



*The AI-Powered Customer Engagement Platform*

**Smarter Service. Human at Heart.**

Opera transforms every customer interaction into an intelligent, seamless experience. By uniting automation with human expertise, Opera helps organizations deliver faster, more reliable, and deeply human service at scale.

01.

# Product Overview

## Intelligent Support for the Modern Enterprise

Opera is an AI-driven customer engagement platform that combines automation and human oversight to deliver exceptional service experiences. It manages the full spectrum of customer interactions - from inbound calls, live chat, and email support to billing inquiries, appointment scheduling, and outbound communication - with accuracy, empathy, and efficiency.

More than a contact center platform, Opera represents a new era of intelligent engagement, where machine learning handles the repetitive, and humans deliver the meaningful. It ensures every conversation reflects your brand's values of trust, quality, and care.

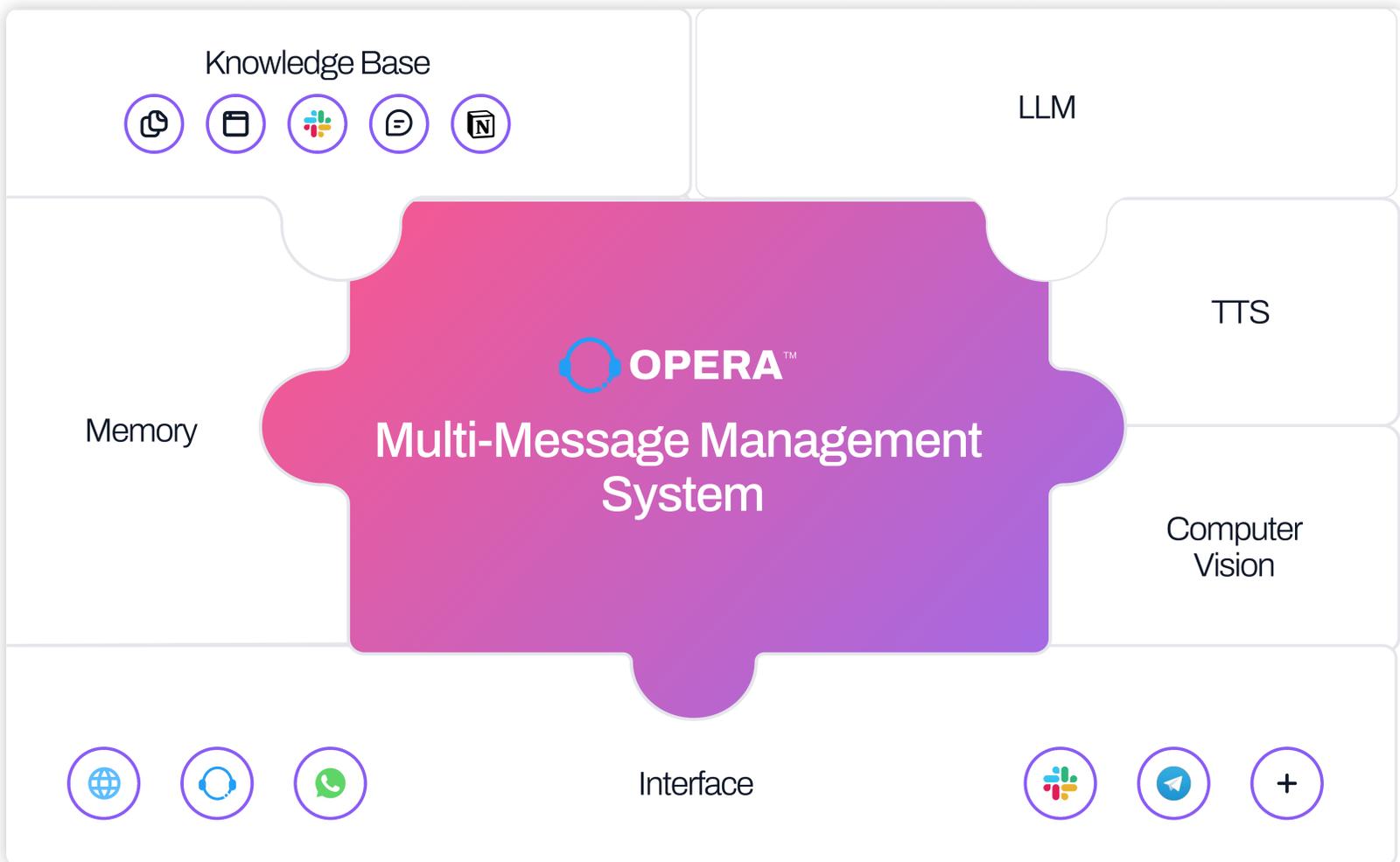


### Multi-Channel Support

Seamless integration across all customer touchpoints

### AI-Powered Intelligence

Smart automation that learns from every interaction



**The Result:** Faster operations, stronger teams, and a culture of continuous improvement.

02.

