SERVICE BROCHURE · TECHNOLOGY & CYBER

Dawgen AI Agents & Copilots

The Front Desk That Never Closes

AI agents that answer, book and remind on WhatsApp, SMS and web, and copilots that put your own knowledge at your staff's fingertips.



Dawgen Global illustration

THE BUSINESS ISSUE

Your customers are already messaging. Is anyone answering?

Service teams across the region spend much of every day answering the same questions: appointment times, balances, payment confirmations, documents required, opening hours. The hard cases, such as the complaint or the member in difficulty, wait in the same queue. Customers who message after hours wait until morning, or go elsewhere.

WHY NOW

Customers live on messaging

WhatsApp and SMS are now the first channel many Caribbean customers use to reach a business, at any hour of the day.

The technology is ready

AI agents can now read from and write to booking, core and ERP systems reliably, so answers are accurate and actions are real.

Teams are stretched

Front-line staff are hard to hire and keep, and repetitive work is a leading cause of turnover.

THE COST OF STANDING STILL

1. Missed appointments and empty slots
2. After-hours enquiries lost to competitors
3. Skilled staff tied up on routine questions
4. Inconsistent answers and no record of what was said

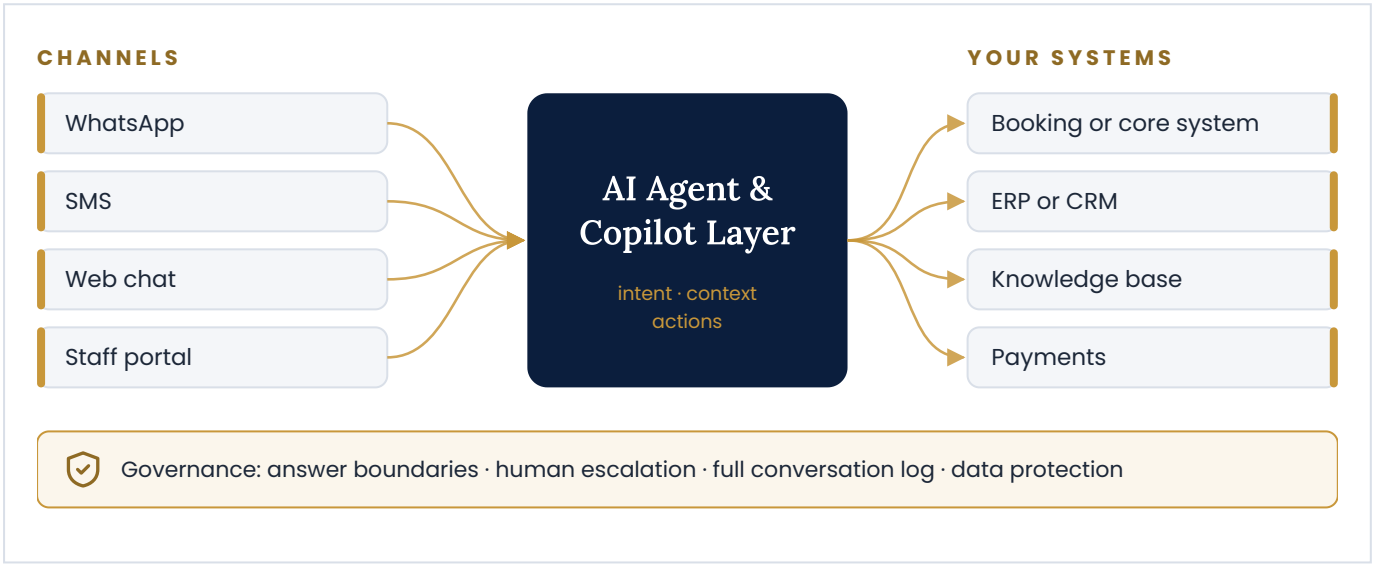
> *An AI agent connected to your systems can answer, book and remind around the clock, and hand the hard cases to your people.*

THE SOLUTION

How Dawgen AI Agents & Copilots works

Dawgen AI Agents & Copilots places an intelligent assistant on the channels your customers already use and inside the systems your staff already work in. Each agent is connected to your real records, works within approved answer boundaries, and always offers a route to a person. Copilots give staff plain-language access to your policies, procedures and data, with every answer traced to its source.

SOLUTION AT A GLANCE



WHAT MAKES IT DIFFERENT

Connected, not stand-alone

The agent reads from and writes to your systems, so it never keeps a separate version of the customer's affairs.

