



# Enterprise AI Platform

## Automate conversations and workflows

Deploy AI Chatbots, AI Agents and E-commerce Agents that connect and work with your data

01.2026

# Deploy AI Chatbots & Intelligent Agents securely

Fully resolve complex customer or internal issues with limited or no human involvement. Keep full control over your deployment, models, and workflows.

**Deploy to** where your clients are or where you team works



## Rapid & Secure Deployment

- **Ready in Days:** A pre-built enterprise platform that gets you to market immediately—don't waste months building from scratch.
- **Your Environment:** Deploy strictly on-premise or in your private cloud (AWS, Azure) to maintain total data privacy

## Flexibility

- **Future-Proof:** Power your chatbots or agents with the best model for the job—whether it's GPT-5, Gemini, Claude, or open-source LLaMA
- **Cost Control:** Swap models instantly to balance performance vs. cost without rewriting your code.

## Agents & Workflows

- **Beyond Q&A:** Don't just answer questions. Trigger actions in your CRM, update tickets in Jira, and automate complex tasks.
- **Trusted sources:** Every AI response is grounded in your documents with verifiable citations, eliminating hallucinations.

# One platform, many use cases

Knowledge Assistants

## Internal policies chatbot

A telecom company used an AI chatbot to improve knowledge management and ensure employees access updated policies. It connects to internal resources, focusing on Google Drive documents.

Knowledge Assistants

## HR Onboarding

HR uses AI for onboarding via Microsoft TEAMS, guiding new hires through policies, benefits, and training, while answering questions. This reduces workload and enhances the experience.

Knowledge Assistants

## Sales Enablement

A B2B sales team uses an AI assistant to speed up responses for RFPs. The AI reviews past proposals and documents to draft accurate answers, reducing search time by 70% and helping close deals faster.

AI Agents

## Customer support

A recycling company uses a chatbot in its portal to answer questions. It provides info about contracts, pickups, and recycling guidelines, reducing support load while giving customers quick answers 24/7.

AI Agents

## Tech help desk support automation

A software company uses AI to streamline JIRA support tickets. The AI suggests resolutions based on past cases before a service agent reviews it, ensuring accuracy and speeding up the process.

AI Agents

## Sales analyst chatbot

A sales organization uses a chatbot to help users write SQL queries and analyze sales data quickly. It pulls data from the CRM and uses an LLM for insights and recommendations.

AI Agents

## Email management

A notary office uses AI to automate email handling. The AI checks client requests for appointment details and drafts responses. Staff review replies for accuracy.

AI Agents

## E-commerce Agent

An e-commerce company uses an AI chatbot for inquiries. It suggests responses based on past interactions, which a support agent reviews for accuracy, enhancing speed and satisfaction.

# Simple, Transparent Pricing

Launch with a fixed-cost deployment. Grow with flexible support that evolves with AI technology.

## Platform Deployment

Everything you need to go live:

- Full configuration of one use case (e.g., Customer Support or Internal HR).
- **Full Platform Setup:** Installation on your preferred environment (On-prem, AWS, Azure, Google).
- **Knowledge Base Setup:** Initial ingestion of documents and data sources.
- **White-Labeling:** Custom UI to match your brand colors and tone.
- Training for your admins to manage the system.

**9'850 EUR**

One-time investment

## Hosting & Support

Guarantee stability and improvement:

- **Managed Hosting:** DevOps services, uptime monitoring, and security patching.
- **Future-Proofing:** Automatic updates to ensure compatibility with the latest LLMs (e.g., GPT-4o, Gemini 1.5).
- **SLA Support:** Agreed response times for critical issues.
- **LLM Usage:** Client covers token costs directly (e.g., OpenAI or Azure credits), ensuring full transparency with zero markup.

**From € 400 / mo\***

Monthly subscription

## Enterprise Integrations

Deepen your automation:

- **Custom Integrations:** Connecting agents to legacy ERPs, proprietary APIs, or niche software outside standard connectors.
- **Complex Workflows:** Engineering intricate, multi-step automations that require specific business logic to resolve issues autonomously.
- **Bespoke Features:** Development of unique platform capabilities or specialized UI requirements tailored to your specific needs.

**At Cost**

On demand

\*This pricing is for a client self-hosting and includes Mitigate AI Platform licence. Hosting and Support services for a 1 year period come at an additional cost. All prices exclude VAT

# Platform Features



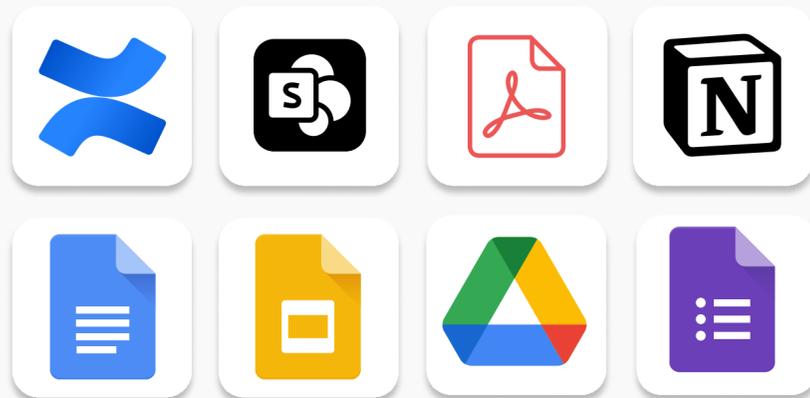
## Mitigate AI Platform

# Integration with Your Ecosystem

Our platform combines **AI Chatbots** for instant answers from your documents with autonomous **AI Agents** that securely trigger workflows and update records across your tech stack

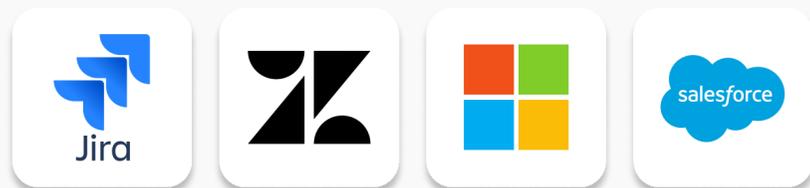
### Ingest Knowledge

The AI learns from your docs to ground every answer in company truth. Connect and index your Websites, SharePoint, Google Drive, Notion pages and much more



### Execute Workflows

Empower AI agents to perform tasks, not just chat. Connect directly to Jira, Salesforce, and Zendesk to update tickets and manage records autonomously



Issue - 001  
Outlook (error: "Cannot connect to server")  
IN PROGRESS Critical

ID	Summary	Assignee	Reporter	Status	Resolution	Created	Updated
IS-43	Using the power of the cape, the player is able...	Unassigned	Unassigned	BACKLOG	Unresolved	23/Jun/22	23/Jul/22
IS-42	This level contains five Dragon Coins	Unassigned	Unassigned	SELECTED FOR DEVELOPMENT	Unresolved	23/Jun/22	23/Jul/22
JEFF-10	When leaving the underground room through the...	Unassigned	Unassigned	AUTHORIZE	Unresolved	23/Jun/22	23/Jul/22
IS-40	Step 3 won't confirm my identity	Unassigned	Unassigned	IN PROGRESS	Unresolved	23/Jun/22	23/Jul/22
IS-39	Form failed on loan application	Hassana Ajayi	Hassana Ajayi	UNDER INVESTIGATION	Unresolved	23/Jun/22	23/Jul/22
IS-38	Audio in meeting room K909 doesn't work	Andres Ramos	Andres Ramos	APPROVED	Unresolved	23/Jun/22	23/Jul/22
IS-37	Loan did not process	Jie Yan Song	Jie Yan Song	DONE	Unresolved	23/Jun/22	23/Jul/22
IS-36	How to install VPN at home?	Andres Ramos	Andres Ramos	FAILED	Unresolved	23/Jun/22	23/Jul/22
IS-40	Step 3 won't confirm my identity	Unassigned	Unassigned	REJECTED	Unresolved	23/Jun/22	23/Jul/22
IS-39	Form failed on loan application	Hassana Alavi	Hassana Alavi		Unresolved	23/Jun/22	23/Jul/22



Ingest Knowledge

AI Agents

E-commerce Agent

Shop Assistant Online

Order Status Returns Payments

I am looking for new Hoka runners in size 46  
15:56

Based on your preferences, you might enjoy HOKA Torrent 4 (Men), it is available at a discount now for €120

Buy now

AI Chatbot

AI Chatbot  
Today, 04:12 pm

Hi, there! I am trained on your company's knowledge, how can I assist you to day?

