomes and co-create a clear roadmap — pinpointing which outcomes should stay human-led, which should be AI-augmented, and which to redesign as agentic-first.

Accelerated build & integration

We take a proven vertical use case from our catalog and customize the final 20% for you. Our open API-first framework integrates securely into your existing CRM, data lakes and omni-channel tools without disrupting your IT.

Hybrid operations & optimization

Once live, our orchestration platform manages seamless handoffs between human and AI agents. We provide continuous enterprise-grade monitoring, data compliance, cybersecurity and model optimization to guarantee the business outcomes we committed to.

SECURE

SPEED

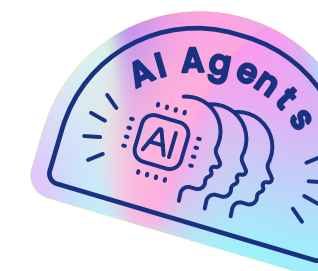
SIMPLICITY



Already making the difference

Konecta is a results-driven orchestration partner

We run millions of interactions daily, helping our clients achieve their ambitions, with human expertise and AI working as one.



Result

Latam retail bank Cash collection

We transformed a highly human-dependent cash collection process into a fully deployed Agentic AI solution at scale.

After just six months, the AI agent performs as well as top human performers while operating at almost 20% of the cost per call.

Telepizza Conversational agentic AI voicebot

We deployed an intelligent order intake assistant seamlessly integrated with commercial, inventory and POS systems.

Higher lead conversion rates, with omnichannel natural language ordering and 80% of foundational build automated.

Iberostar AI-powered hotel room assignment

We transformed Iberostar's complex check-in operations by deploying an AI-powered decision engine that automates room allocations, eliminating manual staff intervention and reducing average guest wait times.

After full automation, the model improved overall guest satisfaction by 20% while slashing check-in wait times by a massive 65%.

Ready to accelerate?

We offer a 15 day trial access to Kolibri

to explore our library of AI agents, try them out, see how they work, and discover how our agility and accuracy align with your business objectives.



Say goodbye to



- Fragmented customer & agent experiences
- Layering of point solutions
- Vendor lock-in

Say hello to

- Joined-up AI-powered outcomes
- Rapid time-to-value
- Freedom from the AI hype cycle



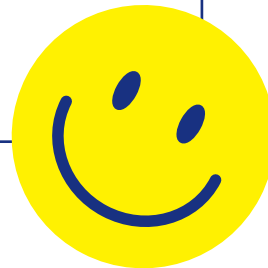
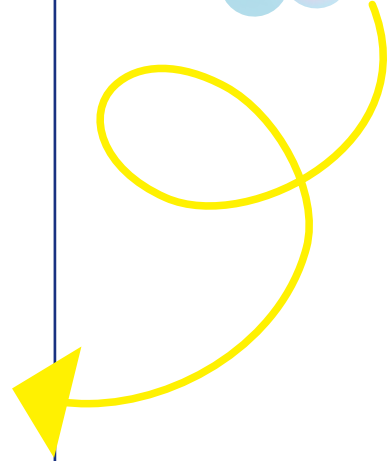
Book a meeting with our experts today.

<https://solutions.konecta.com/kolibri-contact-sales-team>

About Konecta

Konecta is a leading innovative global service provider in customer management business process and digital outsourcing, with 109,000 passionate employees working in 30 languages across 4 continents and 28 countries. Focusing on the unique needs and opportunities of each industry, Konecta offers a full range of end-to-end customer management solutions – including acquisition, retention, customer service, technical support, and collection – all based on a sustainable business model. These services are built on a portfolio of world-class expertise covering customer experience and process management, digital solutions and cutting-edge technologies. Headquartered in Madrid, Konecta delivers global revenues of €2 billion with more than 500 clients, covering some of the biggest names in telecoms, energy, banking, mobility, retail, and e-commerce.

konecta.com



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