EbsyStudio

EbsyStudio - Enterprise Process Orchestration, AI and Customer Operations Platform

From fragmented processes to an orchestrated organization.

EbsyStudio brings process automation, system integration, voice/contact center, operational data and artificial intelligence into one operating model with enterprise control and end-to-end visibility.

WORKFLOW | INTEGRATIONS | VOICE | AI | GOVERNANCE | MONITORING

Make the process the unit of design.

Instead of connecting isolated technologies, EbsyStudio models the business outcome and orchestrates every step - automated, AI-assisted or performed by a person.

TARGET OUTCOMES

- Fewer handoffs
- Faster time-to-change
- More consistent CX
- Better operational control

Why EbsyStudio

The platform value comes from convergence: workflow, data, enterprise systems, communications and AI operate in the same execution context. An event can trigger a process that retrieves data, makes controlled decisions, engages through voice, involves people and preserves a complete execution history.

End-to-end automation

Visual workflows with rules, branching, subflows, schedule/webhook triggers and error handling.

Connected customer operations

Voice, IVR, queues, agents, outbound and customer service tied directly to back-office processes.

Governed AI in the workflow

AI agents, knowledge, memory, guardrails, AI Assist and monitoring integrated into process execution.

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Core platform capabilities

EbsyStudio combines capabilities that are often delivered by separate products and teams into one enterprise orchestration platform.

Process Orchestration

- Visual workflow editor
- Manual, schedule, webhook and voice triggers
- Conditions, variables and subflows
- Error edges and recovery

Integrations & Data

- Reusable API Collections
- Credentials and secrets
- Data Studio and imports
- Enterprise system integration

Customer Experience

- VoIP telephony and IVR
- Queues, agents and supervision
- Dialer and outbound campaigns
- TTS, prompts and recordings

Enterprise AI

- AI Agents and AI nodes
- Knowledge bases
- Contact memory and AI Assist
- Guardrails and injection testing

Governance

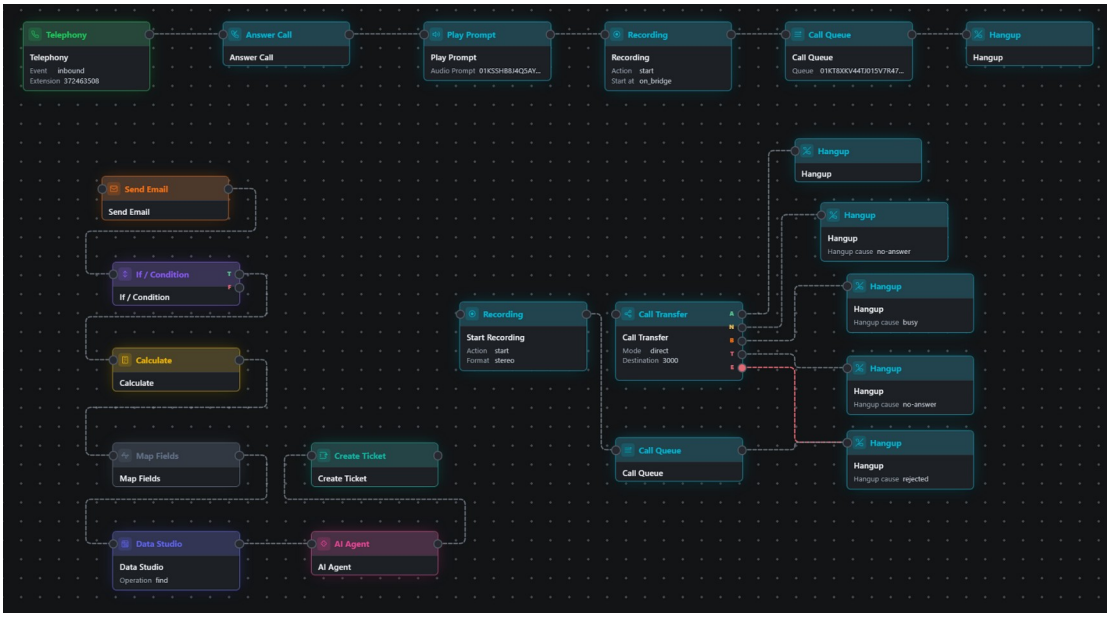
- Roles and permissions
- 2FA and LDAP
- Audit and retention policies
- PII encryption and network policies

Observability

- Run timeline
- Node-level input/output
- Call logs and recordings
- Reports and health monitoring

One workflow can cross voice, business logic, data and AI

EbsyStudio execution example: a call can trigger the process, use conditions and calculations, query Data Studio, invoke an AI agent, create a ticket and continue to queues or call transfers.



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Enterprise orchestration architecture and control

EbsyStudio is designed as an orchestration layer across the existing technology landscape. Systems of record keep their role while the end-to-end process logic becomes visible, measurable and controllable.

TRIGGER	ORCHESTRATE	DATA & AI	HUMAN	OUTCOME
Webhook, schedule, voice	Rules, subflows, tasks	APIs, Data Studio, AI	Agent, approval, exception	System update, notification

Governance and operations

Security & identity

- Roles and permissions
- 2FA and LDAP
- PII encryption
- Network and retention policies
- Action audit

Visibility & resilience

- Execution timeline
- Error handling and recovery
- Monitoring and health status
- Call logs and recordings
- Operational reports

Integrate without rip-and-replace

The platform can orchestrate processes across CRM, ERP, databases, internal services, legacy applications and communication channels through APIs, webhooks, data access and integration mechanisms configured for each environment.

CRM	ERP	Databases	Legacy	Voice	AI Services

Implementation principle

Do not start with the technology. Start with the process that costs time, money or opportunity - then design integrations, automation, AI and human intervention around the measurable outcome.

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Use cases, editions and where to start

EbsyStudio is designed for processes that cross systems and teams, where point automation is no longer enough.

Use case	What is orchestrated	Operational value
Customer onboarding	Data, documents, validation, KYC, approvals, provisioning	Faster time-to-activation; fewer handoffs
Claims processing	FNOL, documents, checks, review, notifications	More coherent cases; controlled exceptions
Customer service	Voice/email, CRM, AI, back office, notifications	End-to-end resolution; better agent context
Document processing	Ingestion, AI extraction, validation, human review	Less copy-paste and rework
Collections	Prioritization, contact, promises, tasks, status	Operate by strategy and exceptions, not manual lists
Back office	Reconciliation, approvals, updates, exception management	More visible and controllable backlog and cycle time

EbsyStudio editions

EbsyStudio Automate

- Workflow automation
- Integrations & Data Studio
- Execution and visibility

EbsyStudio Engage

- Everything in Automate
- Voice & Contact Center
- Outbound & customer operations

EbsyStudio Enterprise AI

- Everything in Engage
- Complete AI suite
- Premium SLA and prioritized operations

From a real process to a measurable business case.

In a discovery workshop, we start from the current process, identify bottlenecks and the cost of complexity, define what can be automated or AI-assisted, and agree success metrics before implementation.

ebsy.ro | Request a discovery workshop