# About PopAI Technologies

## Technology That Serves People

PopAI Technologies is a global product company shaping the future of intelligent business ecosystems. Backed by a \$100 million growth program, PopAI builds AI platforms that combine human creativity with automation to drive operational excellence and sustainable growth.

With more than 2,500 professionals across six countries - the Philippines, Australia, Hong Kong, Dubai, Cyprus, and the Netherlands - PopAI leads the movement toward responsible, human-centered AI.

Its guiding principle is simple: technology must serve people, not replace them. Every PopAI product, including Opera, reflects this vision - empowering organizations to work smarter, scale faster, and deliver better outcomes with integrity.

**2500+**

Professionals

### Growth Program

**\$100M**

Investment in building intelligent business ecosystems

### Global Operations



Philippines



Australia



Hong Kong



Dubai



Cyprus



Netherlands

03.

# Our Solution

## Efficiency Without Losing the Human Touch

Opera delivers an end-to-end customer experience framework that unifies communication, automation, and analytics within a single intelligent platform.

It simplifies service operations by centralizing channels, automating repetitive workflows, and maintaining human oversight at every stage. From the moment a customer reaches out to the final resolution, Opera ensures interactions are handled with care, speed, and precision.

### Key Outcomes



#### Streamlined Communication

Faster resolutions through unified channels



#### Consistent Quality

Service excellence at every touchpoint



#### Cost Efficiency

Reduced costs with higher accuracy



#### Real-Time Visibility

Actionable insights for quality assurance

### Enterprise-Ready for Every Environment

Whether you operate a contact center, BPO, or in-house service department, Opera adapts to your scale and complexity with modular flexibility and built-in compliance.

04.

# AI Agents and Integration

## Specialized AI Agents for Every Customer Touchpoint

Opera is powered by domain-specific AI Agents that enhance every aspect of customer engagement.



### Support Agent

Handles triage, troubleshooting, and knowledge lookup with human escalation.



### Sales Agent

Qualifies leads, recommends plans, and books meetings with CRM sync.



### Billing Agent

Answers billing queries, initiates refunds, and resolves disputes with audit logs.



### Seamless Integration

Opera connects with CRM, ERP, billing, and communication systems via secure APIs. This ecosystem synchronizes data and ensures a consistent flow of information.

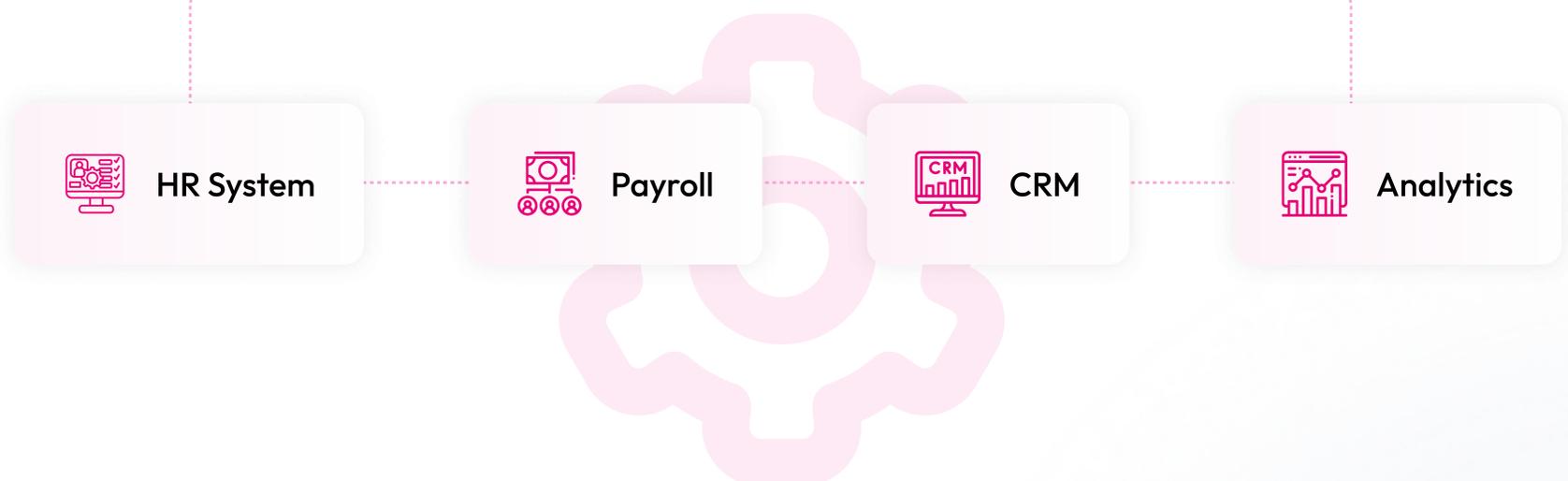
CRM

ERP

BILLING

COMMUNICATION SYSTEM

## INTEGRATION FLOW



05.