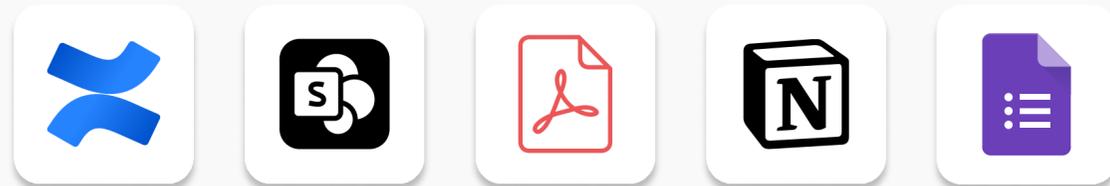
what are our latest projects with Volvo Group?

...searching your CRM system (Salesforce)...

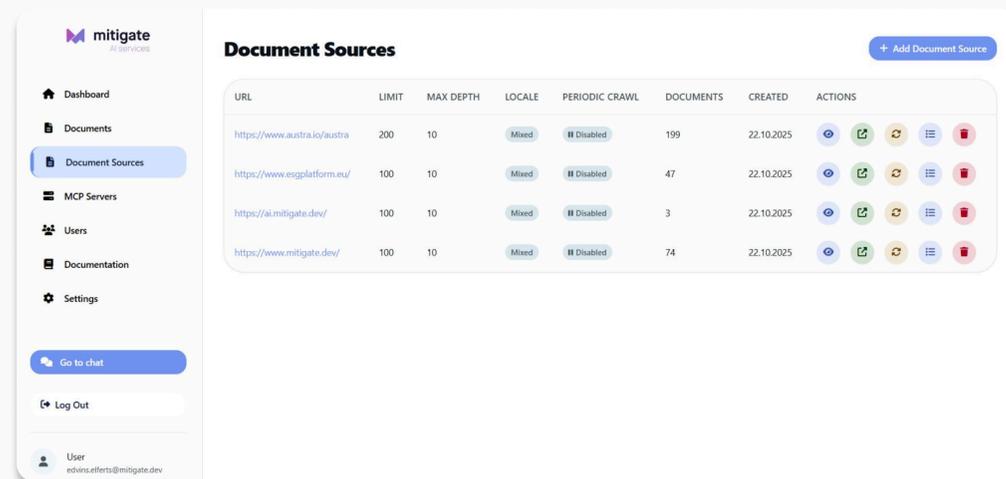
Type Your message here

## Core Platform Capabilities

→ **Ingest Knowledge:** Connect and index your SharePoint, Google Drive, or Notion pages to ground every answer in company truth.



→ **Automated Web Scraper:** Users can add URLs directly to the Document Sources module to automatically crawl and index site content, turning web pages into a comprehensive knowledge base

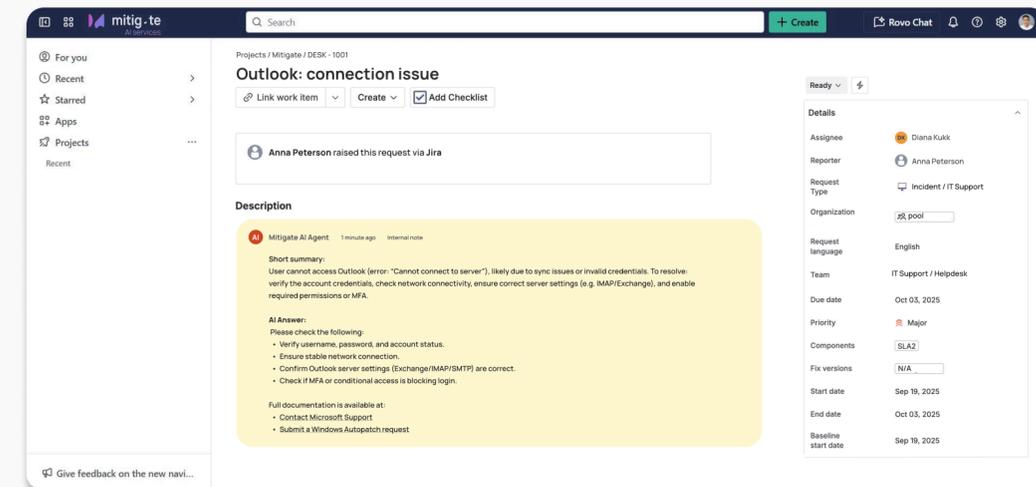


→ **Connect to MCP Servers:** Allow your AI to communicate with external resources such as:

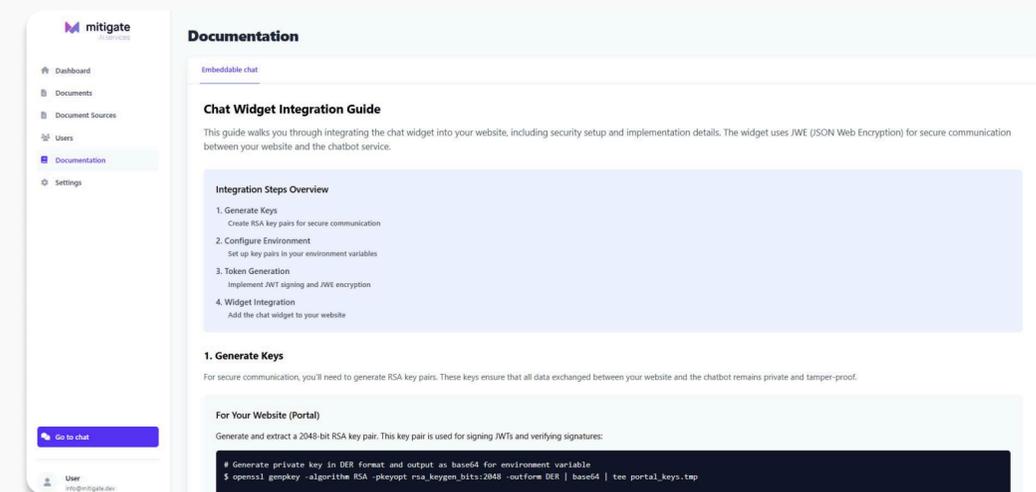
- Tools (call APIs, run functions, trigger workflows)
- Data (files, databases, or knowledge sources)
- Structured prompts (so interactions are reusable and composable)

→ **Embedded Experience:** Users can run AI agents directly inside their environments (like Jira, Salesforce, Zendesk, etc) to streamline ticket responses without context switching.

→ **Execute Workflows:** Empower AI agents to perform tasks directly in Jira, Salesforce, and Zendesk to update tickets autonomously.



