



InteraktAI

AI assistants that help your customers choose, answer them at any hour and pass the rest to your team.

For consumer brands and webshops

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 webshop or website needs, and add more later on the same platform.

Answers questions

From your website, PDFs and product data, at any hour.

Helps people choose

Asks what matters to the customer and suggests the right product.

Reads photos

Customers can send a picture of a damage or a product.

Finds the store

The nearest shop or workshop, from a postcode or the phone's location.

Fills in forms

Newsletter sign-ups, bookings and requests through your forms.

Speaks & listens

Customers can talk instead of type and hear the answer.

Many languages

Answers in the language the customer writes in.

Hands over

Passes cases to customer service 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.

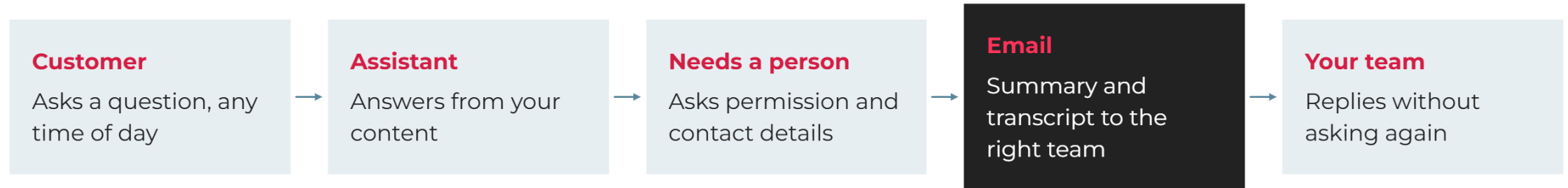


Your staff's AI tools

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

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

Customer service, returns or bookings, 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
Car glass repair	Determines damage from a photo, explains insurance, finds a workshop
Hearing care	Helps with pairing and cleaning; guides new customers to a hearing test
Design furniture	Gives advice on products and materials and guides to the nearest showroom
Florist retail	Suggests gifts and care tips that lead to the right product

What success looks like

More visitors find it

Customers reach the right product instead of leaving.

Fewer routine tickets

Common questions are answered before they reach your team.

Open all hours

Answers in the evening and at weekends, when many people shop.

Help at the right moment

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

Comparing products

"I see you're comparing several plants. What matters most to you?"

After three product pages

Not finding it

"Can't quite find what you're looking for? Describe the occasion and I'll help."

After three filter changes

Stuck on a fix

"Still having trouble? I can walk you through it step by step."

After 30 seconds on a help page

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 businesses? Ask for our B2B overview.

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