



AIWAVE /+
Infrastructure
& Transportation

A new era of **mobility**

 **ALMAWAVE**
GROUP



The benefits of AIWave 4 Infrastructure & Transportation

**WE ACCELERATE INNOVATION WITH THE GOAL OF
GENERATING NEW AND IMPROVED MOBILITY
EXPERIENCES**



AUTOMATION OF PROCESSES
AND OPERATIONS



STREAMLINING OF FIELD
ACTIVITIES



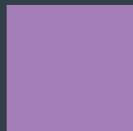
AVAILABILITY OF MULTI-CHANNEL
SERVICES



RISKS IDENTIFICATION
AND MONITORING



Your business,
our goal

	Governance & Knowledge		Customer Experience		People & Operations
	Sustainability & Inclusion		Marketing & Communication		

E-mail Automation

This solution uses linguistic, semantic, and text analysis models to interpret emails and PECs (certified emails) from external customers and internal staff. AI algorithms extract information to categorize messages by topic and priority. Additionally, using generative AI, the system drafts responses that can be reviewed by an operator or sent automatically.

Information Discovery

Integrates an institution's information assets, making them easily accessible and searchable through natural language. Semantic search allows users to query texts and documents by themes and concepts. Additionally, summaries of results and draft reports can be generated through generative AI. Structured data can also be searched conversationally, with answers provided in the form of text, tables, or graphs.



Discovery Experience for Education

A platform designed to train all the personnel. This solution transcribes and indexes audio-visual educational content, summarizes course topics and can generate training materials and learning tests with related review. Users can engage in natural language conversations with a specialized virtual assistant that offers support throughout the training process.



Virtual Assistant

The solution is capable of answering users' questions by both text and voice. With access to document systems and integration of GenAI tools, it offers an interactive dialogue that allows users to obtain information and clarification on generic or personal topics related to their practices.

Channel Management

Contact Center System that integrates the management of requests from various communication channels (such as phone, e-mail, and chat) into a single interface. It streamlines and accelerates the work of customer service operators by enabling users to resolve simple requests through self-service and supporting more complex processes, such as handling complaint calls. The system automatically identifies and extracts key information, classifies requests based on urgency, and provides operators with recommendations for faster resolution of customer issues.



Event, Risk & Alert Classification

AI algorithms for the identification of critical events detected on transportation infrastructure networks (e.g., accidents, traffic jams, road disruptions, roadway objects) and classification of the type of anomaly or hazard by automatic tagging.

NL Query for Control Room

The solution simplifies the process of control room operators searching for and obtaining data by allowing them to interact directly with the systems in natural language. The query is automatically translated into SQL and sent to a Large Language Model that generates tables, graphs or heat maps. The answers provided are enriched with textual explanations for greater explainability of the results.



Smart Maintenance

Advanced AI algorithms to support asset management processes to prevent failures, plan maintenance in a timely manner, and optimize resources.

Field Vocal Services

The solution enables transcription and reporting of technical and maintenance activities from voice commands given in the field by skilled operators, maintenance technicians and inspectors. Using GenAI, the system automatically creates customized reports in real time and makes suggestions to the operator, thus reducing intervention time.



Location Intelligence

The solution uses geolocated data and information from online content to assess the perceived quality of delivery services, analyze the environmental context of facilities and infrastructure, and identify areas in which to make possible investments and supply developments.



Digital Monitoring

The solution gathers thousands of pieces of content and reviews in real time from over 130 online sources, analyzing public perception related to an organization's areas of interest. It helps identify trending topics, key issues being discussed, areas needing improvement, and overall sentiment.



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