

THE PROBLEM — ON EVERY DIGITAL CHANNEL

Customers talk to your business on **six channels at once**. You can't answer them all — and your AI can't be trusted alone. Yet.

**Email inbox**

Hundreds of threads a day. Slow replies quietly lose customers.

**Website & in-app chat**

The first thing visitors meet. One bad answer, one lost sale.

**WhatsApp & SMS**

Customers expect an instant, personal reply — day and night.

**Social DMs & threads**

Instagram, Facebook, X. One wrong public reply can go viral.

**Voice & contact center**

Genesys, Five9, Webex, Twilio — the costliest channel to staff.

Problem 1 — humans can't keep up

Your team drowns in conversations across all these channels. Replies slow down. Tone slips when people are tired. Nights, weekends and festival seasons go unanswered. Every unanswered thread is money walking away.

Problem 2 — AI without supervision is dangerous

So businesses put AI on these channels. But an untested bot **invents refund policies** (a court made one airline honour it), gets **talked into abusing customers**, and **leaks other people's data**. It fails in public — not in the demo.

Problem 3 — nobody checks the AI

Who tests these bots today? Usually a spreadsheet of friendly questions. Nobody plays the furious customer, the trickster, the hacker. And the platform that built the bot grades its own homework.

The real question every business is asking: "I'd love AI to handle these conversations end-to-end — my inbox, my chat, my social threads. But how do I **prove it's safe** before I hand over my customers?" That proof is what Gauntlet sells. The next two slides show the two steps.



Watch — this problem & the proof, in 3 minutes
gauntlet.unisonai.com/videos/15-problem-statement.mp4



Watch — the 100-second film
gauntlet.unisonai.com/videos/marketing/gauntlet-enterprise-promo-1080p.mp4

STEP 1 OF THE ANSWER — PROVE THE AI IS SAFE

Gauntlet attacks your bot **like your worst customer** — before real customers do.

How it works, in plain words

- 1 Send in the AI customers.** Gauntlet plays ten difficult people against your bot in real back-and-forth conversations: the furious customer, the confused one, the bargain-hunter, the hacker, the data-prober.
- 2 Grade every reply.** Eight simple questions: did it stick to facts? resist attacks? protect data? hand over to a human at the right moment? stay polite and on-brand? follow the rules?
- 3 Hand you the report card.** A score, a grade, and findings that point to the exact sentence that failed. Wire it into your release pipeline and a failing bot **cannot go live**.

Works with whatever you already have

One webhook connects any bot on any platform — Genesys, Five9, Webex, Twilio, Intercom, or built in-house on any AI model. No migration. Connected in minutes.

Real business use cases

A bank

shows auditors dated, repeatable proof of AI diligence — every release.

A retailer before festival season

re-runs the gauntlet on every change — peak traffic never meets an untested bot.

An agency delivering client bots

ships an independent assurance report with every delivery.

Why anyone believes the grade: Gauntlet doesn't build bots — it only tests them. That's what makes the report worth showing to your board, your auditor, your client.

▶ **Watch — full product tour**
/videos/01-gauntlet-tour.mp4

▶ **Watch — run & report demo**
/videos/03-run-and-report.mp4

▶ **Watch — bank use case**
/videos/10-uc-banking.mp4

▶ **Watch — retail use case**
/videos/11-uc-retail.mp4

STEP 2 OF THE ANSWER — PUT AI TO WORK ON YOUR CHANNELS

The AI Assistant answers **with you** today — and earns full auto-pilot tomorrow.

Included in every plan, works from your phone

- 1 Connect your channels.** Mailbox, website chat, WhatsApp, social DMs — or simply share any message into Gauntlet from any app.
- 2 The AI reads the message and its mood.** Angry? Urgent? Happy? It senses the tone first, then drafts your reply in the right voice — 18 tones, from warm to firm to formal.
- 3 You approve, it sends.** Nothing ever goes out without you. You answer in seconds instead of minutes — in your voice, at your best, even at midnight.
- 4 Whole threads, not just single messages.** It reads the full back-and-forth and continues the conversation. On mobile: share in, approve, send.

See every channel's mood in one place

Sentiment is tracked across all channels; the angriest conversations rise to a "needs a human first" list — catch the unhappy customer before the one-star review.

