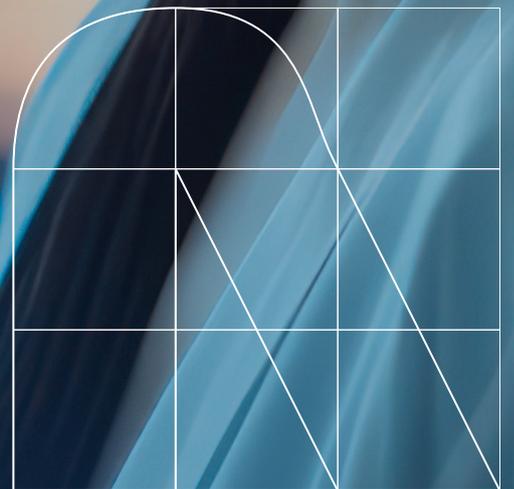# Bringing enterprise control and intelligence to every AI conversation

Overview

The NTT DATA Agentic AI Communications Gateway is an enterprise-grade platform engineered to unify human interactions with modern agentic AI ecosystems. Purpose-built for scale, security and seamless integration, it empowers organizations to deliver human-like, multichannel communications while maintaining full control over persona, compliance and knowledge frameworks.

This gateway doesn't just connect systems — it intelligently orchestrates conversations, blending generative AI, enterprise knowledge and configurable guardrails to create interactions that feel natural, trusted and consistently on brand.

The rising need for an enterprise communications gateway

As organizations adopt agentic AI at scale, the complexity of managing interactions across voice grows exponentially. Disconnected systems, inconsistent personas, fragmented knowledge and varying security controls can compromise both customer experience and operational efficiency.

A modern enterprise requires more than just powerful AI constructs — it needs a centralized communications gateway that ensures every interaction is consistent, secure, intelligent and aligned with business goals. This gateway becomes the orchestration layer that:

- Harmonizes communication across channels
- Ensures governance and compliance in every interaction
- Maintains brand voice, persona and tone
- Escalates interactions to a human agent where and when required
- Taps into agentic AI automation to automate business processes
- Integrates enterprise knowledge for accurate and trusted responses
- Provides scalability and resilience as demand fluctuates

In a world where customers expect instant, personalized and human-like interactions, a communications gateway is the backbone that enables organizations to deploy agentic AI responsibly and effectively.

Key features

Human-like communication

Advanced real-time language models deliver natural, contextual conversations across voice, chat and digital touchpoints.

Persona, tone and guardrail control

Define and customize persona attributes — including local language, tone, purpose and behavioral boundaries — to maintain brand integrity.

Secure integration with agentic AI ecosystem

Leverage state-of-the-art agentic protocols for integrating the Agentic Communications Gateway with Client's agentic constructs in a highly secure and compliant manner.

Human-in-the-loop

Provides path for human agents to be added to the communication in case this is needed, as well as agent-assist functions for human agents to efficiently handle the rest of the conversation.

