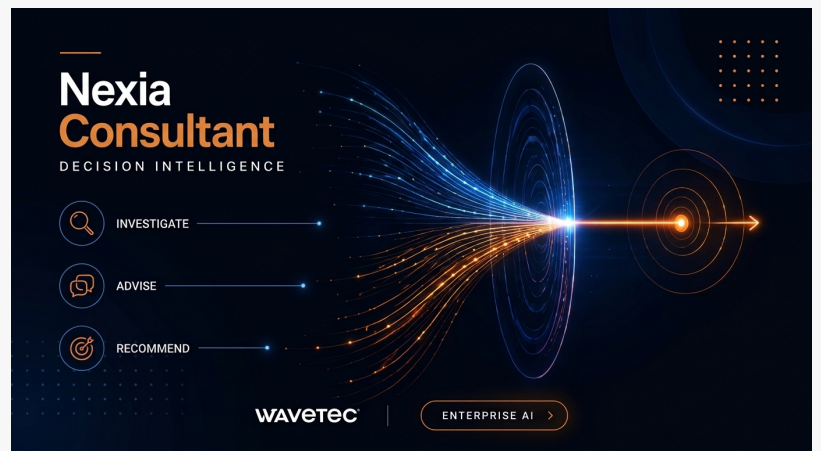


Wavetec to Launch Nexia Consultant, an AI Decision Partner for Customer Experience

Nexia, Wavetec's enterprise AI Consultant, investigates objectives, tests alternatives and recommends evidence-backed action for banks, DMVs and health systems.

NY, UNITED STATES, September 15, 2026 /EINPresswire.com/ -- Wavetec, a global leader in queue management systems and customer-experience technology, today announced it will launch [Nexia Consultant](#), an enterprise AI decision-intelligence platform designed to recommend which operational change actually solves a problem, not just report where one exists.



Wavetec's Nexia Consultant investigates operational data, advises on trade-offs and recommends a course of action, extending the company's AI roadmap beyond reporting into decision intelligence.

Some customer-experience platforms can show where service is slowing down, forecast tomorrow's demand or simulate one configuration a user picks. None of that answers the one question that matters: what should actually change?

“

Nexia takes a business objective, tests the options against real operating data, and shows its working. The AI does the analysis; people make the decisions.”

*Asif Bilgrami, Executive
Director of AI & Innovations,
Wavetec.*

Wavetec's upcoming Nexia Consultant is built for exactly that.

Nexia Consultant is part of Wavetec's expanding AI roadmap, designed to weigh options against real operating data and interpret a business goal. Rather than only reporting metrics, it recommends a course of action using forecasting and simulation from Wavetec's [Spectra 2.0](#). An authorized user will describe a business objective in plain language, and the platform will help structure the problem, investigate the available operational context and propose

relevant constraints.

"We built Nexia on a simple principle: trust the numbers before you trust the advice," said Asif Bilgrami, Executive Director of AI, Wavetec. "Nexia Consultant is designed to take a business objective, investigate the evidence, test the options through Wavetec's forecasting and simulation engines, and show its working behind every recommendation. The AI does the analysis; people make the decisions."

The upcoming launch reflects a wider shift from general-purpose AI assistants toward specialized, goal-driven enterprise agents. Research from McKinsey on the agentic AI advantage describes how vertical AI agents can understand objectives, plan multistep work, use enterprise tools and support complex business processes, rather than simply respond to isolated questions.

Nexia Reports, part of the Nexia family, lets authorized users create reports through natural-language prompts, completing Wavetec's AI product family alongside Spectra 2.0 and Nexia Consultant.

Nexia Consultant is not a general chatbot connected to an operational database. It is a reasoning layer model that:

- Interprets the business objective
- Prepares the suggested decision brief
- Identifies missing information
- Selects the appropriate analytical tools and explains the result

At launch, Nexia Consultant supports this investigation and pilot-plan approval without changing operational systems on its own. Access stays role-based, every data connection is authorized, every assumption can be traced, and a human approves the final step.

Spectra tests what could happen. Nexia Consultant recommends what the organization should do, and explains why.

Consider a regional bank director under pressure to reduce branch operating costs. Rather than configuring simulations one at a time, the director will prompt Nexia Consultant: "I need to reduce branch operating costs by 8% while keeping at least 90% of customers within our ten-minute waiting-time target. Do not reduce priority service for premium or elderly customers." The consultant interprets the request and drafts a decision brief from the objective, the bank's SLAs, policies and historical data.

Nexia Consultant will bring this approach to customer-flow operations. As a global leader in queue management systems, Wavetec currently supports organizations including Al Rajhi Bank across more than 600 systems, [Swiss Post across more than 130 locations](#), DriveTest Ontario DMV across nearly 100 locations, and McLeod Health across 45 medical centers, to mention but a few.

Wavetec is also building a future layer that could send specifically authorized changes straight to connected systems, based on each customer's own permissions. The early release will be developed further with selected customers over the coming months, validating priority business cases, refining the decision-brief experience and expanding enterprise integrations. Organizations interested in the program can contact Wavetec now to discuss a measurable operational challenge and a potential demonstration.

About Wavetec

Wavetec is a global leader in queue management systems and an innovation-first customer experience technology company, delivering in-house hardware, software, deployment and support from 11 offices across 80+ countries. Its portfolio spans queue management, appointment management, self-service and cash-deposit branch automation, telecom service kiosks, digital signage, customer feedback and embedded AI forecasting. Built for enterprise environments with SOC 2 and ISO 27001 security, role-based access control (RBAC) and ADA/WCAG accessibility, Wavetec serves banking, healthcare, government, retail, stock exchange and telecom organizations worldwide.

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