



**Agentic voice AI communications
and contact center platform
to optimize customer engagement**

AI automation of unified communications as a service

Top businesses use our platform to connect mobile, dynamic teams with their customers. Securely, anywhere, on any device and on any network. Collaboration works across voice, video, conferencing, online meetings and instant messaging in all sectors and in integrated contact centres, where social media channels and AI can be embedded.



Built on a core that's already been deployed within three quarters of a million businesses.

Our cloud-based carrier-grade platform connects with all leading CRM packages to optimise business performance.

AI VOICE AGENTS

- conversational responses, understanding natural speech
- receptionist with call transfer
- appointment booking
- open and populate a ticket in Salesforce
- send an email, SMS or IM chat message



AI MESSAGING AGENTS

- website chat bot
- appointment booking
- ticketing
- social media channels



AI PHARMACY AUTOMATION

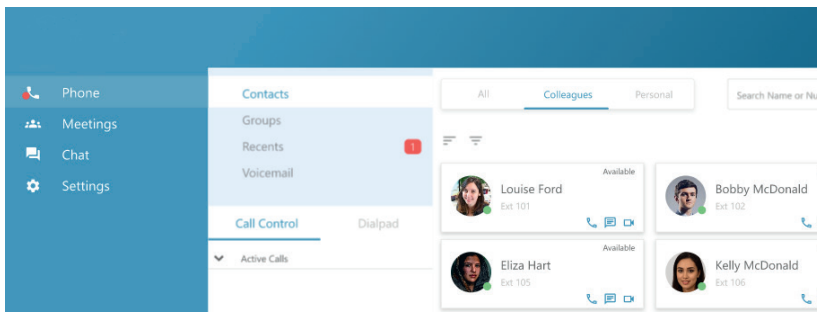
- prescription refills
- alerts for medication availability status and pick-up

AI CONVERSATION ANALYSIS

- transcription
- summary
- sentiment analysis

Typical applications

- Project collaboration for dispersed teams
- Multi-site businesses
- Home workers and road warriors
- Contact centers for reports, analytics, wall boards, AI and social media channels
- Construction companies with mobile workers
- Financial services with BYOD smart phone policy
- Medical practices with CRM integration and periodic call peaks
- Health services with virtual hospital visits

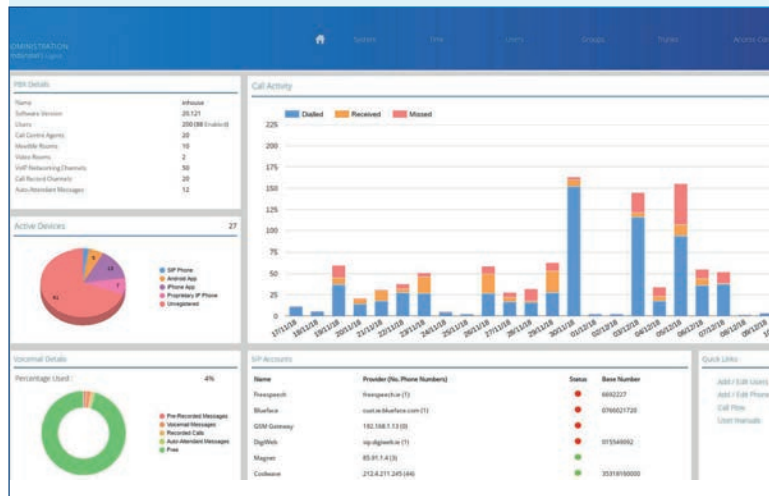


Automation

- AI voice agent and 100 automated attendants
- Prepend holiday and pre-holiday announcements
- Email transcription of voice mail messages allows for better time management
- Screen incoming callers against an integrated caller identity verification database
- Audit trail of easily searchable automatically archived and backed-up call recordings
- Universal team messaging with group broadcast
- Webphone displays colleagues' presence status and group log-in/out on a Chrome browser
- End-of-call feedback survey
- Microsoft Teams integration option

Analytics

- Company summary dashboard for numerics and graphics on all key call activities for any period selected
- Queue, ring group and agent performance
- Call detail records and call quality statistics on all calls
- Wallboards for customer engagement KPI metrics
- Coaching and monitoring tools



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