

# VIA

## Intelligent Human Escalation Engine

The future of how **AI** and **humans** work **together**.

# When Chatbots Fail...

- Customer frustration rises **undetected**
- Poor responses go **unchecked**
- Human agents get overwhelmed with **misdirected queries**
- Businesses lose customers to **bad experiences**

**32%**

of customers abandon  
due to inconsistent UX

According to PwC

**\$3.7T**

Lost annually due to  
poor website CX

According to Qualtrics

**51%**

of customers are less loyal  
when online shopping  
isn't as easy as in-person

According to PwC

# An AI Framework

Monitors every interaction, detects issues in real-time, and intelligently routes customers to the perfect human and/or AI agent.

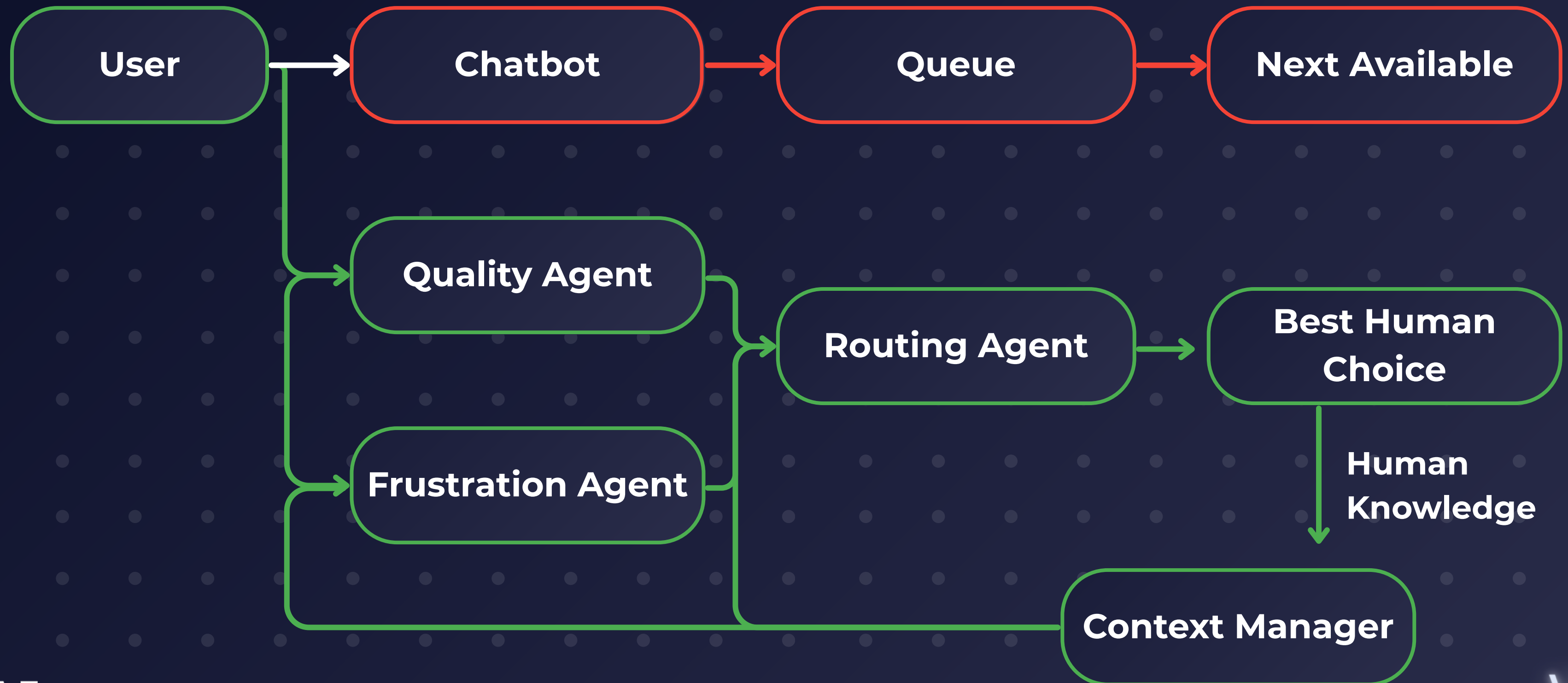
**Quality Agent**

**Frustration Agent**

**Routing Agent**

**Context Manager**

# System Flow Diagram



# Future Development

- Continuous feedback to cyclically train the AI.
- Gamification & training to uniquely support humans.
- Deeper integration with specific customer support platforms.
- Expansion to large level companies & added features.



# VIA

## Intelligent Human Escalation Engine

When chatbots **fail** and customers are **ignored**,  
**VIA** watches, intervenes, and finds the right **hero**  
at the right **time**.

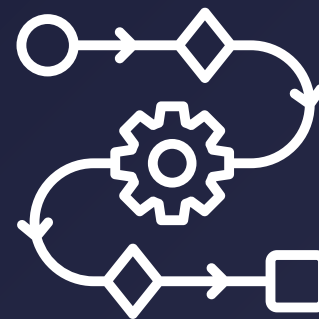
# Tech Stack

## UI & Simulation



React

## Back End



Python, LangChain,  
LangGraph, FastAPI

## Models & Model Development



Claude Haiku, Claude Sonnet

# Why VIA Changes everything

- Proactive intervention prevents customer frustration
- Smart routing matches customers with the right expertise
  - Continuous learning improves over time
- Human-AI collaboration maximizes both strengths