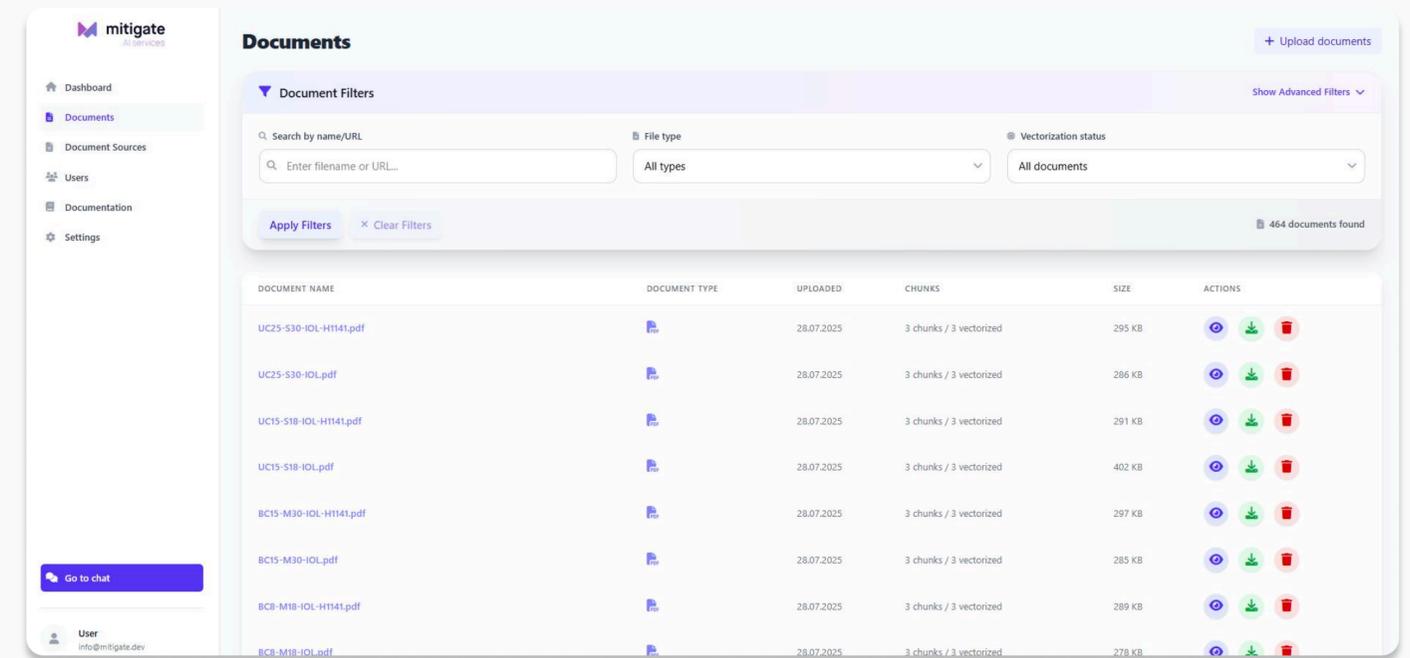
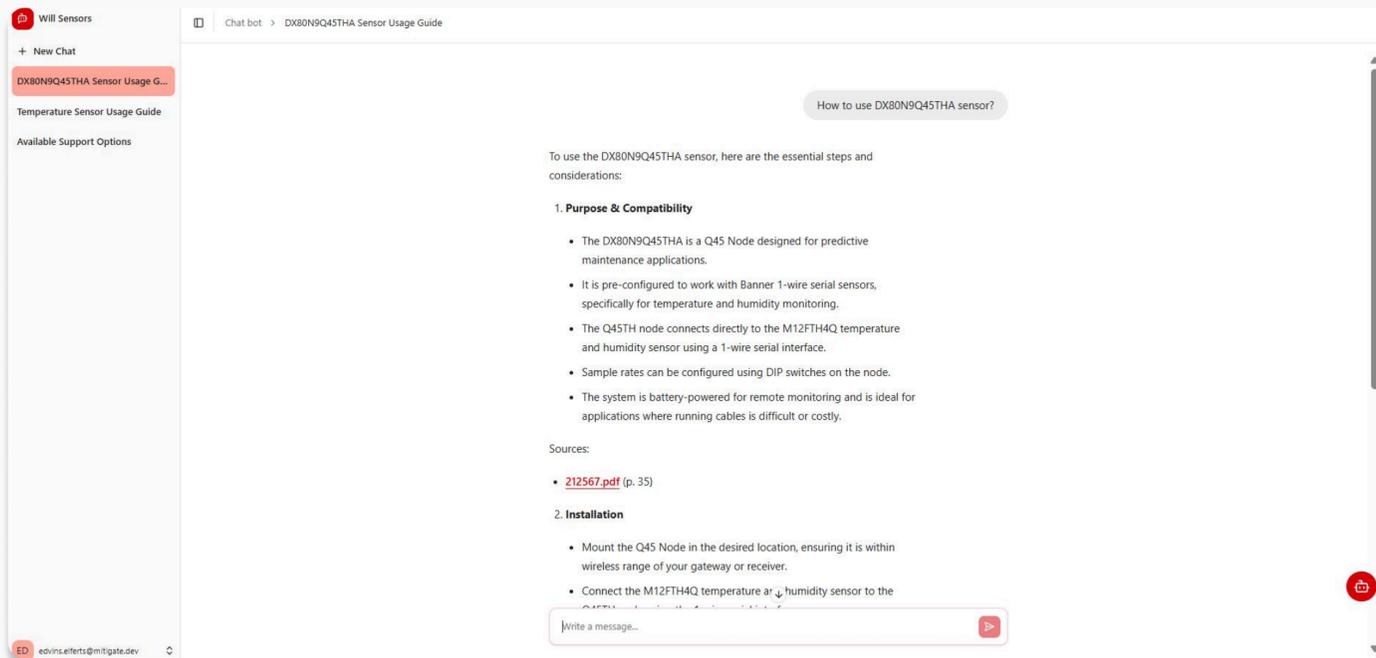
→ **Developer Ready:** Self-guided onboarding with clear documentation ensures fast integration.



# Verifiable Answers Grounded in Your Data

- ➔ **No Hallucinations:** Get instant, accurate answers with full source traceability, trained strictly on your internal documents.
- ➔ **Citations:** Every response includes verifiable citations (e.g., links to PDFs or SharePoint), so users can trust the output.

- ➔ **Easy Administration:** Centralized knowledge management allows for easy uploading, automatic tagging, and role-based permissions.



