REGAL

IMPLEMENTATION PROCESS

THE REGAL DIFFERENCE:

Contact center know-how
Regal is operated by leaders with deep enterprise contact center experience and a grounded understanding of real-world customer operations.

Outcome-driven success
We ensure your AI agent drives business results. We stay accountable through launch and beyond, continuously optimizing until your KPIs are met.

Hands-on partnership at every stage
Forward Deployed Engineers work side-by-side with your team to brainstorm use cases, build workflows, test rigorously, and continuously improve performance.

Agentic workflows, not point solutions
We build agentic workflows embedded in your business logic and powered by unified customer context.

200+
SUCCESSFUL CUSTOMERS

Allstate. · TOYOTA · Guitar Center · WESTGATE RESORTS · Wealthsimple · TMX FINANCE · HomeAdvisor Powered by Angi

> No other vendor is as invested in our success as Regal is. The platform is great, but the partnership is even better.



JUSTIN PAGAN
Director of Global Enrollment at Coursera
coursera

PHASE 1: DEFINE SUCCESS

- Create executive alignment
- Map the end-to-end customer journey
- Define success metrics and set up reporting
- FDEs train and enable your team via Regal AI University
- Identify the highest-impact use cases aligned to your CX processes and business goals

PHASE 2: BUILD AN AGENT IN ONE DAY

- Use Copilot to generate an agent draft and create repeatable regression test suites
- Configure CRM, CCaaS, and custom integrations
- Structure and refine Knowledge Bases for accurate, reliable retrieval
- Refine the agent prompt, actions, and guardrails
- Customize the agent's personality, tone, and voice
- Orchestrate dialing, routing, and human escalation paths

PHASE 3: LAUNCH

- Monitor live interactions to continuously surface improvement opportunities with Copilot
- A/B Test AI vs. human agents on key metrics for a controlled subset of calls
- React quickly to daily feedback and performance signals
- Copilot provides recommendations and make iterative updates to improve outcomes within weeks

POST-LAUNCH: SCALE & IMPROVE

- Expand AI agent coverage by increasing volume, handling more scenarios, or extending across channels
- Prioritize new high-impact use cases to build and deploy

A PARTNER YOU CAN DEPEND ON

Work with us



REGAL.AI