Knowledge-augmented conversations

Integrate enterprise knowledge sources to produce smarter, faster and more accurate responses.
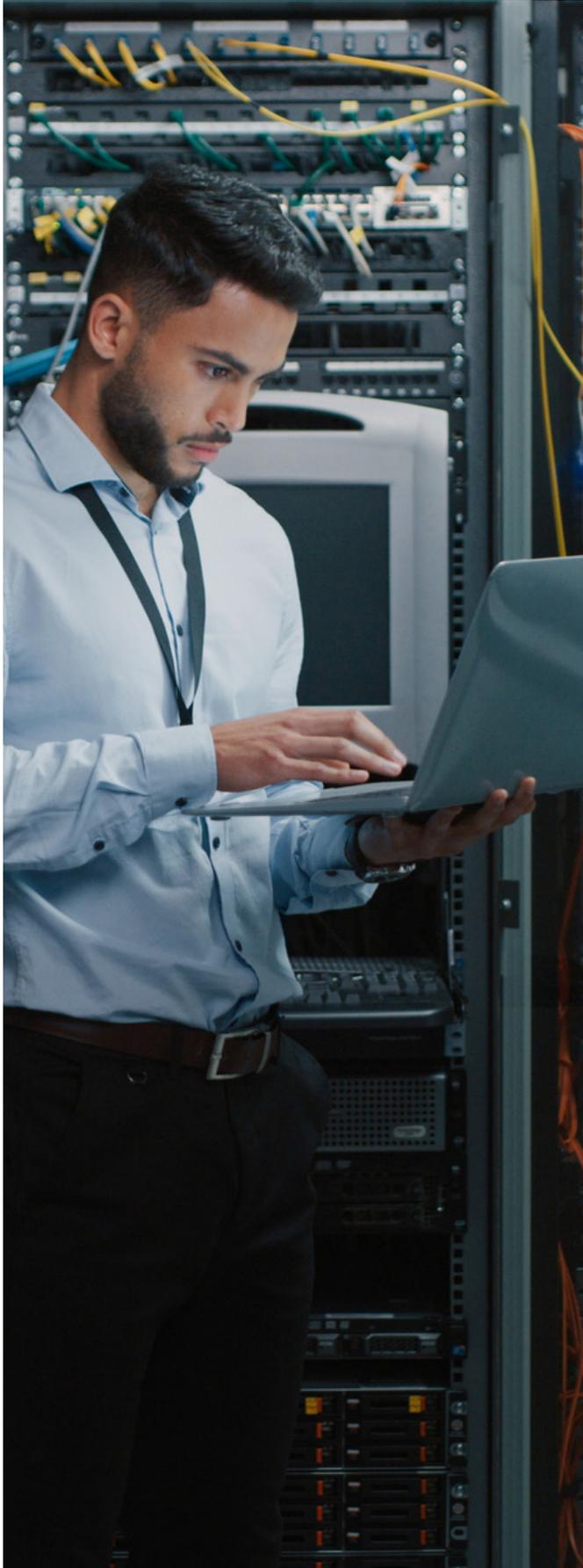
Scalability and robustness

A single enterprise gateway capable of handling all agentic interactions with built-in redundancy and businessc continuity options.

Security and governance

End-to-end encryption, auditability, and enterprise-grade compliance ensure every interaction meets regulatory and organizational standards.
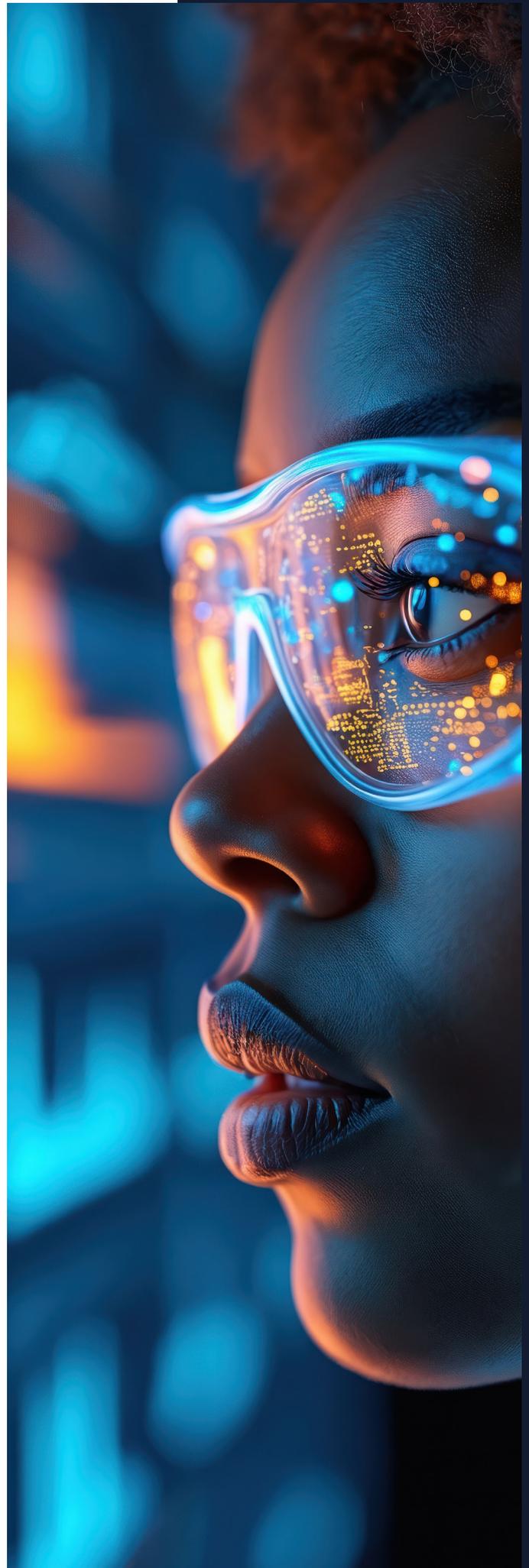
Key benefits