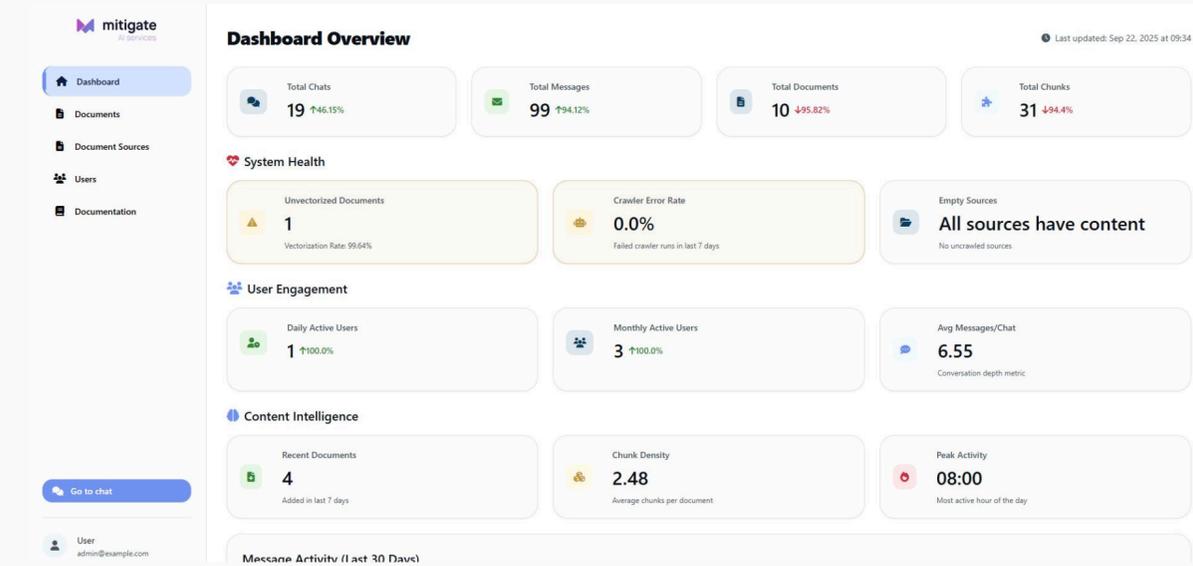
## Mitigate AI Platform

# Full Visibility: Analytics, Cost and Debugging

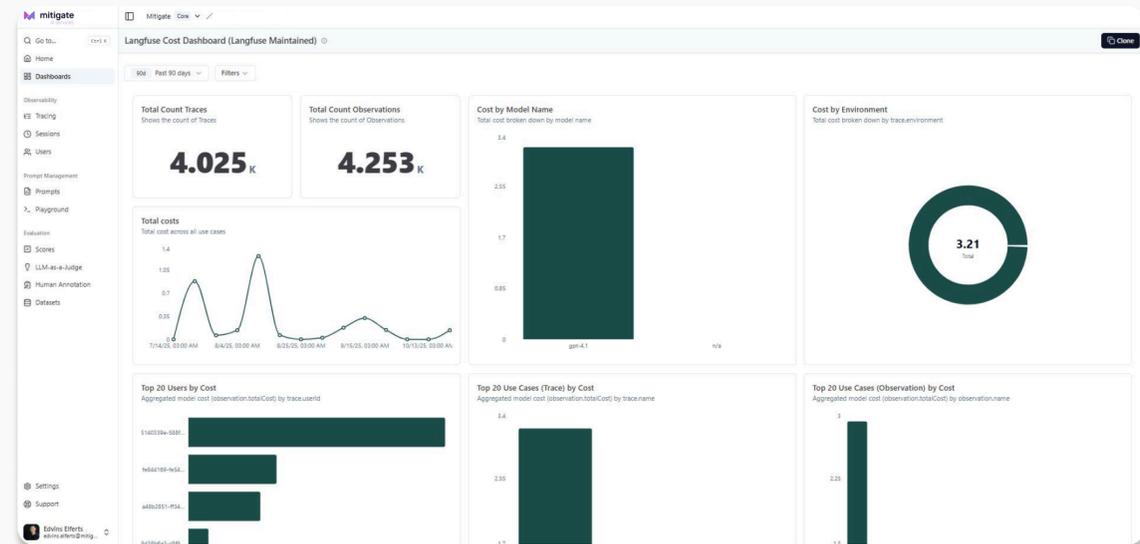
→ **Cost Control:** Track every LLM interaction with real-time dashboards to monitor spending and identify high-impact users.

TimeStamp	Name	Input	Output	Observation Levels	Latency	Tokens	Total Cost	Environment	Tags	Metadata
2025-10-17 00:11:16	document-metadata-gene...	Analyze this document content and generate metadata. Extract - 1596 A.C.	"Title": "Bismillah: Rejy modollara Salo", "locale": "lv", "description": "Sal...	1	3.71s			production		Trace
2025-10-08 00:11:28	document-metadata-gene...	Analyze this document content and generate metadata. Extract - 1596 A.C.	"Title": "Atdartumu aparmiecienu cembolu Riga", "locale": "lv", "description": "A...	1	4.15s			production		Trace
2025-09-24 00:12:29	document-metadata-gene...	Analyze this document content and generate metadata. Extract - 1596 A.C.	"Title": "Energoinvaldas sistemas certifikats", "locale": "lv", "description": "E...	1	3.49s			production		Trace
2025-09-24 00:11:40	document-metadata-gene...	Analyze this document content and generate metadata. Extract - 1596 A.C.	"Title": "Izstrauces atskaitu matas Riga rajons", "locale": "lv", "description": "I...	1	3.21s			production		Trace
2025-09-24 00:11:39	document-metadata-gene...	Analyze this document content and generate metadata. Extract - 1596 A.C.	"Title": "Bismillah: Iegulanas atskaitu izveles Sabot", "locale": "lv", "des...	1	3.75s			production		Trace
2025-09-22 14:59:23	chat-interaction	I&S man ir objekti?	Skaidri man lobidat nax prasiana informacija par savu objektiem. Lodu...	3	1.61s	1.832 = 91 (1.889)	\$0.004168	production		Trace
2025-09-22 14:59:15	title-generation	Lubdien	Sveiciens un tirdzi	1	1.35s			production		Trace
2025-09-22 14:59:15	chat-interaction	Lubdien		4	1.42s	1.784 = 34 (1.818)	\$0.00394	production		Trace
2025-09-22 14:59:15	chat-interaction	Ka Tei sauc?		3	1.83s	14.53 = 89 (14.648)	\$0.00395	production		Trace
2025-09-22 10:37:30	title-generation	Ka paradi listi atskaitum?	Atskaitu izvelesanas Paradiča	1	1.54s			production		Trace
2025-09-22 10:37:30	chat-interaction	Ka paradi listi atskaitum?		7	23.33s	13.718 = 74 (14.538)	\$0.00319	production		Trace
2025-09-20 20:11:25	document-metadata-gene...	Analyze this document content and generate metadata. Extract - 1596 A.C.	"Title": "Arnasas par atskaitu aparmiecienu", "locale": "lv", "description": "A...	1	2.73s			production		Trace
2025-09-20 20:11:24	document-metadata-gene...	Analyze this document content and generate metadata. Extract - 1596 A.C.	"Title": "Izstrauces iegulanas atskaitu izveles", "locale": "lv", "description": "I...	1	1.59s			production		Trace
2025-09-19 00:12:02	document-metadata-gene...	Analyze this document content and generate metadata. Extract - 1596 A.C.	"Title": "Izstrauces iegulanas atskaitu izveles", "locale": "lv", "description": "I...	1	3.85s			production		Trace
2025-09-19 00:11:54	document-metadata-gene...	Analyze this document content and generate metadata. Extract - 1596 A.C.	"Title": "Izstrauces iegulanas atskaitu izveles", "locale": "lv", "description": "I...	1	2.75s			production		Trace
2025-09-18 08:21:57	title-generation	I&S man ir tuksid izveles?	Tuksid izvelesas tals	1	0.99s			production		Trace
2025-09-18 08:21:57	chat-interaction	I&S man ir tuksid izveles?		4	2.20s	1.832 = 79 (1.889)	\$0.004238	production		Trace
2025-09-18 18:06:38	title-generation	I&S objekti man ir?	Mari kosid objekti	1	1.16s			production		Trace
2025-09-18 18:06:38	chat-interaction	I&S objekti man ir?		4	3.43s	1.675 = 131 (1.806)	\$0.004386	production		Trace
2025-09-18 18:06:38	chat-interaction	Ka vakci priekums		4	14.18s	11.986 = 406 (12.382)	\$0.00732	production		Trace
2025-09-18 11:09:13	title-generation	Info	Info Pasaudzums	1	0.94s			production		Trace
2025-09-18 11:09:13	chat-interaction	Info		4	2.36s	1.649 = 98 (1.178)	\$0.004122	production		Trace
2025-09-10 00:11:10	document-metadata-gene...	Analyze this document content and generate metadata. Extract - 1596 A.C.	"Title": "Camkaidu figuru atskaitu aparmiecienu", "locale": "L", "descript...	1	2.89s			production		Trace
2025-09-11 00:11:28	document-metadata-gene...	Analyze this document content and generate metadata. Extract - 1596 A.C.	"Title": "Komerciju magslana Magsl", "locale": "lv", "description": "SA TC...	1	3.71s			production		Trace

→ **Conversation Analytics:** Uncover trends to improve performance using team-level dashboards and sentiment analysis.



→ **Deep Tracing:** Visualize latency, token usage, and cost per request to optimize and debug workflows with confidence.



