Agent-Ex:Search

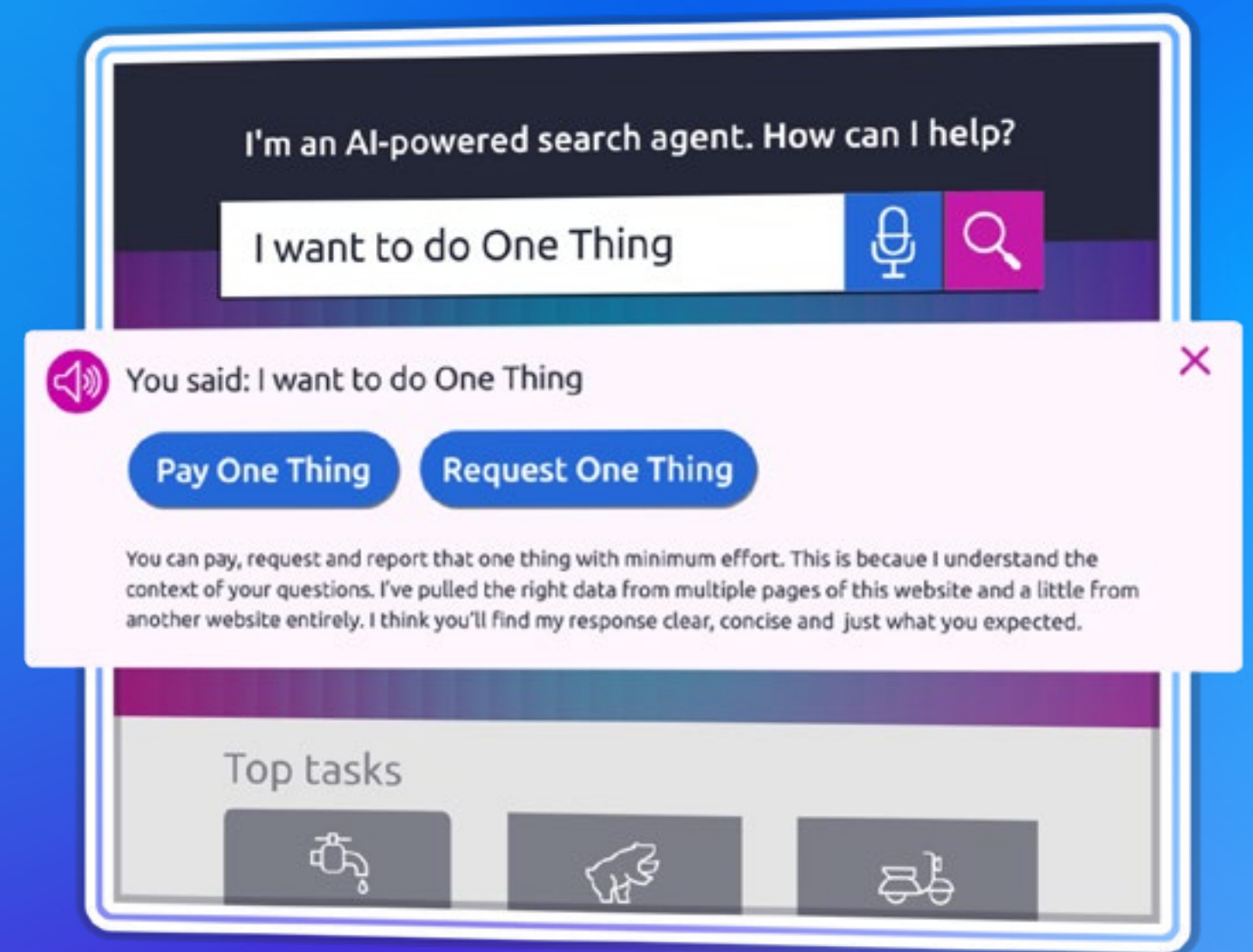Smarter Search with AI starts here

JADU

Agent-Ex: Search

Agent-Ex: Search delivers AI-powered, accessible answers for public sector, higher education and enterprise websites. No chatbots, just more intelligent search.

The pressure to reduce service costs while improving the online experience and delivering services continues to be a challenge.