# Human in the Loop

## Automation Guided by Human Insight

Opera's foundation is built on **Human-in-the-Loop (HITL)** intelligence - ensuring every process is transparent, auditable, and guided by human judgment.

Employees maintain oversight of AI-driven tasks, reviewing flagged interactions, refining outputs, and continuously improving accuracy. This synergy creates a feedback loop of learning, where automation grows smarter and humans remain firmly in control.



### Benefits of Human-Centered Automation



Ensures empathy and accountability in every interaction



Strengthens regulatory and quality compliance



Encourages collaboration between AI and employees



Builds customer trust through authentic, consistent experiences



*"Opera keeps automation human empowering people to guide technology, not be replaced by it."*

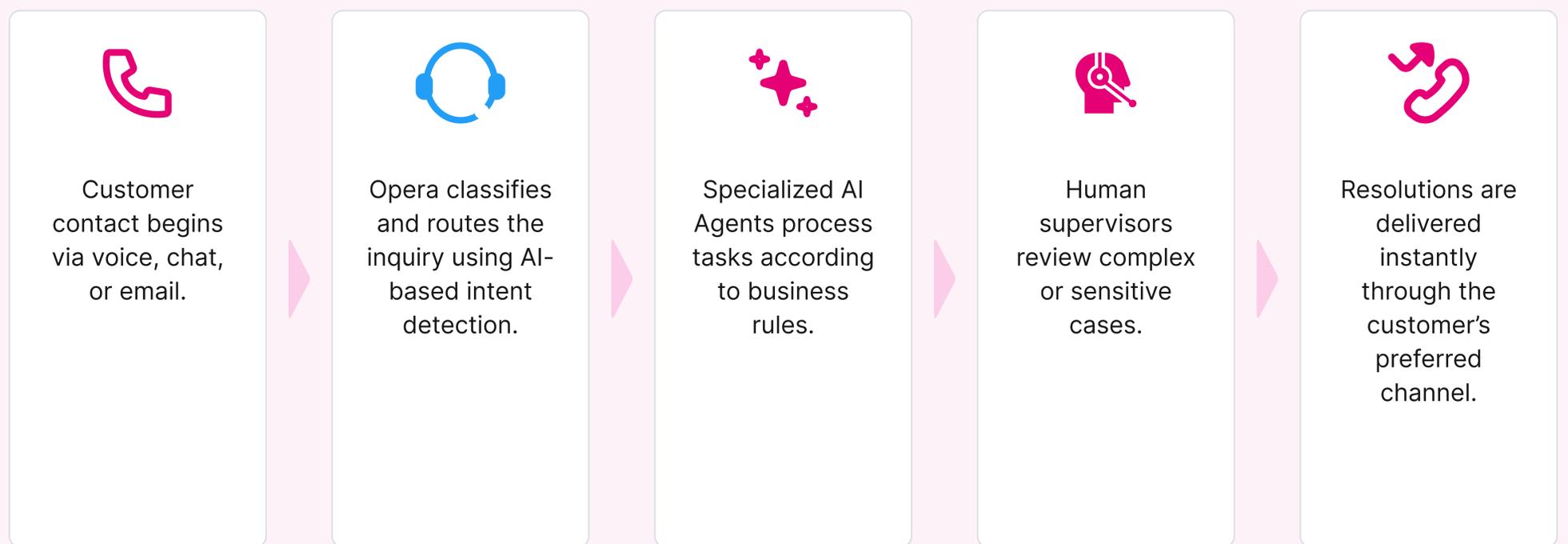
06.