Real everyday use cases

A busy consultant's inbox

50 emails answered well in the time 10 used to take.

A global support team

three countries, one consistent empathetic brand voice — at 3 a.m. too.

A solo founder on social

every DM and thread gets a considered reply.

Where slides 2 and 3 meet: want AI handling whole threads on its own? A bot that **passes the gauntlet earns autonomy** — channel by channel, every conversation still graded. Assurance first, autonomy second.

▶ **Watch — assistant demo**
/videos/06-assistant.mp4

▶ **Watch — global support use case**
/videos/14-uc-global-support.mp4

▶ **Watch — agency use case**
/videos/13-uc-agency.mp4

▶ **Watch — hands-on training**
/videos/00-complete-walkthrough.mp4

HOW THIS GENERATES REVENUE

Land free. Prove value in ten minutes. Grow with every bot and channel.

Simple SaaS ladder — priced in US dollars

Free

7-day trial · 25 runs
no card · first report
in 10 minutes

\$19/mo

Individual
consultants &
solo practitioners

\$99/mo

Team · 15 seats
API + release gating
the expansion engine

Custom

Enterprise
CCaaS connectors
white-glove onboarding

The motion: the free report creates the "oh no" moment → the team subscribes to fix it → the CI gate makes Gauntlet part of every release → every new bot, channel and market adds seats and runs. Assurance is recurring by nature: bots change weekly, so testing never ends.

Recurring by design

bots change weekly — testing
never stops

Expands on its own

each new bot or channel adds
seats & runs

Nothing to rip out

one webhook — no migration to
sell against

The buyer's math (why they say yes fast)

One public bot failure costs fines, lawsuits, brand damage and churn — **orders of magnitude more than \$99/month**. And the assistant pays for itself the first week: faster replies, fewer escalations, no missed threads.

Four more revenue engines

- **Gauntlet Engage** — a second product line: branded website chat + social-inbox CCaaS suite, \$49–\$199/mo beside assurance.
- **Agencies resell it** — the assurance report rides along with every client bot they deliver.
- **CCaaS marketplaces** — listings put Gauntlet in front of every platform's customers.
- **Auto-pilot upsell** — as bots earn autonomy (slide 3), monitored conversations become the growth meter.

Why this compounds: every business that adds a channel from slide 1 needs both halves of the answer — the proof (slide 2) and the assistant (slide 3). Each new channel is new usage, new seats, new recurring revenue.

▶ **Watch — enterprise governance use case**
gauntlet.unisonai.com/videos/12-uc-enterprise.mp4

▶ **Watch — the full 60-minute product demo**
gauntlet.unisonai.com/videos/00-summit-demo.mp4

BONUS — "ISN'T THIS JUST COPILOT / CHATGPT / CLAUDE?"

No. They **write** the answers. Gauntlet **checks** them — and puts them to work safely.

	Copilot · ChatGPT · Claude	Gauntlet
WHAT IT IS	Brilliant general AI assistants — they create answers, content and conversations.	A purpose-built assurance platform for customer-facing AI — it attacks, grades and supervises bots.
ROLE IN YOUR STACK	The author — they power or build the very bots on your channels (slide 1).	The examiner — it stress-tests whatever you deployed (slide 2) and helps you run it safely (slide 3).
WORKS WITH	Their own models and ecosystems.	Any bot on any model — GPT, Claude, Gemini or in-house — through one webhook. Switch models, keep the examiner.
OUTPUT	Drafts, answers, code.	A scored report card with evidence, a release gate that blocks unsafe bots, channel sentiment, and tone-matched replies you approve.
INDEPENDENCE	The bot-maker grades its own homework.	✓ Independent by design — Gauntlet builds no bots, so its grade is one your board, auditor and clients can trust.

Not a competitor to your AI — the examiner of it. Gauntlet proves your AI is safe, keeps it safe on every channel, and earns it autonomy. → **Free 7-day trial · no card · gauntlet.unisonai.com**

▶ **Watch — the consumer film**
gauntlet.unisonai.com/videos/marketing/gauntlet-consumer-promo-1080p.mp4

▶ **Start your free trial now**
gauntlet.unisonai.com — no card, first report in 10 minutes