Governed from day one

Approved answers, escalation rules and an audit trail are part of the design, not an afterthought.

Proven before scaled

A three-week Readiness Sprint proves value on one journey before you commit to a full build.

THE DIFFERENCE IT MAKES

TODAY	WITH DAWGEN AI AGENTS & COPILOTS
Missed appointments and empty slots	Reminders and confirmations sent automatically
After-hours enquiries lost to competitors	Enquiries answered at any hour
Skilled staff tied up on routine questions	Staff focused on cases that need judgement
Inconsistent answers and no record of what was said	Every conversation consistent and logged

WHAT WE DELIVER

Six capabilities, one accountable team

Each Dawgen AI Agents & Copilots engagement draws on the capabilities below, selected and sized to your needs. Dawgen Global leads every engagement and is accountable for the result.

Conversational agents

Customer-facing assistants on WhatsApp, SMS and web.

- Bookings, confirmations and reminders
- Payment links and status updates
- Hand-off to a person with full history

Knowledge copilots

Staff ask questions of your own documents.

- Policies, procedures and product manuals
- Answers cited to the source page
- Access matched to staff roles

System copilots

An assistant inside your ERP or CRM.

- Finds records on request
- Explains figures in plain language
- Opens the right screen or action

Two-way integration

Agents connected to the systems of record.

- Booking, core banking or ERP sync
- No duplicate data or drift
- Secure, documented interfaces

Guardrails and governance

Controls that keep the agent within bounds.

- Approved-answer boundaries
- Escalation and opt-out rules
- Conversation audit log

Monitoring and improvement

Performance tracked and tuned after go-live.

- Resolution and hand-off rates
- Review of unanswered questions
- Monthly improvement cycle

Delivered by Dawgen Global's Technology & Cyber team and its associate consultants, under the firm's quality and supervision framework.

HOW WE DELIVER

A proven path from first workshop to live service

1 Readiness Sprint — 3 weeks

2 Build and integrate — 6–10 weeks

3 Go-live and hypercare — 4 weeks

4 Knowledge transfer — After completion

ACTIVITIES

- Select the highest-value journey
- Check data, systems and channels
- Build a working prototype

DELIVERABLES

- Use-case case for investment
- Working prototype on one channel
- Fixed-scope build plan

ACTIVITIES

- Production agent and admin dashboard
- Integration with systems of record
- Independent testing

DELIVERABLES

- Tested production agent
- Answer boundaries signed off
- Integration documentation

ACTIVITIES

- Staged launch to customers
- Daily review of conversations
- Tuning and fixes

DELIVERABLES

- Live service
- Hypercare report

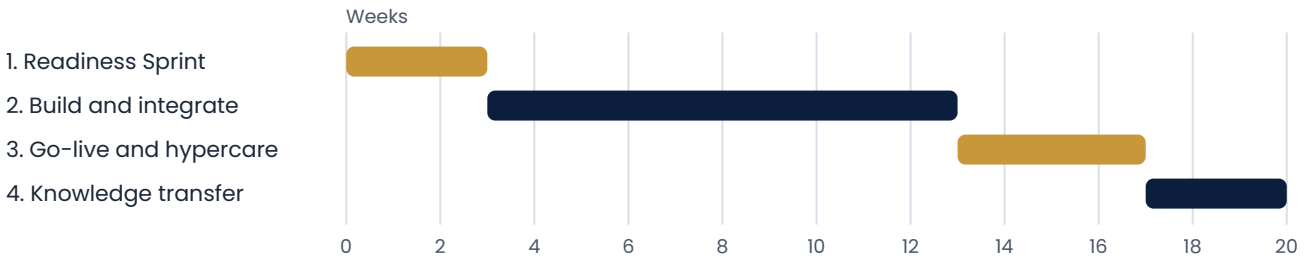
ACTIVITIES

- Training for your team
- Run book and escalation guide
- Optional managed service

DELIVERABLES

- Trained administrators
- Run book

INDICATIVE TIMELINE



Timelines are indicative and depend on scope. Because we size the team to your deadline, they can be shortened where earlier delivery is needed.

