

Deliver human-like customer experiences with AI

Rasa is designed to make conversations with your brand feel as natural as talking to a real person, even when things don't go as planned.

“Interruptions or sudden changes of mind are a fact of life in real conversations.”

With Rasa, your AI doesn't just tolerate these moments...

it handles them with the same grace and flexibility as a skilled human agent.

What sets Rasa apart?

Listens Like a Human

Rasa lets users interrupt naturally, adapting in real time instead of sticking to a script

Feels Effortless and Fluid

Rasa understands and remembers multiple details in one message, so users don't have to repeat themselves.

Empowers Real Engagement

Rasa enables true, two-way conversations where users feel heard and in control

Try it out for yourself to see Rasa in action!

Telco

Telecom Interruption and FAQ Search

Rasa Listens Like a Human

Rasa lets users interrupt naturally, adapting in real time instead of sticking to a script



my wifi isn't working

Can you find your router?



what is a router?

A router is a ...

Let's continue
troubleshooting your WiFi
issues.

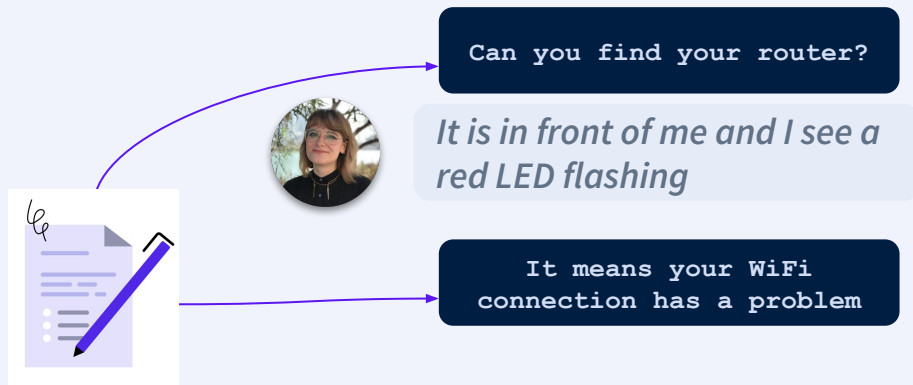
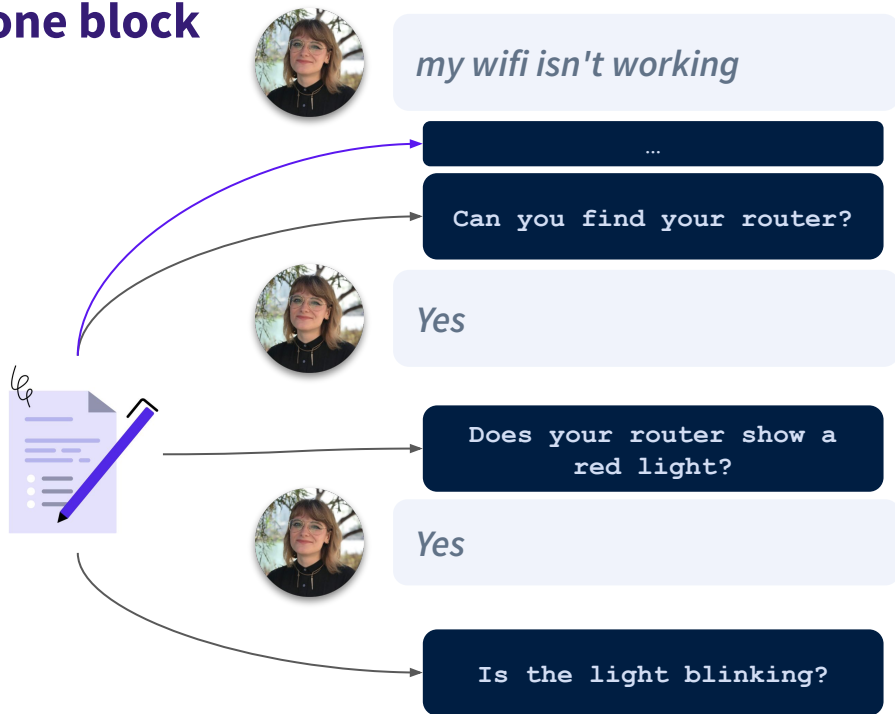
Can you find your router?

