

AI-Automation Transforms Customer Support

Artificial Intelligence Customer Experience Management (AICXM)

Celebal Technologies' Artificial Intelligence Customer Experience Management (AICXM) is an AI-powered intelligent customer experience (ICX) automation tool that transforms customer support operations for industries such as telecommunications, banking, finance, and insurance. The ICX framework includes real-time agent assistance for instant responses, sentiment analysis to understand customer emotions, knowledge mining for quick data extraction, and automated post-call analytics to gather insights and streamline reporting.

Migrating to an on-premise generative AI pipeline with Intel® Core™ Ultra Processors (Series 2) from a cloud-native stack offers a privacy-first approach, production-grade accuracy, improved compliance, and low latency. The stack also uses OpenVINO™ Toolkit and the IPEX-LLM library for superior control, security, and performance, serving as a blueprint for future edge AI.



"With Intel's Edge AI, AICXM brings real-time support to life – call by call, insight by insight."

Balan Dhanka
Research Scientist
Celebal Technologies

Key Intel-Enabled Features



Production-Grade Accuracy



Compliance



Low Latency

Powered by Intel® Core™ Ultra processors and optimized with OpenVINO™ toolkit, Celebal Technologies' AICXM delivers:

- Speech-to-text service on NPU running LLM model using OpenVINO-GenAI as docker
- IPEX LLM library to enhance efficiency of the OPEA-based E-RAG LLM pipeline model
- LLM models run efficiently on single-node Intel Core Ultra processors using NPU + iGPU orchestration
- Single Node K3s cluster managing workloads of iGPU, NPU and CPU on Windows Subsystem for Linux 2

Intel Products and Technologies

- [Intel® Core™ Ultra Processors](#)
- [OpenVINO™](#)
- [Open Platform for Enterprise AI \(OPEA\)](#)
- [IPEX LLM](#)

Ordering Guidance:

- [Celebal Tech AICXM](#)

Country/Geo: Worldwide

Verticals: Communication, Energy & Utilities, Financial Services, Consumer

Use Cases: Commercial/Enterprise, Productivity and Accessibility

AI Workload: Generative AI

Learn more:

- [Celebal Technologies Website](#)

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