Enhanced customer experience

- Multilingual support for global-scale deployments
- Higher first contact resolution (FCR) through context-rich interactions
- Improved customer satisfaction (CSAT) and net promoter score (NPS) via personalized, consistent communication

Cost optimization

- Reduce large language model (LLM) usage and integration overhead through intelligent routing and optimized workflow design

Operational efficiency

- Manage all agentic communication channels from a single AI-powered gateway
- Lower average handling time (AHT) and reduced contact center costs
- Seamless elastic scaling during peak traffic or seasonal demand

Flexible and secure model

- Built on NTT DATA's trusted agentic AI portfolio and cloud ecosystem
- Open agentic protocols to avoid vendor lock-in, compatibility with all major agentic AI vendors, enabling you to choose the models you are most comfortable with
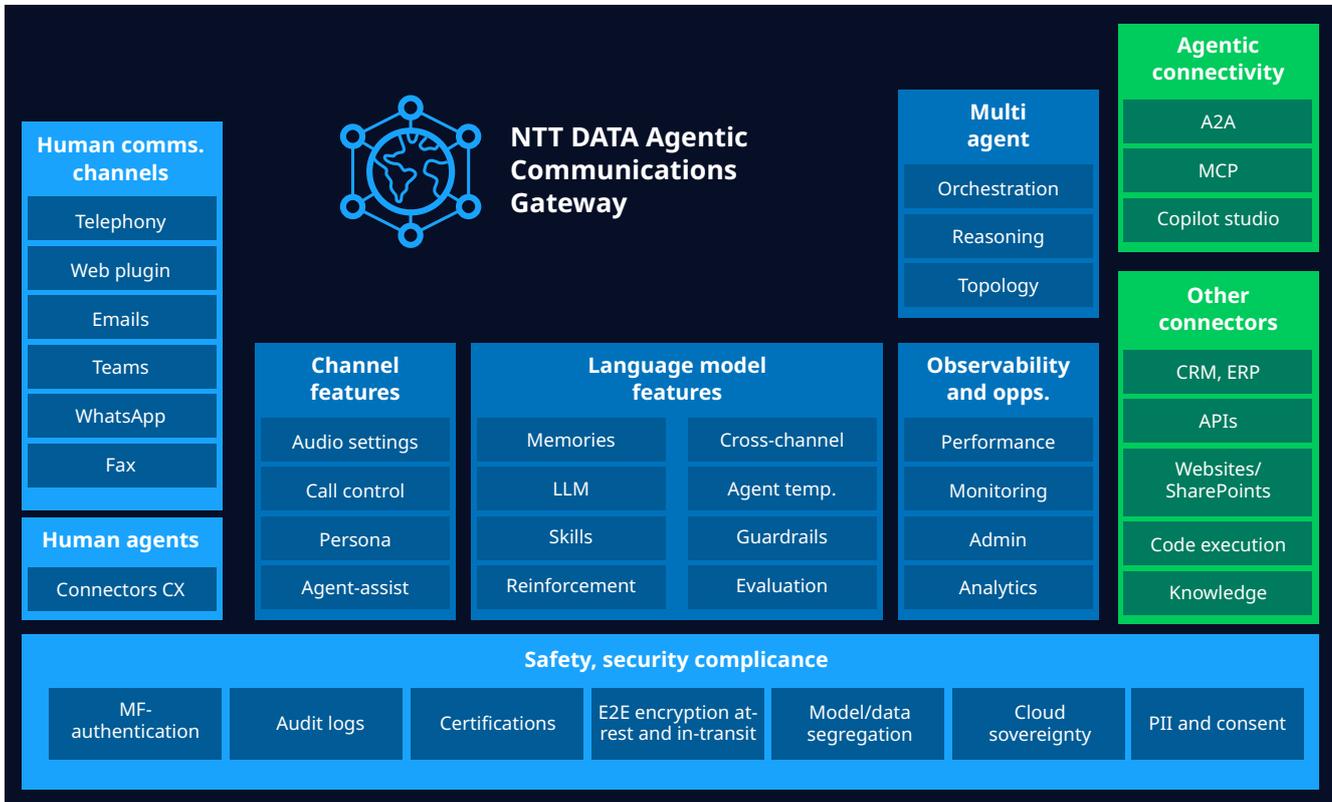
Security and governance

