ASAMIA

Super Agent Model · Technical Specification

What a SAM is

A Super Agent Model (SAM) with a real personality, long-term memory and emotional awareness is a role-based digital employee configured around your business: its responsibilities, approved knowledge, voice, channels, tools and decision boundaries. ANNA — Advanced Neural Network AI — powers ANNA OS and ASAMIA AI, bringing those elements together in a coordinated operating layer. Its emotional intelligence layer interprets sentiment from tone, words and context to support empathetic responses; it is not a claim of human feelings or consciousness.

Identity and role design

Role foundation
Configured from the ASAMIA catalogue of 80 role templates, or designed from scratch in BuildLab

Name and personality
Custom name, personality and tone set per SAM, aligned to your brand voice

Voice
Natural speech-enabled voice with accent selection, including New Zealand English

Streaming Video SAM
Optional photoreal digital-human presentation through ASAMIA Streaming Video SAM

Responsibilities
Up to twelve defined responsibilities per role, each with its own approval level

Intelligence

Operating layer
ANNA — Advanced Neural Network AI — powers ANNA OS and ASAMIA AI

Model policy
Proprietary base-model policy with human-approved model changes and evaluation records

Reasoning benchmark
Built on AI models that score around 130 on IQ-style reasoning tests.

Emotional intelligence
Sentiment layer reads customer emotion from tone, words and context, and responds with empathy

Knowledge
Answers grounded in your approved business knowledge, documents and policies

Memory
Per-customer and per-workflow memory carried across conversations and channels

Channels and capacity

Voice calls
Inbound and outbound calling with super-low-latency natural conversation

Messaging
WhatsApp, Instagram, Messenger, SMS and web chat from one agent

Email and portal
ASAMIA inbox, email and client portal included with every SAM

Meetings
Zoom and video-chat participation for roles that join calls

Concurrency
Up to 20 concurrent calls per voice deployment, subject to agreed service levels

Operations and oversight

Call records
Recordings, transcripts and written summaries for every call

Pre-booking
Appointment and demo booking directly inside the conversation

Spam filtering
Inbound screening so your team only sees genuine enquiries

Analytics
Call analytics, outcome tracking and management views in the workspace

Approval gates
Messages, spending, refunds, contracts, deletions and sensitive information always require human approval

Security and deployment

Access controls
SSO, two-factor access and voice identity controls on enterprise deployments

Data handling
Data-retention review and residency arrangements agreed per deployment

Compliance posture
Enterprise security practices aligned to GDPR; formal certifications scoped in your proposal

Service-area awareness
SAMs answer with awareness of your service area, hours and escalation rules

Typical deployment
A focused first workflow is typically live in around four weeks

Support
Local New Zealand support with setup, training and go-live assistance

Pricing tiers

Package names describe deployment options. Final scope, limits, availability and pricing are confirmed in your written proposal.

Focused workflow

For a business introducing its first SAM-led process.

- One defined outcome, scoped end to end
- The SAM roles, knowledge and connections it needs
- Approval gates and success measures agreed up front
- Setup, training and go-live support

The right starting point when one queue hurts more than the rest.

Coordinated team

For businesses connecting responsibilities across operations, sales, support and administration.

- Multiple SAM roles sharing workflows and memory
- Management views across the whole team
- Shared knowledge, governance and reporting
- A phased rollout agreed with your team

For when the first process holds and the next three are obvious.

Enterprise deployment

For organisations with additional identity, governance, procurement, integration or hosting requirements.

- Architecture, contracts and responsibilities assessed together
- SSO, two-factor access and voice identity controls
- Custom integration and data-residency arrangements
- Agreed service levels and governance review

Scoped with your security, procurement and operations teams.

Every proposal covers

Included SAM roles and users · Setup and training · Enabled modules · Support arrangements · Model and media usage · Voice minutes · Messaging and email · Telephone numbers · Storage and retention · Agreed service levels

Disclosure

ASAMIA is ready for real business implementations. Final scope, limits, enabled capabilities and pricing are confirmed in your proposal. The sample workspace is a demonstration with fictional data and performs no live business actions. ASAMIA is ready for real business implementations. Your implementation includes the channels, coverage, call capacity, recordings, notifications and security controls agreed for your business, with authorisation and testing before go-live. AI can make mistakes; medical, legal, financial and emergency decisions remain with qualified people.