WHO DOES WHAT

DAWGEN GLOBAL

- Leads and manages the project
- Tests independently before go-live
- Designs, builds and integrates
- Trains your team after completion

YOUR TEAM

- Names a sponsor and decision-maker
- Takes part in acceptance testing
- Gives access to people, data and systems
- Signs off each phase

WHERE IT CREATES VALUE

Built for Caribbean sectors

Healthcare

Appointment booking, reminders and rescheduling, with sync to the practice system.

Hotels and attractions

Reservations, pre-arrival questions and guest requests around the clock.

Credit unions

Balances, loan status and document checklists for members.

Insurers

Claim status, policy questions and renewal reminders.

Utilities

Bill amounts, payment confirmations and outage updates.

Public services

Service enquiries, application status and appointment scheduling.

IN PRACTICE

Medical practice, appointment automation

THE CHALLENGE

Reminders were sent by hand, patients had to phone to change appointments, and some patients were not on WhatsApp.

WHAT WE DID

A WhatsApp-first agent with SMS fallback: reminders 48 hours ahead with confirm, reschedule and cancel options, a three-step escalation, patient self-registration and full two-way sync with the practice's appointment system.

THE OUTCOME

Front-desk time released from chasing confirmations, every patient interaction recorded, and patients able to manage appointments at any hour.

Business software, AI copilot

THE CHALLENGE

Users struggled to find records and screens across many modules, and the same question meant different things in different modules.

WHAT WE DID

A context-aware assistant inside the ERP that knows the user's module, screen and record, routes each request to the right workflow and opens the right screen.

THE OUTCOME

Faster access to information for managers who are not daily users, with separate conversation history for each module.

Engagement examples are anonymised to protect client confidentiality.

OUTCOMES AND GOVERNANCE

Value you can measure, controls you can rely on

OUTCOMES WE TRACK WITH YOU

- **Enquiries resolved without staff**
- **Missed-appointment rate**
- **Response time, day and night**
- **Staff hours released**

BUILT-IN CONTROLS



1. Answers limited to approved content
2. A person reachable at every step
3. One source of truth: the system of record
4. Every conversation logged and reviewable
5. Personal data handled under the Data Protection Act

WHY DAWGEN GLOBAL

Big firm capabilities, Caribbean understanding
More than 24 years serving Caribbean business, across 35 territories, managed centrally from Dawgen Towers, Kingston.

We own delivery
Dawgen Global owns the project through to completion, then trains your team so the solution is yours.

One firm, many disciplines
Tax, accounting, risk, legal and HR colleagues are on hand when a technology decision touches their field.

Controls an auditor would expect
Every solution is designed with access, audit-trail and data-protection controls from the first day, not added after a review.

Scope before fee
We are process-driven: we agree the scope first, then fix the fee, and size the team to meet your deadline.

QUESTIONS CLIENTS ASK

Will an AI agent replace our staff?

No. It handles the repetitive volume so your people can focus on the cases that need judgement. Every agent has a route to a person.

What if the agent gives a wrong answer?

Agents answer only from approved content and connected records, and every conversation is logged. Anything outside the boundary is passed to staff.

Do we need to change our core system?

No. The agent connects to the systems you already run, through secure, documented interfaces.

How quickly can we see results?

The Readiness Sprint delivers a working prototype on one channel in three weeks, so you can test it with real scenarios before committing.

START HERE

3 weeks

AI Agent Readiness Sprint

WHAT IT COVERS

- Workshops to select the highest-value journey
- Review of data, systems and channels
- Working prototype on one channel
- Risk and governance assessment

WHAT YOU RECEIVE

- A tested prototype your team can try
- The case for investment
- Answer-boundary and escalation design
- A fixed-scope plan for the full build

1 Contact us at info@dawgen.global

2 Book your AI Agent Readiness Sprint

3 Receive a fixed-scope plan and quote

EMAIL info@dawgen.global WEB dawgen.global US 855-354-2447

Every engagement is scoped and priced through its engagement letter. Engagement examples are anonymised. Every territory has its own desk: write to territory@dawgen.com, or info@dawgen.global for Jamaica. Dawgen Global serves 35 territories across the Caribbean and the Americas from Dawgen Towers, 47-49 Trinidad Terrace, Kingston 5, Jamaica. Dawgen Global is an integrated multidisciplinary professional services firm and is not a member of any international network. As a multidisciplinary firm, Dawgen Global offers some regulated services; in each case the head of the regulated division holds the professional practice licence required in the relevant jurisdiction. Product and platform names, where used, belong to their owners. General information only, not professional advice. © 2026 Dawgen Global.