**Rasa CALM Out-Of-The-box
interruption handling, then
leveraging a FAQ Search**

Telecom Providing information in one block

Rasa Feels Effortless and Fluid

Rasa understands and remembers multiple details in one message, so users don't have to repeat themselves.



Rasa CALM
Out-Of-The-box will
adjust the conversation
flow to skip some steps

Telecom

Automatic correction handling

Rasa Empowers Real Engagement

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Which month's bill would you like to see?

May



Your bill for May is 98 euros.

oops, I meant April

Ok, I'm updating the month to April.

Your April bill is 72 euros.

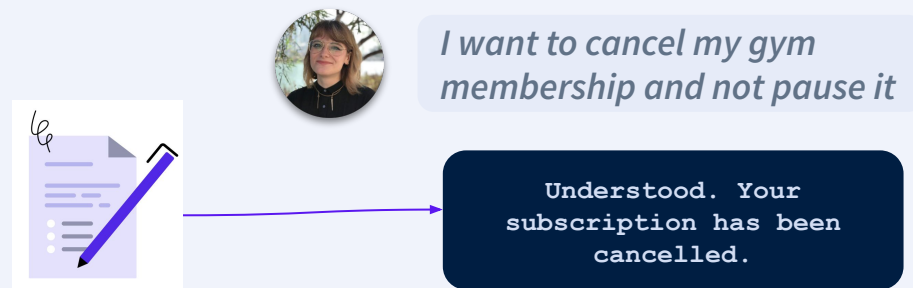
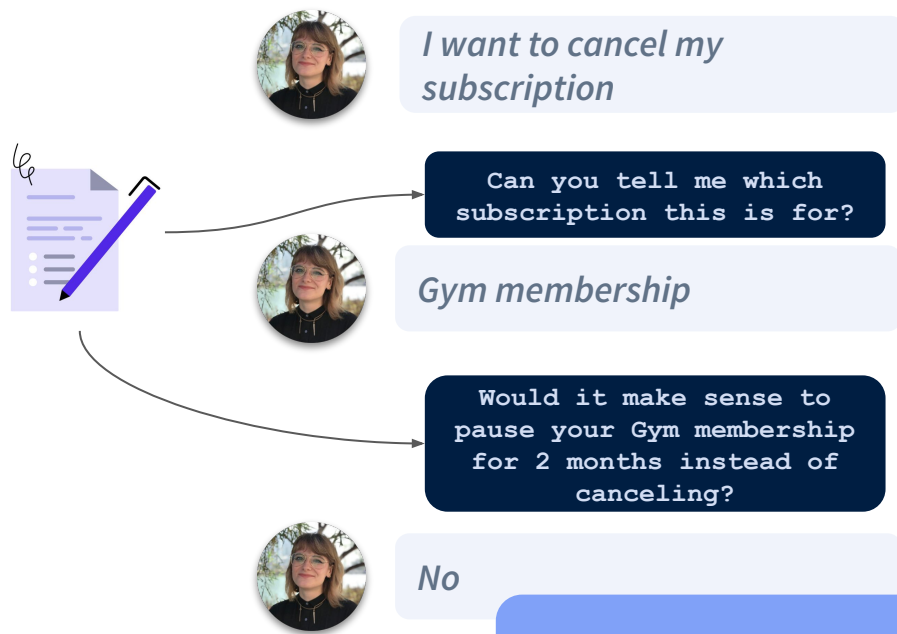
Rasa CALM Out-Of-The-box handling of end-user corrections

Retail

Retail Providing information in one block

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Rasa CALM Out-Of-The-box will adjust the conversation flow to skip some steps

Retail Automatic correction handling

Rasa Empowers Real Engagement

Rasa enables true, two-way conversations where users feel heard and in control



I need to return my order

...

Can you please tell me the order number?



ord456

This order hasn't been delivered yet. Do you have any other concerns about this order?



*actually it's order number
ord123*

I am updating the order number to ord123.

Got it. You'd like to return your item, I can help with that.

**Rasa CALM Out-Of-The-box
handling of end-user
corrections**

Retail Interruption and FAQ Search

Rasa Listens Like a Human

Rasa lets users interrupt naturally, adapting in real time instead of sticking to a script



I need to return my order

...

Would you like to exchange
your item?



*I don't know, do I have to pay
a fee to exchange an item?*

Please allow me a moment
to check on that.

No, there is no fee to
exchange an item as long
as it is completed within
the 90-day return window.

