# HALO Genie

Ubona Technologies · AI-Powered Automation & Multimedia Conversation

# What is HALO Genie?

- HALO Genie is Ubona's advanced automation platform designed to handle rich, multimedia customer conversations.
  - • Automates customer interactions across voice, text, and media
  - • Powered by advanced LLMs and Ubona's speech stack
  - • Scalable and enterprise-ready

# Key Features

- • Multi-channel automation
  - • Real-time speech recognition and natural language understanding
  - • Multimedia messaging (images, PDFs, videos)
  - • Intelligent workflow orchestration
  - • Integrations with enterprise systems
  - • Secure, compliant, and highly scalable

# Multimedia Conversation Support

- HALO Genie handles rich interactions with:
    - • Voice and Telephony
    - • Text and Chat
    - • Images and Screenshots
    - • Documents (PDF, forms)
    - • Video-based user inputs

# Business Benefits

- • Massive cost reduction through automation
  - • 24×7 intelligent response
  - • Improved CX with faster resolution
  - • Consistency and accuracy
  - • Reduced manual workload for teams

# High-Level Architecture

- • LLM engine for natural conversation
  - • Speech Recognition + TTS for voice automation
  - • Workflow engine for process automation
  - • Channel connectors (voice, WhatsApp, web chat)
  - • Enterprise integrations (APIs, CRM, ticketing)

# Use Cases

- • Customer Support Automation
  - • Enterprise query handling
  - • Transactional workflows
  - • Document-based verification
  - • Visual problem reporting

First of its kind Multimedia Bot – Speech Rec, GEN AI, guided browsing, Payment, Video, Image , telephony

More than 100 use cases Implemented

Welcome Call

Upsell

Credit Card Limit enhancements

Renewal Collection

EMI Collection

Post Issuance Verification

Meeting Setup and scheduling

Enquiry

Claim registration

Document submission

KYC

Recurring payment registration

Complaints

Refunds

Lead Validation