# Products

AI Chatbot • AI Agent • E-commerce Agent



# AI Chatbot

Mitigate AI Platform

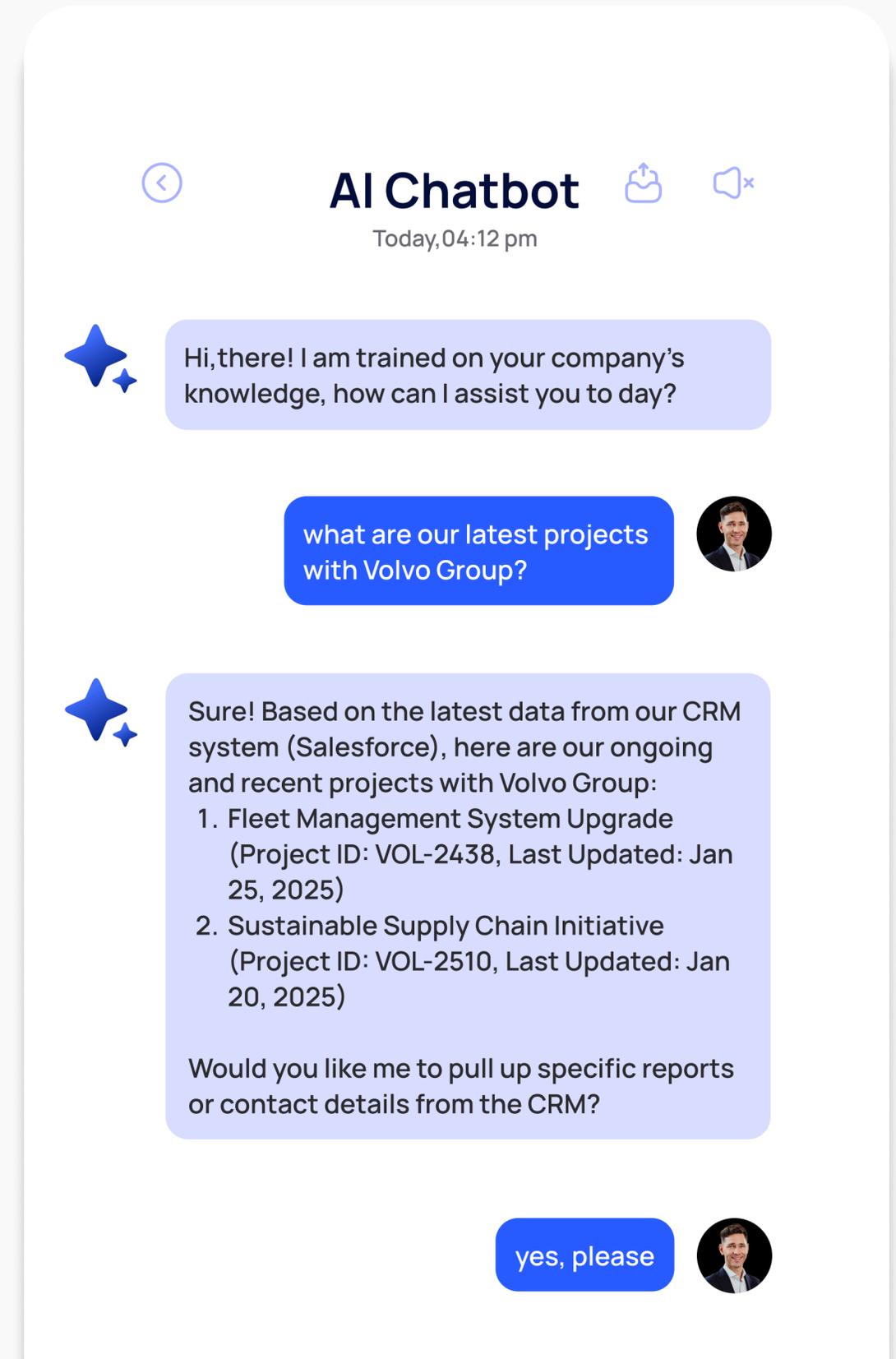


# What is chatbot and why you need it

An artificial intelligence chatbot is a product that goes far beyond a standard, rule-based messenger. It does not simply reply using pre-programmed answers to selected questions. Instead, it is a dynamic tool with the ability to integrate deeply with your business.

It actively demonstrates this connection, for instance, by indicating it is "searching for an answer in your company data", highlighting its ability to pull real-time insights from systems like your CRM to answer specific customer or employee queries with precision.

Unlike traditional chatbots that hit a dead end when asked something new, this AI understands context. It uses your proprietary information to construct answers that are unique to your organization's knowledge base.



# How Does it work?

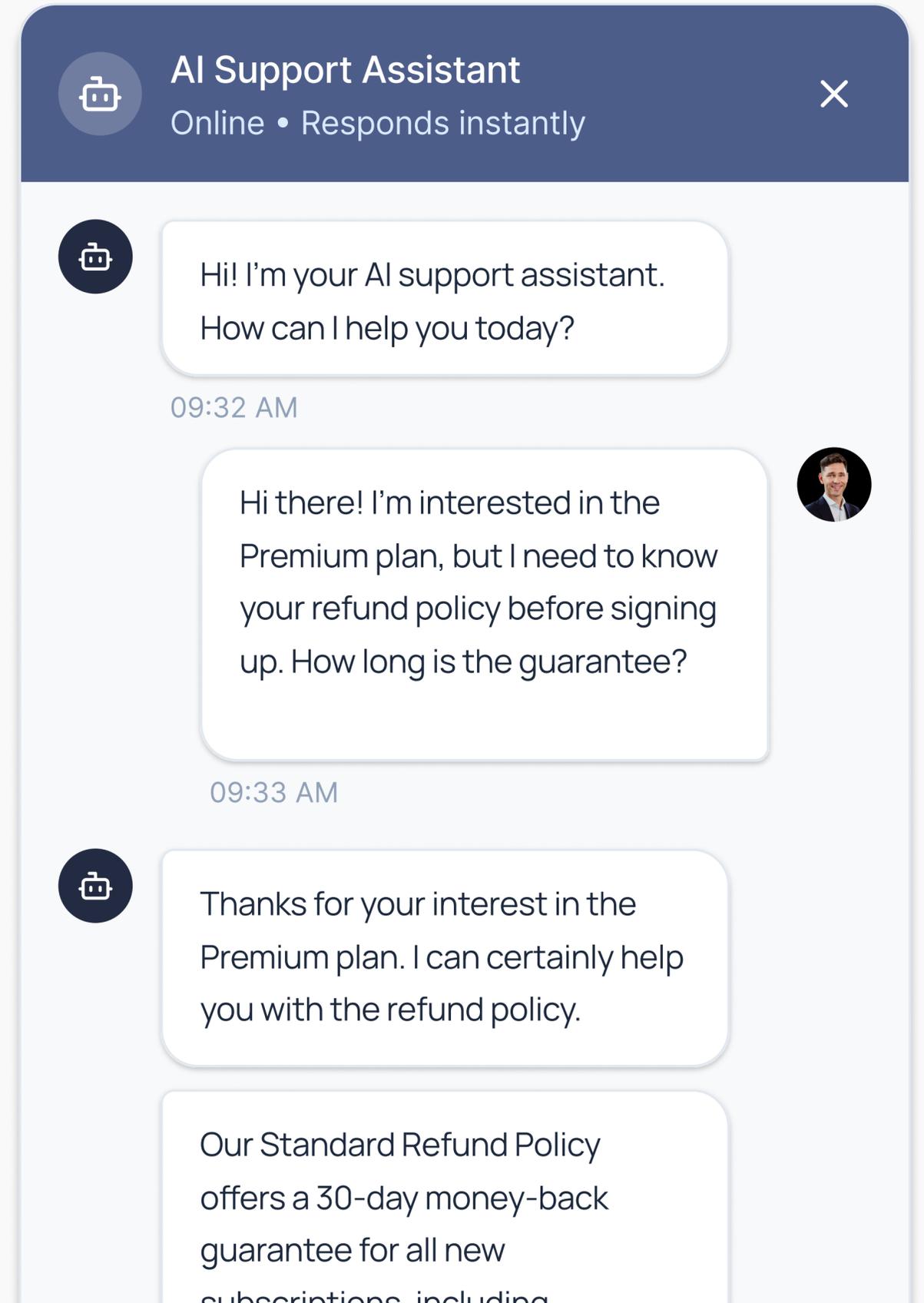
The chatbot centralizes and understands your company data.

