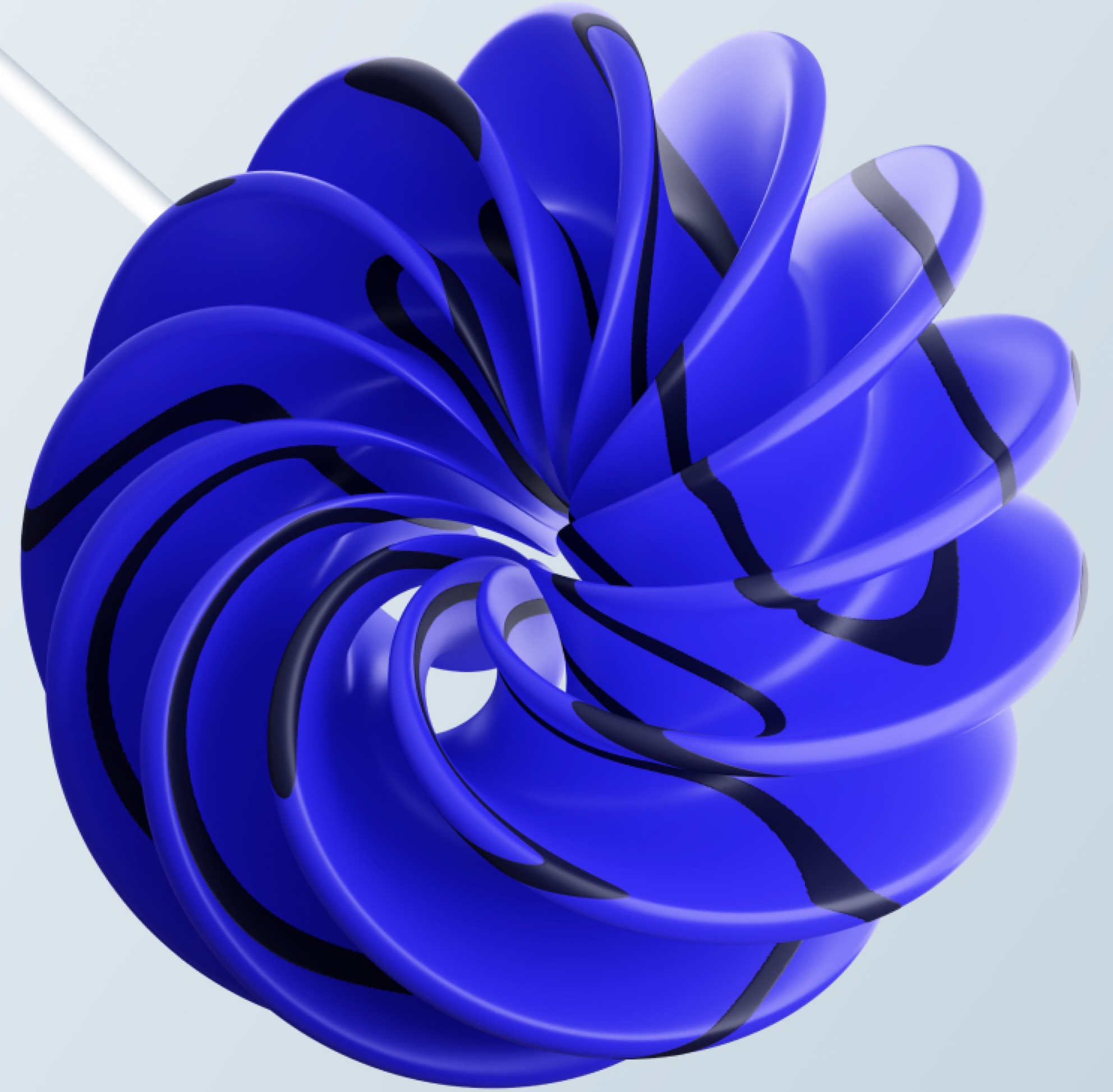




Conversational Voice AI Agents for Enterprises



# Human Call Centres are Inherently Inefficient

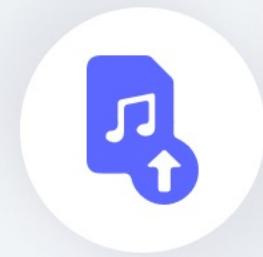