Would you like to exchange
your item?



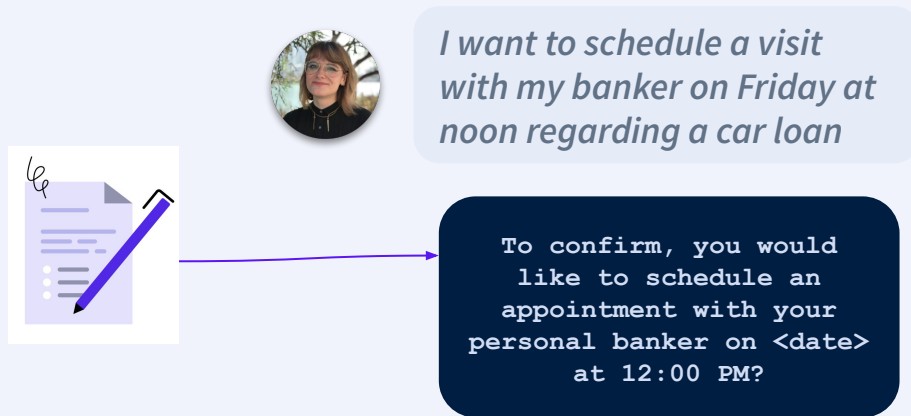
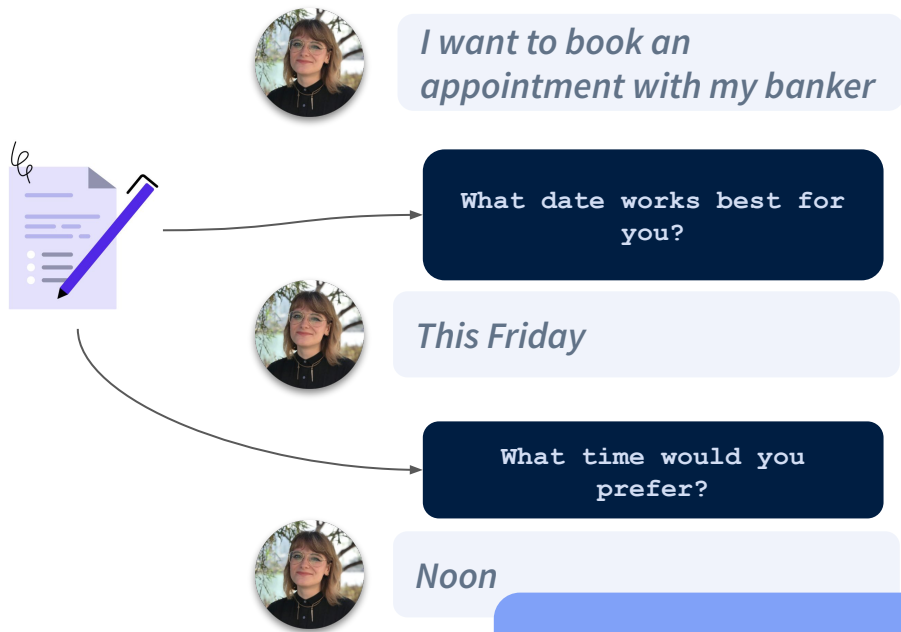
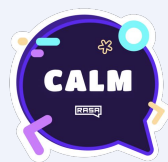
**Rasa CALM Out-Of-The-box
interruption handling, then
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Retail Banking

Banking Providing all information in one go

Rasa Feels Effortless and Fluid

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Rasa CALM Out-Of-The-box will adjust the conversation flow to skip some steps

Banking Automatic correction handling

Rasa Empowers Real Engagement

Rasa enables true, two-way conversations where users feel heard and in control



I need to replace my card

...

I can send your card with standard or priority delivery. Which do you prefer?



Standard

Is 1 Embarcadero Center, in San Francisco still the best address to send your card?



Oops, I meant priority

Alright, I'm updating the shipping method to priority mail.

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handling of end-user
corrections**

Banking Interruption and FAQ Search

Rasa Listens Like a Human

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I need to replace my card

...

I can send your card with standard or priority delivery. Which do you prefer?



Can you activate the card for me now?

For security reasons, we can not activate the card for you ...

... I'll need your input to complete this step...

I can send your card with standard or priority delivery. Which do you prefer?

Rasa CALM Out-Of-The-box interruption handling, then leveraging a FAQ Search