- **Data Ingestion:** Add sources like documents and websites to the AI platform.
- **Integration:** Our solutions connect to your internal data ecosystem (files, documents, Sharepoint, etc).
- **Generative AI:** Using LLM models of your choice, it allows chatbot to generate and respond utilizing your proprietary information. This ensures responses are contextual and tailored to your needs.

AI Chatbot is versatile in both environments:

 **Externally**, it acts as a 24/7 support agent on your website, helping clients resolve issues and answer questions.

 **Internally**, it serves as a search engine for staff, allowing quick access to policies, documents, and HR information.



# AI Agent

Mitigate AI Platform



AI Agent

# What is AI Agent and why you need it

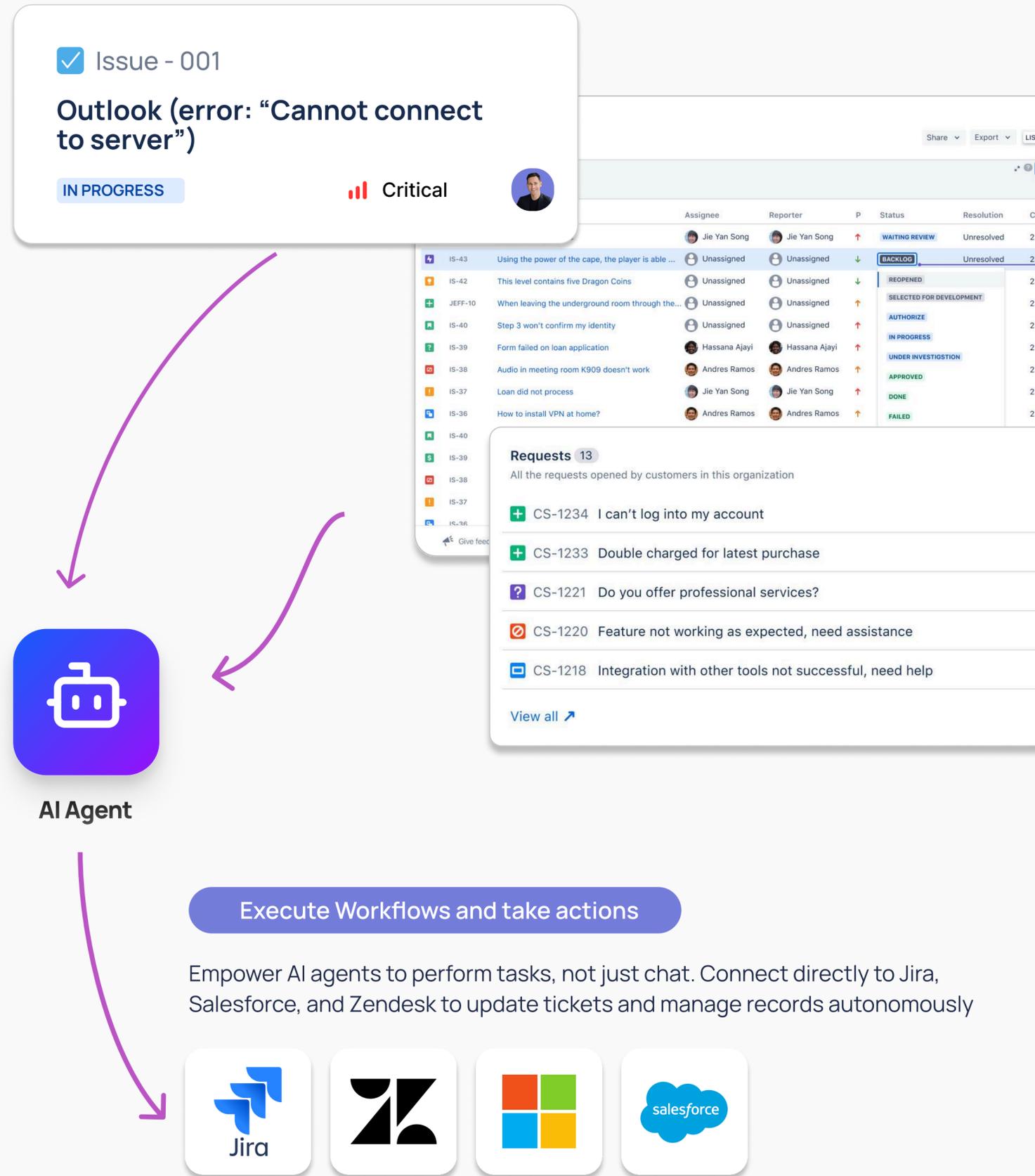
An AI Agent is an advanced tool designed to support your company's daily operations by executing workflows and performing actions.

For example, when receiving a client support request via an email, the **AI Agent** can automatically do two actions:

1. send a JIRA notification to the right colleague, and
2. automatically draft a response to the email based on previous responses to a similar requests by accessing your company knowledge base.

The AI Agent not only processes emails but also generates documents and resolves issues and tasks.

The AI Agent is designed to be where your clients and teams need it most and can be connected anywhere your company operates - integrated directly into your email client, embedded within the JIRA system, or running on your website - providing seamless automation wherever there is a need.



AI Agent

# Key Benefits

**AI Agents** transform operations from passive gathering to proactive automation. They enhance efficiency, handling requests quickly, cutting search time by 70%.

Agents integrate seamlessly with tools like Jira and Salesforce to manage records.

**Minimized Human Error:** Actions based on "company truth" ensure consistency and accuracy in tasks like emails and SQL queries.

**Scalability:** An AI Agent handles many tasks simultaneously, allowing your team to focus on high-value strategies.



AI Agent

● Processing... • 6 tasks completed



**Email Client**

Integrated directly within your email

[Processing incoming messages...](#)

Auto-respond to 45 customer emails



**JIRA System**

Embedded in project management

[Updating project boards...](#)

Created 12 tickets from support requests



**Website**

Customer support on your site

[Handling live chat queries](#)

