

HyperAutomation Cloud

AI-POWERED AUTOMATION. HUMAN CONTROLLED OUTCOMES.



Eccentex HyperAutomation Cloud is an AI-powered automation platform designed to orchestrate people, processes, data with intelligent agents across complex enterprise operations. It combines intelligent case management, workflow automation, document and information processing, knowledge management, omnichannel communication, analytics & AI assistance within a unified environment.

Rather than automating isolated tasks, HyperAutomation Cloud coordinates end-to-end business outcomes. It can understand incoming queries, classify and prioritize work, extract data from documents and communications, surface relevant knowledge, recommend or execute next-best actions, distribute work intelligently, monitor and enforce SLAs, and involve employees when human judgment or verification is required.

Proven results

Faster, more efficient operations with less manual effort, more accuracy, less complaints, lower operation costs, and better business outcomes across all customer touchpoints.

One Intelligent Platform. Three Powerful Clouds. Limitless Impact.

Automate every interaction. Optimize every process. Empower every team.



Automate processes end-to-end

Connect cases, workflows, documents, communications, decisions, AI agents, and human activities into complete automated business processes.

Improve productivity

Give employees personal AI assistance that collect information, surfaces knowledge, recommends next-best actions, drafts responses, extracts data, & reduces work.

Proven Values

Select customer projects showing notable results such as ...

70% Faster Processing

60% Less Manual Effort

50% Higher Productivity

40% Lower Operation Cost

Deliver better outcomes faster

Intelligent routing, prioritization, SLA enforcement, real-time insights, and automated decisioning help reduce processing times & improving consistency.

Stay in control

Leverage AI intelligence with human accountability. Combine the power of AI and automation with governance, business rules, auditability, and compliance controls.

where AI intelligence meets human accountability

eccentex

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AI understands. Automation acts. People approve and stay in control.

This always on feature of HyperAutomation Cloud enables organizations to automate more complex, knowledge-intensive processes while improving speed, consistency, compliance, employee productivity, and customer or constituent experience.

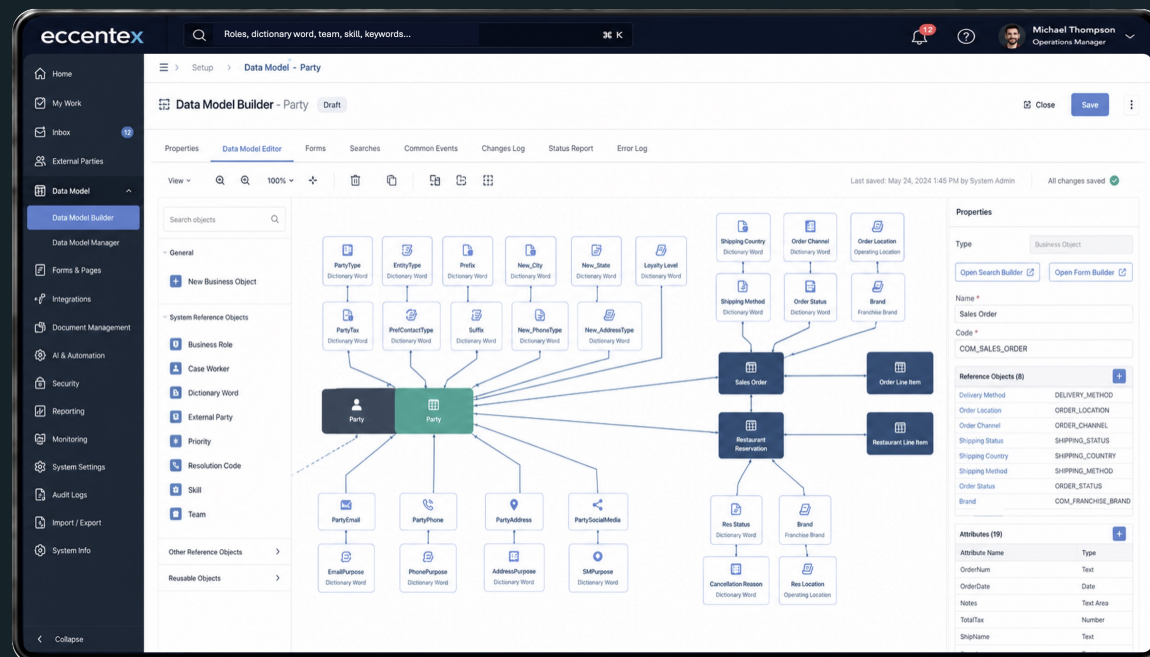
The platform is particularly suited to operations where AI intelligence must work alongside human accountability, including financial services, government, customer service, compliance, claims, investigations, document-intensive processes, and enterprise shared services.

Process + Case + AI in One Platform

Automates predictable linear workflows and complex, unpredictable knowledge work without forcing organizations into separate platforms.

Low-Code / No-Code

Eccentex HyperAutomation Cloud empowers business and IT teams to rapidly design, configure, deploy and evolve their own applications, workflows, rules, and experiences using visual low-code / no-code designers that requires no coding experiences and minimize the need of custom development.



Advanced Email Automation

that understands, triages, and responds to incoming messages while intelligently orchestrating the work behind them..

Eccentex Virtual Agents

that understands conversations, resolves requests, intelligently connects customers to the right information, actions, & service.

Intelligent Document Processing

that automatically understands, extracts, validates, and routes information from any document into the right business process.

Intelligent Work Automation

that intelligently prioritizes, distributes, and manages tasks and cases to optimize workloads and meet SLAs.

All-in-one Business Automation & AI Orchestration Suite

- Casework Automation
- Customer Concierge
- SLA Management
- Work Distribution
- AI-assisted Analytics
- Omnichannel CCaaS Integration
- LC/NC Application Development Tools

where AI intelligence meets human accountability