



InteraktAI

AI assistants that know your trade customers, your products and your systems, and brief your sales and service teams.

For B2B companies

alpha-solutions.com

One platform for all your AI assistants

InteraktAI is where Alpha Solutions builds and runs AI assistants for your business. Each assistant is set up for a job, not coded from scratch.

Your content

Answers come from your website, documents and product data. When they hold no answer, it says so.

Your systems

It looks things up and completes tasks in the tools you already run.

Your team

When a case needs a person, it goes to the right inbox, already summarized.

What an assistant can do

Choose the abilities your trade customers need, and add more later on the same platform.

Knows the customer

Recognizes signed-in trade customers and answers for their account.

Uses your systems

Looks up orders, stock and prices through links to your systems.

Finds spare parts

Searches your product data to find the right part or variant.

Reads manuals

Answers from datasheets, manuals and technical PDFs.

Reads photos

A customer can send a photo of an alarm screen or a worn part.

Works after hours

Gives first-line help when your office is closed.

Many languages

Serves international customers in their own language.

Briefs your sales

Passes leads and cases on with a written summary.

One assistant, **many places**

Set up the knowledge and rules once. Every channel uses the same assistant, so answers stay consistent.



Website and webshop

A chat window in your colors and languages.



Voice and phone

Customers can speak instead of type, and hear the answer.

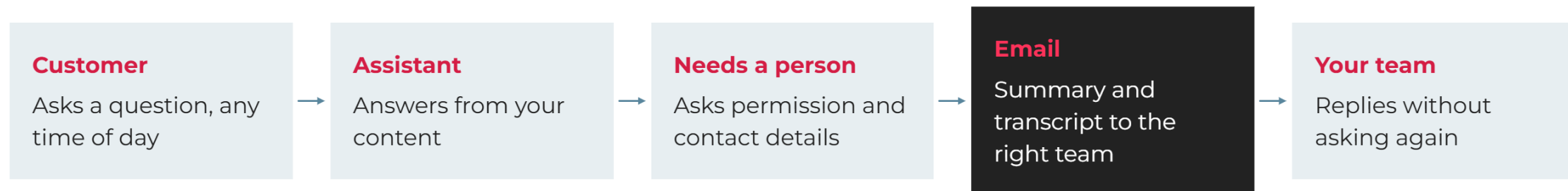


Your staff's AI tools

Employees can use the same assistant inside AI tools such as Claude.

When a person is needed

The assistant does not try to handle everything. It passes cases on with the context already written up.



Only with consent

Nothing is passed on until the customer agrees.

One inbox per team

Sales, service or spare parts, each with its own subject line.

No duplicates

A limit per conversation stops repeated requests.

Different use cases

Live sites, e-commerce agents, and internal tools for customer service on the same platform. Each has its own content, tools and rules.

Business	What the assistant handles
B2B wholesale	Helps signed-in trade customers find products and answers in the webshop
Industrial machinery	Troubleshoots alarms and finds spare parts outside office hours
Consultancy	Answers about services and cases and passes sales leads on

What success looks like

Time back for staff

Sales and service spend less time on repeat questions.

Faster for customers

Trade customers get answers without waiting for a reply.

Better leads

Requests reach sales with the need already written up.

Help at the right moment

The assistant can offer help when a visitor seems stuck or undecided. You decide where and when.

Machine down

"Machine down? Send a photo of the touchscreen and I'll help you right away."

After 15 seconds on the support page

Comparing models

"Comparing models? Tell me about your setup and I'll suggest one."

After 30 seconds on product pages

Reading a case

"Wondering whether we could do something similar for you?"

After 35 seconds on a case study

At most one invitation per visit and one per week, and none on pages where it would be unwelcome, such as checkout.

Every conversation **teaches** you something

What the reports show

- Top topics customers ask about
- Pain points and repeat visits
- Questions it could not answer
- Customer feedback
- Usage and cost per month

Reports show what customers ask and where your content falls short, so you can fix it the same day.

A question goes unanswered



Your team adds an answer or a note



The next customer gets the answer

You stay in **control**

Your team runs the assistant day to day, without waiting for IT.

Content

Business users correct answers and add notes directly in the platform interface.

Rules and tone

Every change is saved as a version and can be undone.

Testing

Changes are tried on real past conversations before going live.

Cost

A daily spending limit per assistant and a monthly statement.

Brand

Your colors, fonts and wording, in each language you serve.

Data and security

Your login, your data and your choice of AI model.

Three ways to bring AI to customers

Most companies choose between a bot from their helpdesk vendor and building their own. InteraktAI sits in between.

	Helpdesk vendor bot	Build your own	InteraktAI + Alpha Solutions
<i>Acts for customers</i>	Mostly in the helpdesk	If you build it	In your existing systems
<i>Fixing an answer</i>	Vendor's admin tool	A developer task	Your content team
<i>Hand-over</i>	Into the helpdesk	You design it	Any inbox, summarised
<i>Openness</i>	Closed	Yours	Open source, no lock-in
<i>Getting data right</i>	Up to you	Up to you	Alpha's data team
<i>First version</i>	Days	Weeks to months	Days, on your site

Try it on your own website

See an assistant built from your own content before you decide anything.

1

Share your website

We build a demo assistant from your public content.

2

Test it for two weeks

With a fixed spending limit, so there are no surprises.

3

Go live

The same setup moves to production. Nothing is rebuilt.

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Also sell to consumers? Ask for our B2C overview.

Scan to try the
demo

