

Infrastructure

- Architecture

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The following diagram illustrates the architecture and interaction flow of the **Virtual Agent** solution with voice capabilities.

The interaction begins when the user communicates with the **Virtual Agent** via text or voice. The message is analyzed by the **Natural Language Processing (NLP)** module and processed through **Artificial Intelligence (AI) tools**, which incorporate business rules, operational workflows, and user authentication.

The system retrieves information from sources such as **Google Sheets, databases, CRM, and ERP systems** to generate the appropriate response.

Finally, the **Natural Language Generation (NLG)** module delivers the response in text format or converts it into speech using **Text-to-Speech (TTS)** technology.

When required, the interaction can be escalated to a **Live Agent**.
