



Managed service operators

You run the service for dozens of bodies, each with its own rules, tariffs and procedures. You commit to a service level, and your margin is what it costs you to deliver it. Every client adds another body of knowledge.

The challenge:

Service in a demanding digital era

1

The tender price is fixed. The cost of delivery is not

The contract is signed for years while frontline labour gets more expensive. Every service improvement comes out of your margin.

2

The same question, a different answer at every client

Opening hours, discounts, collection days - the same questions across dozens of contracts, each with its own rules. Scale does not cut cost.

3

The knowledge sits with the experienced agent

Frontline turnover is a constant. Every departure takes knowledge with it and training starts again - a recurring cost.

- One layer across every contract, with data separated at the system level - every query is scoped to its own client
- Answers only from that body's approved content and shows its source, so a statement in your name can be verified
- Onboarding a new client is loading content, not a training project - the same layer, a different knowledge base
- Produces a demand map per client: what was asked, what went unanswered, and where their content is missing

Hebrew

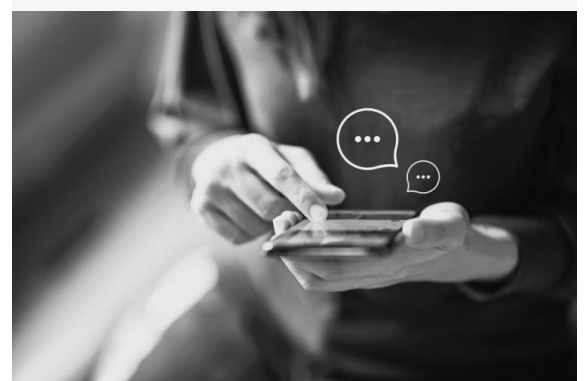
Arabic

Russian

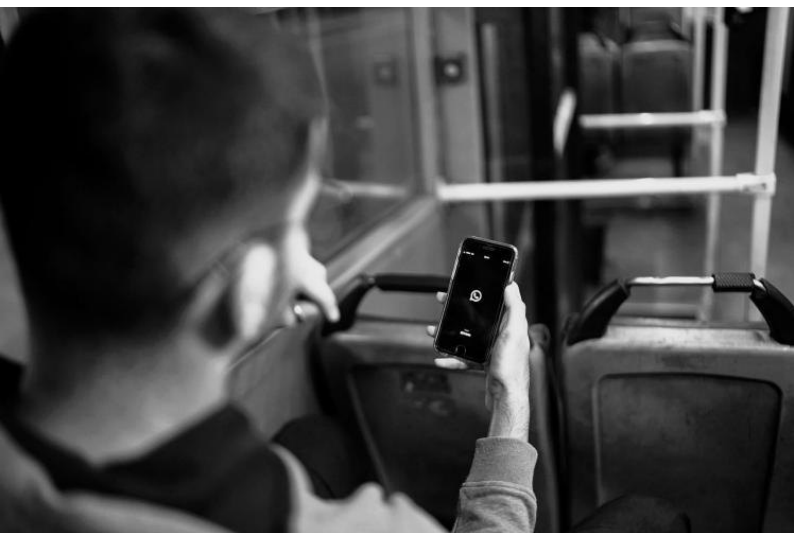
English

Spanish

French



Strategic advantages for your organisation

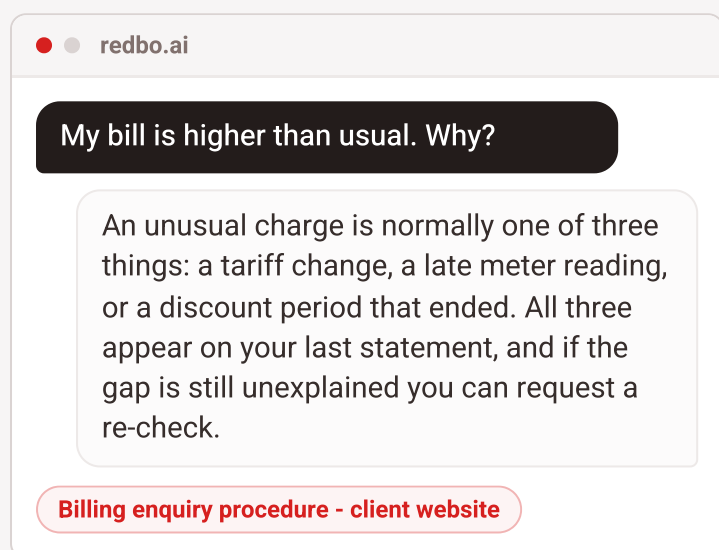


A better service experience

An answer at any hour strengthens availability and trust. Someone who asks in the evening gets an answer, not a closed-office notice.

Operational efficiency and less load

Cutting repeat enquiries frees the team for matters that need judgement. Same headcount, less time on the same questions.



An illustration. Not a customer screenshot, not an organisation name, not a real figure.

Analysis and deeper insight

Reports on frequent questions and emerging trends - input for decisions and budgets, not message counts.

Gaps in your own content, surfaced

Every unanswered question is a measurable hole in your site, raised as a task list rather than learned from a complaint.

Why Redbo

A product that already runs, not a project

The system is live with customers today. No weeks of scoping, no bespoke development, and no need to connect to your back-office systems.

An approved answer beats every historical document

A public authority duplicates facts by design: a former treasurer appears in dozens of minutes that cannot legally be removed, the new one in two. A general chatbot decides by document majority and states the old name with confidence. Here, the answer you approved wins.

We do not publish customer names without their written consent, and we do not publish numbers we have not measured. We are glad to show you a live system instead.

Every answer carries its source

The agent answers only from content you approved, and shows what it answered from. The model never sees the open internet.

Adoption, not only technology

A system nobody uses is a cost. Over twenty years of putting tools and processes into organisations - and it is included in the licence.

Redbo builds organisational AI agents that answer only from sources you approved - on your website, portal, WhatsApp and Telegram, and inside a closed internal environment. With measurement, oversight, and full customer control over content, languages, design and permissions.

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