# E-commerce Agent

Mitigate AI Platform

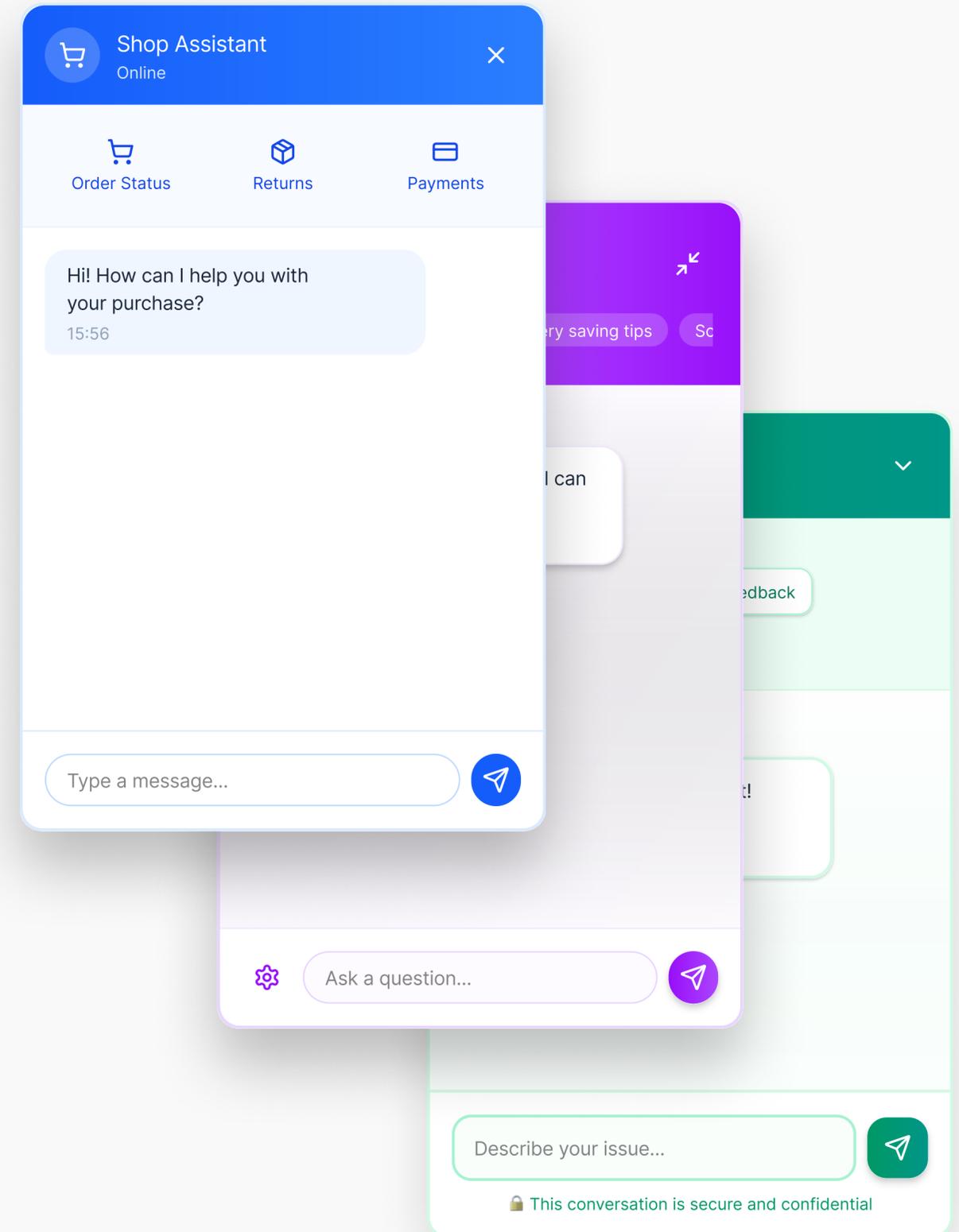


# What is E-commerce Agent and why you need it

The E-Commerce Agent is more than just a support bot—it is an active digital sales associate designed to revolutionize your customer experience. It moves beyond resolving tickets to drive revenue by engaging customers in natural conversation.

## Turn Support into Sales

- **Recommend Products:** Smartly suggests items based on customer needs and preferences.
- **Answer Product Questions:** Instantly resolves inquiries about specs, sizing, and usage.
- **Alleviate Purchase Concerns:** Proactively addresses hesitation to reduce cart abandonment.
- **Drive Revenue:** seamlessly pivots from solving problems to closing deals.
- **Make It your own:** Fully customizable to match your brand identity—adjust the color, size, UI, and even the tone of voice to sound exactly like your team.



# How Does it work?

## Product Discovery

The E-commerce Agent understands shopper intent and context, interpreting vague descriptions to recommend relevant products. For example, if a client types: "I want to gift something small but expensive," the AI filters items like jewellery or high-end electronics.

## Order Support

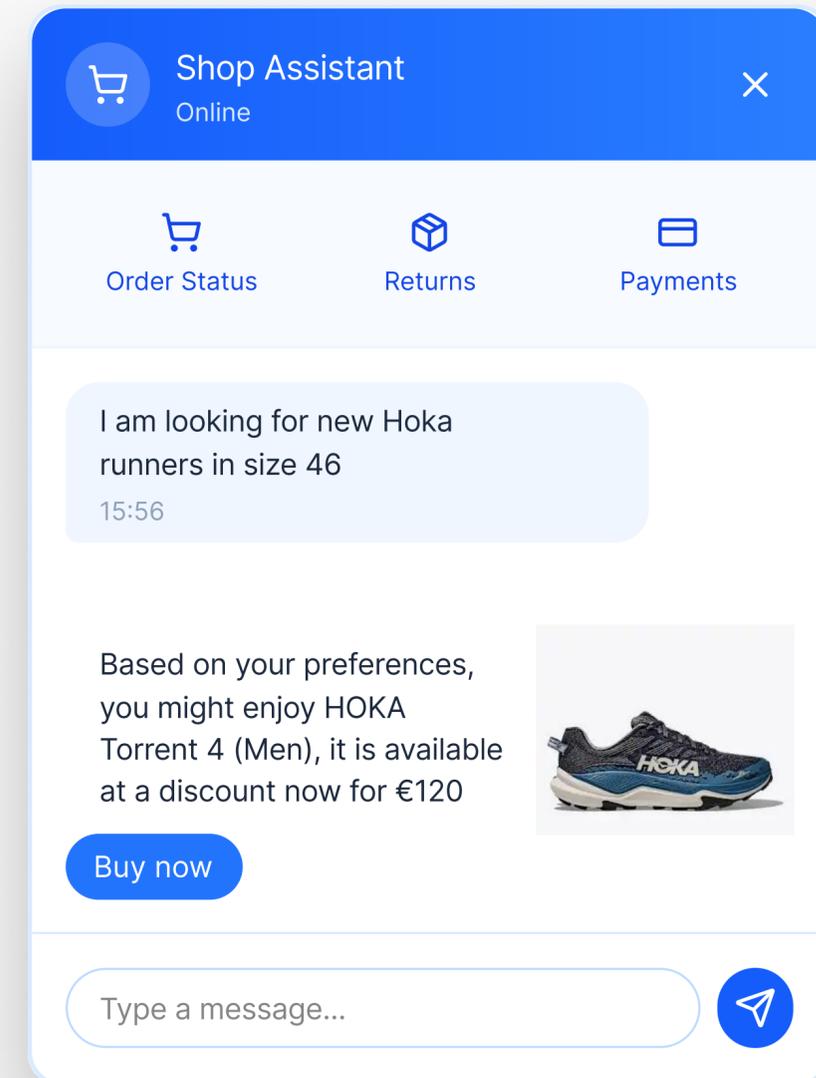
The E-commerce Agent handles post-purchase questions, suggesting responses based on company info, past interactions, and real-time order data.

## Increased Conversion

The chatbot guides customers to products, reducing drop-offs and driving sales. Customers are 2.8x more likely to buy if you offer chat support.

## Cut resolution time

The chatbot answers questions anytime.