# Technical Architecture & Core Features

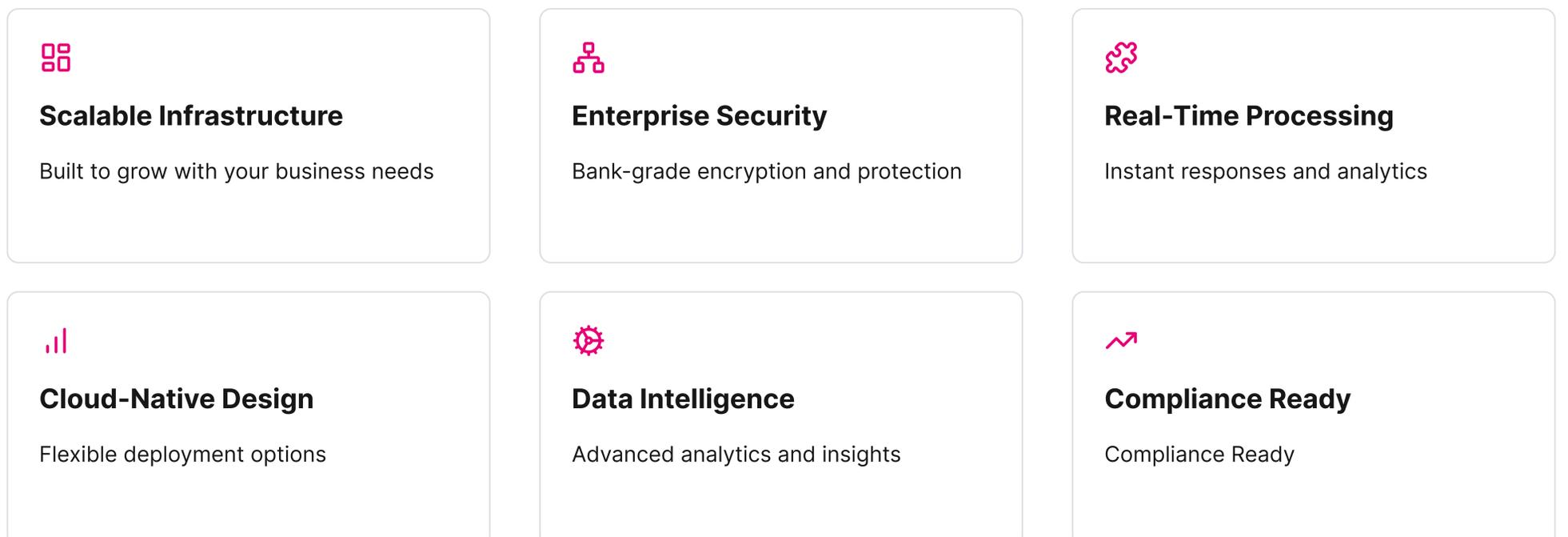
## Built for Performance, Security, and Scale

Opera runs on a modular, cloud-ready architecture designed for multi-channel communication and enterprise-grade resilience. It delivers fast, secure, and compliant service automation, no matter how complex your operations.

### System Flow



### Core Features



07.

# Business Impact and Case Study

## Delivering Measurable Results

Real-world success stories demonstrating the transformation power of intelligent automation.

### Success Story: New Media Services

### Results Achieved



#### New Media Services Pty Ltd

Enterprise Communications Provider

A leading Australian communications company serving enterprise clients across multiple sectors, handling thousands of customer interactions daily.

A leading media services provider implemented Opera to transform their customer support operations. Within six months, they achieved remarkable improvements across all key performance indicators while maintaining the personal touch their customers valued.

The integration of AI-powered agents with human oversight enabled the team to handle significantly higher volumes while improving response quality and customer satisfaction scores.

30%

#### Faster Ticket Resolution

Reduction in average ticket handling time through intelligent automation



20%

#### Productivity Increase

Team members handle more complex issues while AI manages routine tasks



100%

#### Compliance Rate

Improved audit compliance and customer satisfaction scores



*"Opera helped us strengthen client relationships and scale our operations without losing the human touch."*

#### New Media Services

Staffhouse Road, Baguio City, Economic Zone (PEZA), Loakan, Baguio City, Benguet, Philippines 2600

08.

# Why AgentiX

## The PopAI Advantage



### Human + AI Collaboration

Balances empathy and automation for trusted service.



### Enterprise-Grade Security

Data protected through compliant, encrypted systems.



### Intelligence

Handles every interaction through one platform.



### Scalable Architecture

Adapts easily across departments and geographies.



### Faster Time-to-Value

Rapid setup and measurable impact within weeks.



### Proven Performance

Backed by PopAI's 18+ years of global operational expertise.

## **Building the *Future* of Customer *Experience***

Opera represents the future of customer engagement — where automation and humanity converge to create seamless, intelligent, and meaningful interactions.

09.

# Explore Opera

## Building the Future of Customer Experience

Where automation and humanity converge to create seamless, intelligent, and meaningful interactions.

### *The Future of Customer Engagement*

Discover Opera today and experience how PopAI Technologies is redefining service for the intelligent enterprise.



#### Global Presence

PopAI Technologies operates across six continents, providing enterprise-grade support and expertise wherever you do business.



Philippines



Australia



Hong Kong



Dubai



Cyprus



Netherlands



#### Get in touch

Learn how AgentiX can transform your operations and drive measurable results for your organizations

#### Headquarters

Pop Technologies Limited  
Flat A, 15/F Hillier Comm. Bldg.,  
65-67 Bonham Strand East,  
Sheung Wan, Hong Kong

#### Website

<https://popaitechnologies.com/>