

PromethistAI User's Documentation

PromethistAI a.s.

Version 1.0

Table of Contents

Platform Introduction	1
1. Introduction	2
2. Purpose of This Manual	3
3. Who This Guide Is For	4
4. Glossary of Terms	5
4.1. Accounts & Structure	5
4.2. Clients & Agents	5
4.3. Assets & Interactions	5
4.4. Usage & Billing	6

Platform Introduction

Chapter 1. Introduction

Welcome to the **PromethistAI Documentation** – the central resource for understanding, building, and scaling relational experiences within the **PromethistAI Platform**. This guide shows you how organizations can leverage **Relational Agents** to transform the way they engage with customers, partners, and teams.

It is designed to bring together **relational intelligence** and **business process execution** in one seamless system, enabling agents that are both **empathetic** and **effective**. The platform empowers enterprises to create agents that don't just answer questions but **build relationships, influence behavior, and drive business outcomes**.

Chapter 2. Purpose of This Manual

This documentation exists to help you:

- Understand the **strategic value** of Relational Agents and how they fit into your business workflows.
- Learn how to **design, configure, and deploy Relational Agents** with clear business goals and relational nuance.
- Connect enterprise assets – from **knowledge bases** to **MCP integrations** – into live experiences that reflect your brand, internal processes, and overall CX strategy.
- Track and measure impact using **analytics** that connect agent interactions to business KPIs.

By following this manual, your teams can move from experimentation to enterprise deployment with confidence, clarity, and measurable value.

Chapter 3. Who This Guide Is For

PromethistAI serves multiple stakeholders across the enterprise. This guide is written for:

- **Business & Strategy Leaders** – to understand how relational intelligence can improve customer satisfaction, reduce churn, and increase conversions.
- **Product & Program Managers** – to translate business objectives into agent capabilities, use cases, and measurable outcomes.
- **Designers & Conversation Architects** – to shape agent personalities, tone, and workflows that resonate with users.
- **Engineers & Integrators** – to securely connect external tools, APIs, and systems via MCP integrations.
- **Administrators & IT Owners** – to configure accounts, projects, security, and compliance.
- **Analysts & Operations Teams** – to evaluate performance, governance, and agent-driven business impact.

If you are part of an organization deploying relational technology into your customer experience ecosystem, this documentation is for you. PromethistAI allows you to move beyond static knowledge bots toward **relationship-driven digital partners**. It's designed to evolve alongside customer needs. Your feedback shapes our roadmap. If you encounter gaps or challenges, reach out through your enterprise support channel or use the feedback form embedded in the docs.

Chapter 4. Glossary of Terms

The glossary provides **canonical definitions** of the most important concepts in the PromethistAI Platform. It ensures teams across roles—admins, designers, engineers, and business leaders—share a common understanding of the platform’s core building blocks.

4.1. Accounts & Structure

PromethistAI Platform	The administration console and central hub for managing accounts, projects, agents, knowledge bases, integrations, and governance.
PromethistAI Account	An organisational container governing projects, billing, and members. Accounts define ownership and access boundaries across the platform.
PromethistAI Project	A workspace within an account. Projects hold agents, assets, knowledge bases, multimodal interactions, and integrations.

4.2. Clients & Agents

PromethistAI Clients	The public iOS and Android apps through which end-users interact with Relational Agents.
Relational Agent	A digital agent built on PromethistAI that combines relational intelligence (empathy, adaptability, natural conversation) with business-specific customisations (identity, objectives, processes and guardrails).
Relational Intelligence Engine	The runtime engine that balances business process execution with relational intelligence, orchestrating how the agents respond in real time.
Avatar	The 3D visual representation of a Relational Agent in the PromethistAI Clients.
Environment	The background scene behind an agent’s avatar in the PromethistAI Clients.
Voices	Audio assets used for speech interaction, chosen from multilingual presets or TTS models.
Agent URL	Unique URL address allowing reference to a particular agent (optionally with a specific revision number). Enables distribution via channels such as websites, emails, and messages. Can also be encoded as a QR code for quick access in the PromethistAI client app.

4.3. Assets & Interactions

Knowledge Bases	Repositories of content (e.g. documents, FAQs, product data, troubleshooting guides, web sources). Knowledge bases provide agents with factual grounding.
------------------------	---

MCP Integrations	Connections to external servers and APIs using the Model Context Protocol (MCP) . These integrations extend agents with enterprise capabilities.
Multimodal Interactions	Structured inline experiences in conversations (forms, images, buttons, web views) that let agents guide users beyond text or voice.
Business Process	The structured rules and workflows that govern how an agent operates, ensuring consistency, compliance, and alignment with enterprise objectives.

4.4. Usage & Billing

Conversational Minute	The billing unit in PromethistAI. Charges accrue based on the number of minutes agents interact with the users.
Billing Model	All usage is calculated at the account level. Conversational Minutes aggregate across projects and agents to determine overall billing.

NOTE

This glossary focuses on the core terms that appear most often in the platform UI, configuration, and deployment workflows.