

Legacy Contact Center Transformation

Graia customer care platform enables smooth transition to a modern AI powered, intelligent system enabling instant, seamless, and human-like customer support

With Graia, you can:



Deploy AI Powered feature enrichment of existing legacy systems



Deliver seamless transformation to a future proof platform with zero downtime



Reduce CAPEX spending by utilizing cloud services



Enable intelligent management of digital channels

Top Benefits:

1. AI Powered Capabilities Generate a Business Momentum

Introducing a scalable AI powered virtual assistant, live voice translation or agent assist can dramatically accelerate growth while keep the same empathic experience to customers.

2. Reduce TCO by Leveraging Cloud Services

All in one pricing includes support, SLAs and user-friendly administration capabilities. Continuous innovation with bi-weekly zero-downtime updates ensure access to the latest features without disruption and CAPEX spend.

3. Agentic AI Considerably Improves Efficiency

Graia platform enables smooth integration with business processes using plug-and-play integration capabilities and orchestrates between frontoffice and backoffice processes with minimum human supervision.

4. Live Translation Accelerate Time-to-Market

Live translation removes the need for large multilingual teams by instantly translating customer interactions in real time. This enables companies to expand into new markets faster, reducing setup time and costs while accelerating time-to-market.



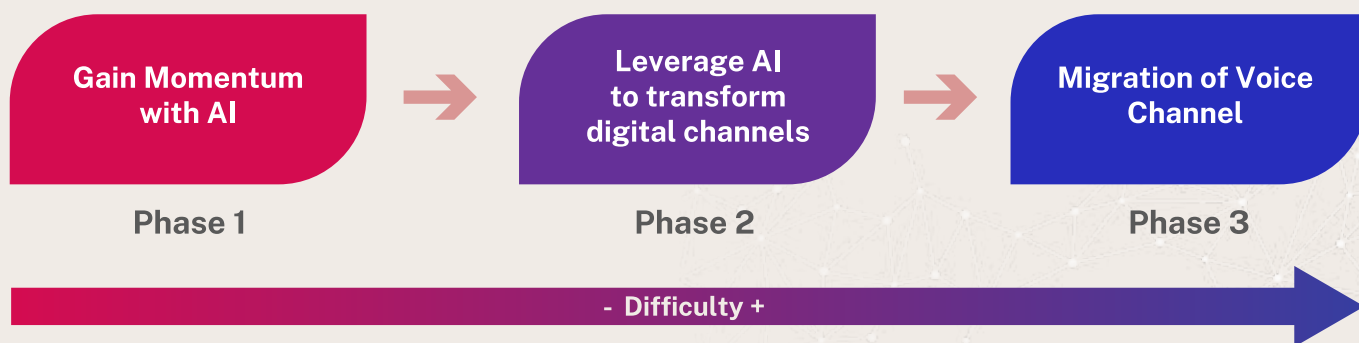
The Challenge:

- **Complex and costly operations** – Upgrades require detailed planning, downtime, and specialized IT teams for 24/7 monitoring and PBX management.
- **Limited scalability and flexibility** – Monolithic architectures make expansions slow, while redundancy demands expensive duplicate hardware and data centers.
- **Fragmented technology landscape** – Multi-vendor solutions and outdated APIs create integration headaches delaying time-to-market initiatives.
- **Lagging innovation** – AI and automation are only available as costly add-ons, leaving businesses behind cloud-based competitors that embed these capabilities by default.

The Solution:

- **Future-ready architecture** – Native AI features, micro- services on Microsoft Azure, global scalability and guaranteed SLAs backed by 24/7 support.
- **Continuous innovation** – Bi-weekly zero-downtime updates ensure access to the latest features without disruption or hardware investments.
- **Unified experience** – All-in-one desktop, management, and reporting with out-of-the-box CRM connectors, modern REST APIs, and WebRTC browser-based voice.
- **Global reach and flexibility** – European vendor with localization in many languages, speech and TTS in 140+ languages, proven system integration expertise, and rapid proof-of-concept trials.

Seamless Transition from a Legacy System to Graia AI Platform



Graia AI Transformation with Zero Implementation Fee

Unlock the power of AI without the upfront cost.

Graia’s AI Transformation Program helps your organization accelerate its AI journey — from strategy to execution — with zero implementation fee for qualified projects. Our experts will run a personalized discovery session to understand your goals and challenges, then build a tailored AI Transformation Roadmap highlighting high-impact use cases, key enablers, and quick wins.

See It in Action

Talk to a Graia expert and discover how easily you can introduce AI in your customer service.

Request a Demo



About Graia

Graia is an Agentic Contact Center-as-a-Service (CCaaS) and GenAI platform purpose-built to deliver more empathetic, intelligent, and autonomous customer experiences at scale. By combining deep customer experience (CX) expertise with proprietary Agentic AI and fully owned CCaaS IP, Graia helps enterprises drive revenue, enhance productivity, and scale support with confidence.