- End-to-end encryption, auditability and enterprise-grade compliance ensure every interaction meets regulatory and organizational standards

Accelerated innovation

- Rapid prototyping for new conversational experiences
- Deploy services in weeks — not months
- Continual evolution with NTT DATA's evergreen AI innovation model

Agentic AI Communications Gateway

NTT DATA Agentic Communications Gateway

Human comms. channels
- Telephony
- Web plugin
- Emails
- Teams
- WhatsApp
- Fax

Human agents
- Connectors CX

Channel features
- Audio settings
- Call control
- Persona
- Agent-assist

Language model features
- Memories
- LLM
- Skills
- Reinforcement
- Cross-channel
- Agent temp.
- Guardrails
- Evaluation

Multi agent
- Orchestration
- Reasoning
- Topology

Observability and opps.
- Performance
- Monitoring
- Admin
- Analytics

Agentic connectivity
- A2A
- MCP
- Copilot studio

Other connectors
- CRM, ERP
- APIs
- Websites/SharePoints
- Code execution
- Knowledge

Safety, security complicance
- MF-authentication
- Audit logs
- Certifications
- E2E encryption at-rest and in-transit
- Model/data segregation
- Cloud sovereignty
- PII and consent

Why NTT DATA

NTT DATA combines global reach, advanced research capabilities and deep industry expertise to deliver AI solutions that grow with your business. With the Agentic AI Communications Gateway, you gain:

- Proven reliability, resiliency and operational scale
- Tailored solutions to fit your unique enterprise environment
- Secure, compliant, future-ready architecture
- Integrated access to NTT Cloud Voice and the broader agentic AI portfolio

Next steps

Partner with NTT DATA to accelerate your agentic AI journey, enhance customer engagement and achieve measurable operational excellence.

About NTT DATA

NTT DATA is a $30+ billion business and technology services leader, serving 75% of the Fortune Global 100. We are committed to accelerating client success and positively impacting society through responsible innovation. We are one of the world's leading AI and digital infrastructure providers, with unmatched capabilities in enterprise-scale AI, cloud, security, connectivity, data centers and application services. Our consulting and industry solutions help organizations and society move confidently and sustainably into the digital future. As a Global Top Employer, we have experts in more than 70 countries. We also offer clients access to a robust ecosystem of innovation centers as well as established and start-up partners. NTT DATA is part of NTT Group, which invests over $3 billion each year in R&D.

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