

TECHNOLOGY ALLIANCES · SYSTEM INTEGRATORS · RESELLERS

Partner with GraiaCX

Build, deliver and resell the agentic contact center.

Enterprises are replacing legacy contact centers with AI agents that resolve conversations end to end. GraiaCX gives partners a platform, enablement and joint go-to-market to win that work.

THE OPPORTUNITY

Why partner with GraiaCX

- **Agentic AI platform.** Voice, chat, email and messaging agents with guardrails, routing and human handoff built in.
- **Differentiated products.** Live call translation, agent assist and conversational agents that legacy CCaaS vendors cannot match.
- **Bring your own models.** LLM, speech and ASR interoperability, so you keep the architecture your customer wants.
- **Enterprise trust.** GDPR, ISO 27001, SOC 2 and data-residency alignment for regulated buyers.
- **Pre-sales on your side.** Our solution architects join discovery, demos and proposals with you.
- **Real economics.** Recurring revenue share, implementation fees and ongoing support revenue on your own paper.

PROGRAMME TRACKS

Three ways to partner

Technology Alliances

Co-engineer certified integrations across LLM, speech, CCaaS, CRM and data platforms, with sandbox access and a joint roadmap.

System Integrators

Build a GraiaCX delivery practice: playbooks, architect and developer certification, templated SOWs and shared support tiers.

Reselling Partners

Sell GraiaCX with tiered margins, deal registration, market development funds, sales enablement and a dedicated partner manager.

GETTING STARTED

How onboarding works

- 1 Introduction call** Meet the partner team, review your market, customers and current CX portfolio.
- 2 Fit and use-case review** Agree the track, target segments and the first use cases worth pursuing.
- 3 Enablement** Sales, technical and delivery enablement, sandbox access and team certification.
- 4 First joint pilot** Run a scoped pilot with a named customer, with our architects alongside you.
- 5 Go to market** Joint campaigns, co-branded material, deal registration and pipeline reviews.

DETAILS

Frequently asked questions

What does it cost to join?

There is no joining fee. You invest the time of your sales, pre-sales and delivery people.

Whose contract does the customer sign?

Resellers and system integrators contract on their own paper. Alliance partners work under a mutual partnership agreement.

How long does onboarding take?

Most partners are ready to sell within four to six weeks, and delivery-certified within a quarter, depending on team availability.

Do you certify partner teams?

Yes. Sales, delivery and architect enablement with certification, plus continuous accreditation as the platform evolves.

What revenue can we expect?

Recurring platform revenue share, one-off implementation and integration fees, and ongoing support or managed-service revenue.

Can we use our own AI models?

Yes. GraiaCX orchestrates the conversation and guardrails while supporting your preferred LLM, speech and ASR providers.

ECOSYSTEM

Partners already building with us

System integrators

Geomant · Algotech · Bulb

Resellers and service providers

Redcentric · Trustmarque · M247 · Damovo · Focus Group · FourNet · Pure IP · Orange · and more

Technology alliances

Microsoft · Google · OpenAI · Salesforce · ServiceNow · DeepL · ElevenLabs · Soniox

PORTFOLIO

What you can take to market

- **Conversational agents.** AI agents that resolve voice, chat, email and messaging conversations end to end.
- **Agent assist.** Live guidance, knowledge retrieval, summaries and after-call work automation.
- **Live call translation.** Real-time speech translation so agents and customers speak their own language.
- **Agentic CCaaS platform.** Routing, reporting, quality and workforce tooling for the full contact center.

Talk to the GraiaCX partner team

Tell us about your business and we'll set up enablement, sandbox access and a joint plan.

EMAIL

sales@graia.cx

WEB

graia.cx/partners

LINKEDIN

linkedin.com/company/graia1

X

x.com/GraiaCX