

How Navixus Engineers are Transforming the Customer Experience With AI

See how Navixus engineers are improving accuracy, cutting project time and building smarter tools with cutting-edge technology.



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Summary: At Navixus, engineers are using AI to extract key values from client requirements, significantly reducing manual work, errors and development time. These innovations help the team shift focus from repetitive tasks to design and implementation — improving customer and agent experiences across inbound, outbound and multi-channel workflows.

AI is changing the way pretty much every organization works and engineers are often leading the way.

According to *Wired*, three in four coders use AI at least once a week, with 17 percent using it “most of the time.”

For engineering teams like the one at Navixus, AI isn’t just speeding up their work; it’s making their output better, too. Just ask Brandon Hall, a solutions engineer at Navixus, who recently used AI to extract key values from client requirements.

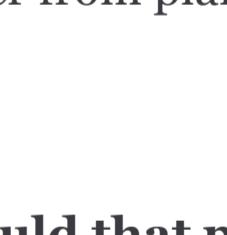
“This saved time, reduced manual errors and helped us move faster from planning to implementation,” Hall said.

Built In spoke with Hall about how AI has transformed — and improved — how the Navixus engineering team works.

Brandon Hall

Solution Engineer • [Navixus \(Formerly Eventus Solutions Group\)](#)

Navixus helps enterprise-level companies solve complex CX and contact center problems.



What types of products or services does your engineering team create? What problem are you solving for customers?

At Navixus, we build solutions that improve customer and agent experiences across multiple lines of business. Whether inbound or outbound, our tools streamline workflows, boost response times and enhance performance across channels. We help clients modernize by moving from legacy on-prem systems to cloud platforms like NICE CXone and by adopting AI to improve efficiency.

Tell us about a recent project where your team used AI as a tool.

We recently used AI to extract key values from client requirements and convert them into a format we could use directly in code. This saved time, reduced manual errors and helped us move faster from planning to implementation.

What would that project have looked like if you didn't have AI as a tool to use?

Without AI, we would have manually reviewed and extracted values from requirements, which is time-consuming and prone to errors. It could have taken days instead of hours. AI has changed how we work by speeding up repetitive tasks and letting us focus more on design and implementation.

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