Agent-Ex: Search enhances the way people find and access information on your website. By embedding AI directly into the search experience, it delivers fast, accurate, and accessible answers from your own web content - no chatbot required.

This is an opportunity to improve digital service delivery, reduce support volumes and costs, and ensure compliance with accessibility and data protection standards.

Agent-Ex: Search can even prioritise next steps, such as signposting tasks or linking directly to relevant services. There's no need to train it like a chatbot and no complicated setup.

The problems Agent-Ex: Search resolves

Poor search experiences
Traditional keyword-based search tools often fail to deliver relevant results, frustrating users and increasing contact centre demand.

Over reliance on contact centres
Users unable to find answers online generate high volumes of avoidable calls and emails, placing strain on already stretched contact service teams.

Low trust in chatbots
Many chatbot solutions are ineffective, poorly adopted, or seen as impersonal and unreliable, with many customers still needing to speak to a human being as the answer to the question is not answered.

Digital inclusion
Many websites are still limited with the languages they offer for translation on the site with many people having to refer to Google translate.

Compliance and accessibility risks
Generic AI tools may not meet strict accessibility (WCAG 2.2 AA) and privacy requirements required by government and education sectors.

Fragmented content and inconsistent answers
Information spread across different systems makes it hard to surface cohesive answers with accurate, up-to-date content quickly.

Limited internal resources
Many organisations lack the technical capability or capacity to train and maintain AI tools or search enhancements.

Concerns over AI transparency and control
There's a strong need for AI tools that provide editorial oversight, source attribution, and alignment with organisational tone and brand.

Benefits to you:

- **Fast, accurate answers built on your content**
  Agent-Ex: Search intelligently reads and understands your website content in real-time, ensuring brand-safe, accurate, privacy-conscious responses that reflect your organisation's tone of voice.

- **Accessible and compliant by design**
  Fully compliant with WCAG 2.2 AA and data privacy standards. It ensures accessible, sourced, and transparent AI answers that maintain your organisation's reputation and compliance obligations.

- **No chatbot required - just intelligent search**
  Agent-Ex: Search works within your existing search experience and interfaces rather than requiring a separate chatbot experience. It's a natural evolution of your digital service journey.

- **Reduces contact centre demand**
  By answering common queries, it reduces unnecessary calls and emails, helping you to free up valuable support resources and lower costs.

- **Fast to deploy, simple to manage**
  Agent-Ex: Search can be implemented in as little as two weeks with no need for manual content tagging or complex AI training.

- **Multilingual and inclusive with voice and text**
  It supports over 70 languages and provides accessible, speech-enabled responses that are WCAG 2.2 AA compliant. Users can ask questions in their language via text or voice, and receive responses back in that language, making your services more accessible to everyone.

- **Works with any Web Platform**
  Whether you use Jadu or another web CMS, Agent-Ex: Search can integrate into your existing web infrastructure to deliver real-time, intelligent search experiences.

Agent-Ex: Search

Key features:

- AI-generated answers displayed directly in the search interface.

- It consolidates information found over multiple pages of your website, highlighting relevant call-to-action and time-sensitive notices.

- Native integration with **Jadu Central** for real-time content syncing.

- Accessibility-compliant (WCAG 2.2 AA) output formatting.

- Fast setup and low-effort implementation.

- Source-attributed AI responses with editorial control.

You said: How do I report a broken street light?

Report a broken street light

To report a broken street light, please complete our street lighting form. You will need to provide the location of the light, a description of the issue, and any available ID number on the light. You can **access the form here**.

You said: When is the next open day?

View our upcoming open days

If you are looking at attending our University we have a number of open days throughout the year where you can visit our campus, view our facilities and discuss the courses you are looking at in more depth. You may also like to **view directions for finding our campus**.

You said: Can you print me business cards for delivery by Monday?

Order business cards   **View our delivery options**

Our business card printing service offers a variety of delivery options including next day delivery if you order before 3pm. We offer a variety of pre-designed templates you can add your details to or you can upload your own design. If uploading your own design you may wish to **use our design file guidelines** to ensure correct bleed areas and margins.

YouTube

Ready to know more?

Book a demonstration

Watch our explainer video

Give it a like and subscribe to our channel!

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