

ONE-PAGER

Iris AI Assistant

The natural language AI – built for observability

Today's observability stacks are sprawling – disconnected tools, siloed teams, and dashboards built for specialists. Whether you're managing communication or payment systems, the insight you need is often there... but locked behind layers of complexity. In fast-moving environments, that's not just inefficient. It's risky.

Why observability and AI?

⊗ **Too many tools, too little clarity**
Teams jump between dashboards piecing together call quality, routing failures, and system health. By the time you have the picture, users are already impacted.

⊗ **Issues outlast people chasing them**
Without fast root-cause visibility, tickets pile up, SLAs slip, and leadership operates blind.

⊗ **Expertise shouldn't be a bottleneck**
Critical questions shouldn't require a power user, a custom dashboard, or a 30-minute investigation.

Iris: your AI-powered Prognosis Assistant

Iris is the natural language interface for Prognosis. It brings the full power of Prognosis to anyone – no thick client, no syntax, no guesswork.

With speed and clarity – and absolutely zero industry jargon – Iris helps you and your team:

Democratize insights

No need to be an expert. Use plain language to get insights hidden from even the most specialized team members.

Slash time-to-resolution

Find the fix fast and cut the ticket backlog. Your team spends less time chasing issues – and more time making impact.

Unlock the richest data set

No one collects more UC&C data than IR. Iris makes it effortless to put that data to work – instantly.

NEW IN 13.3

Unified CDR Search via Iris

Search and analyze call detail records across UC, UCaaS, CCaaS, and SBC platforms – from a single Iris module.

How it works

01 Ask



Start with a plain-language question – no syntax, no filters, no expert required. Whether you're a NOC engineer chasing a failed call or an executive asking why contact center satisfaction dropped last quarter, Iris meets you where you are. Just ask.

02 Explore



Iris doesn't just return an answer – it opens an investigation. Ask follow-ups, pivot by user, trunk, vendor, or time window, and drill into the data as deep as you need. Surface anomalies, compare platforms, and build the full picture across your UC, UCaaS, CCaaS, and SBC environment – all in a single conversation thread.

03 Act



Turn insight into action without leaving Iris. Visualize trends, generate shareable reports, and trigger next steps – whether that's escalating a ticket, flagging an SLA risk, or presenting findings to leadership. Iris closes the loop between discovery and decision.

Empower everyone in your org



NOC / UC Engineer

“Show me every failed call between Region X and SBC Y in the last 30 minutes” – then pivot by user, trunk or vendor.



IT Teams

Triage incidents faster and solve problems without escalation – no specialist skills required.



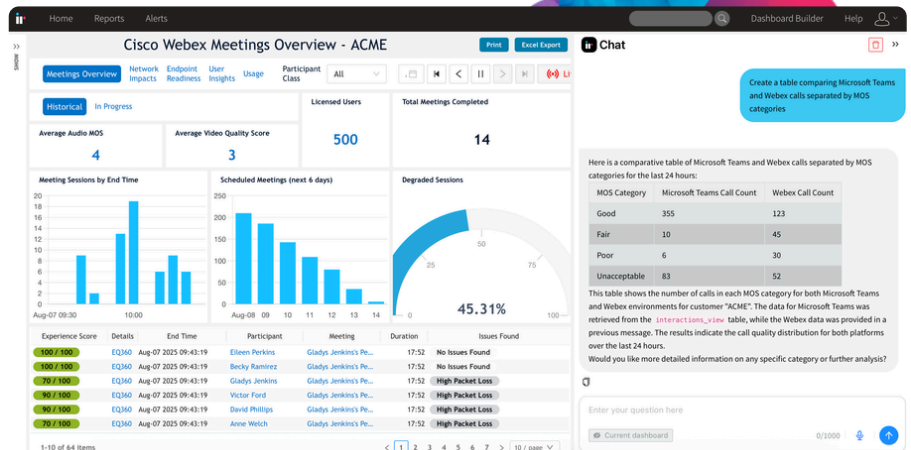
Service Owner / Planner

“Identify patterns of congestion or repeated failures by time of day” to guide capacity changes and SLA commitments.



Contact Center Ops

“Find all interactions with repeated transfers or long handle times for Queue Z in the last week” to pinpoint routing or staffing issues.



Contact Us



For more information visit
[ir.com](https://www.integratedresearch.com)

Australia

Tel: +61 (2) 9966 1066

USA

Tel: +1 (303) 390 8700

UK

Tel: +44 (0) 1895 817 800

Singapore

Tel: +65 6813 0851