# Selected Credentials





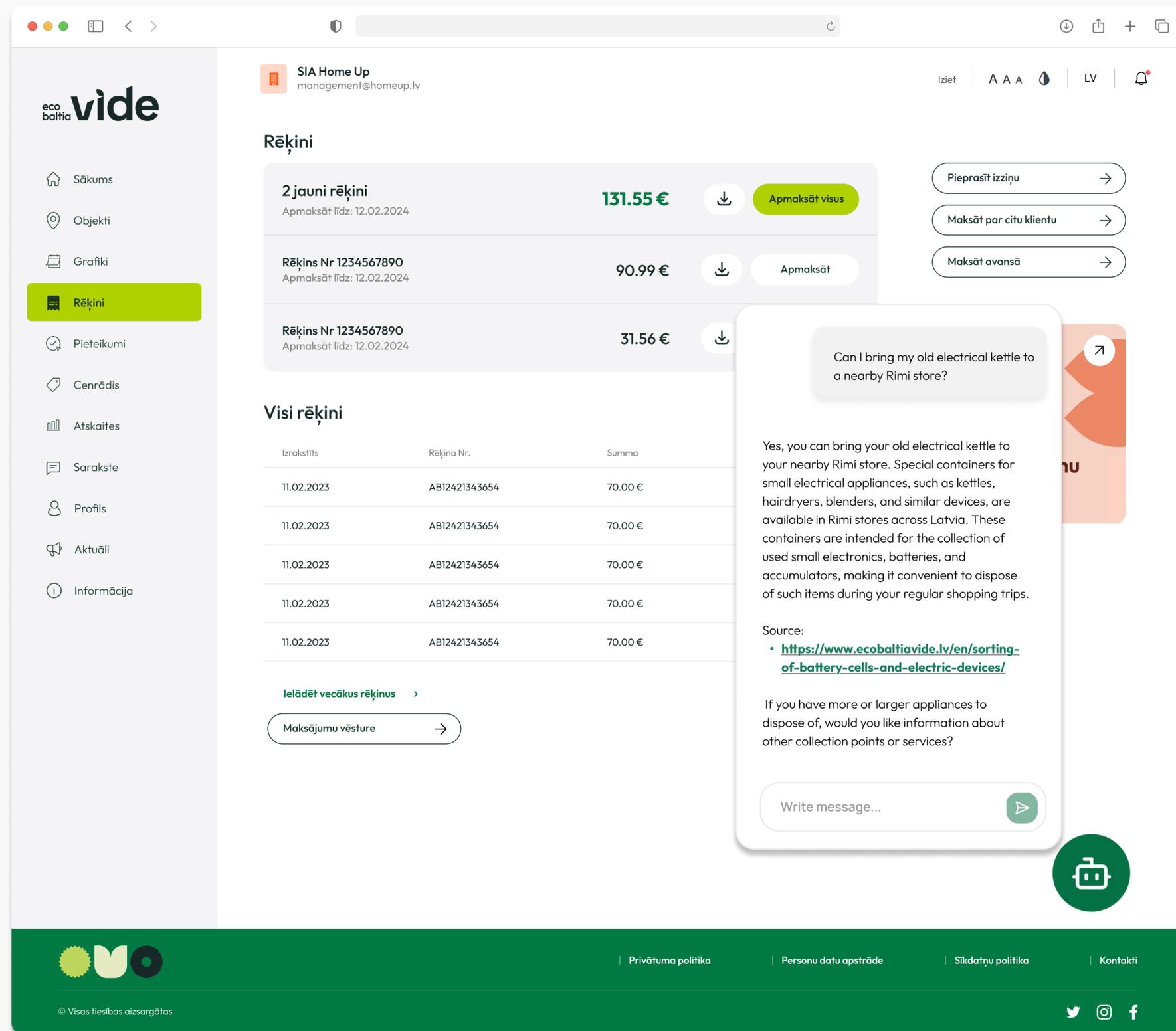
**Web:** <https://www.ecobaltiavide.lv/>

**Industry:** Recycling and waste collection

**Client:** A leading Baltic environmental services company that provides comprehensive waste management, recycling, and sustainability solutions for households, businesses, and municipalities.

**Scope:** Client facing customer support chatbot

**Solution:** Mitigate developed and implemented a fully functional chatbot for Eco Baltia vide, fully compliant with legal regulations and the company's internal policies. The chatbot was deployed in the client self-service portal and integrated with the company's CRM system, enabling it to provide personalized answers based on client-specific data. As a result, it now helps clients quickly find relevant information, significantly reduces the workload of customer service specialists, and enhances the overall customer experience.





**Web:** [www.willsensors.com](http://www.willsensors.com)

**Industry:** Industrial automation

**Client:** A company specializing in industrial automation and sensor solutions, providing advanced technologies for process control, monitoring, and IIoT integration.

**Scope:** AI chatbot prototype & implementation

**Solution:** To enhance customer service, we deployed the Mitigate AI Chatbot Platform in the client's self-service portal and integrated it with their CRM. The chatbot now delivers instant, personalized answers grounded in client-specific data and internal policies, including detailed information about industrial sensors for measurement, detection, counting, warning, safety, control, and monitoring, as well as wireless sensors, gateways, and cloud/IIoT solutions. This has reduced the workload of support specialists, improved response speed, and elevated the overall customer experience

The screenshot shows a chatbot interface for 'Will Sensors'. The chatbot has responded to the user's question 'How to use DX80N9Q45THA sensor?' with a detailed guide. The guide is titled 'DX80N9Q45THA Sensor Usage Guide' and is displayed in a clean, modern layout. The chatbot's response includes an introduction, a section on 'Purpose & Compatibility', and a section on 'Installation'. The chatbot's name 'Will Sensors' is visible in the top left corner of the chat window. The user's question is shown in a grey bubble at the top right. The chatbot's response is in a white bubble with a red arrow icon at the bottom right. The chatbot's name and email address 'edvins.elferts@mitigate.dev' are visible in the bottom left corner of the chat window.

Will Sensors

+ New Chat

DX80N9Q45THA Sensor Usage G...

Temperature Sensor Usage Guide

Available Support Options

Chat bot > DX80N9Q45THA Sensor Usage Guide

How to use DX80N9Q45THA sensor?

To use the DX80N9Q45THA sensor, here are the essential steps and considerations:

**1. Purpose & Compatibility**

- The DX80N9Q45THA is a Q45 Node designed for predictive maintenance applications.
- It is pre-configured to work with Banner 1-wire serial sensors, specifically for temperature and humidity monitoring.
- The Q45TH node connects directly to the M12FTH4Q temperature and humidity sensor using a 1-wire serial interface.
- Sample rates can be configured using DIP switches on the node.
- The system is battery-powered for remote monitoring and is ideal for applications where running cables is difficult or costly.

Sources:

- [212567.pdf](#) (p. 35)

**2. Installation**

- Mount the Q45 Node in the desired location, ensuring it is within wireless range of your gateway or receiver.
- Connect the M12FTH4Q temperature and humidity sensor to the Q45TH node.

Write a message...

ED edvins.elferts@mitigate.dev



**Web:** <https://burti.lv/en/>

**Industry:** Information Technology & Services

**Client:** IT company providing business management software, custom made web and mobile applications

**Scope:** Tech help-desk support automation

**Solution:** To streamline client support, we implemented the Mitigate AI Platform on client's infrastructure.

Now, when a tech support email arrives, AI analyzes the query and instantly suggests a resolution based on historical cases in JIRA.

This AI-generated response is then reviewed and confirmed by a service desk agent, ensuring accuracy while dramatically accelerating response times and reducing manual workload.

The screenshot shows a Jira issue page with a dark blue header. The left sidebar contains navigation options: For you, Recent, Starred, Apps, Projects, More projects, Filters, Dashboards, Operations, Teams, Assets (with a TRY button), and Goals (with a share icon). The main content area features a search bar, a '+ Create' button, and a comment section with options like 'Looks good!', 'Need help?', 'This is blocked...', 'Can you clarify...?', and 'This'. The issue title is 'Automation for Jira' with a timestamp of 'July 28, 2025 at 11:05 AM'. The response is in English, explaining how service employees can log their work via the Service Desk portal (<https://support.burti.lv>) or by email/phone. A source link is provided: <https://burti.atlassian.net/>. Below the response, it shows 'Other Jiras with similar topics: None' and a 'Suggested estimate: 0.5h'. The right sidebar displays the issue's details, including Assignee, Reporter, Development actions (Open with VS Code, Create branch, Create commit), Labels, Due date (Jul 31, 2025), Start date, Story Points (4), Fix versions, Priority (Low), Harvest Time Tracking (Open Harvest Time Tracking), and Original estimate (Add estimate).



Your trusted software  
and AI development  
partner

[ai-platform.mitigate.dev](https://ai-platform.mitigate.dev)



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Client Partner

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[ai.mitigate.dev](https://ai.mitigate.dev)