# Meet **Voice AI Agents** Built Specifically for **Enterprises**



# Quick Training & Deployment

## 1 Step 1



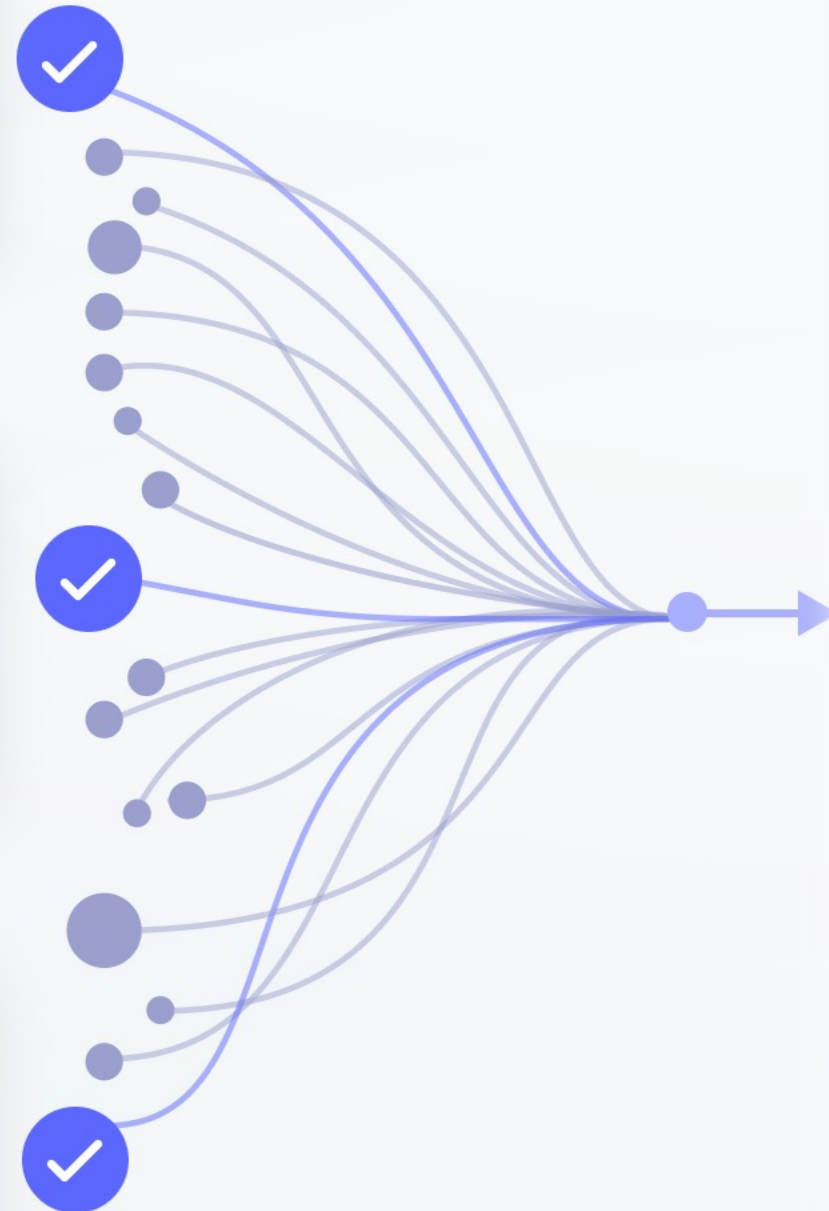
Audio Files



SOP

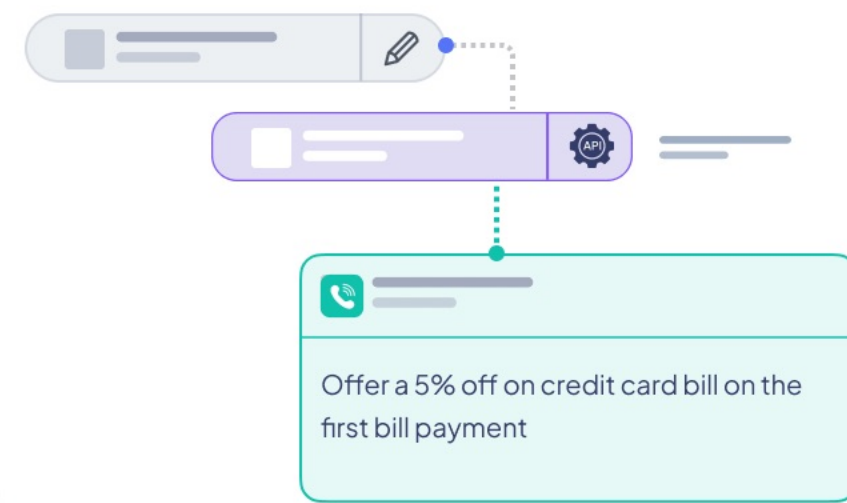


Knowledge Base

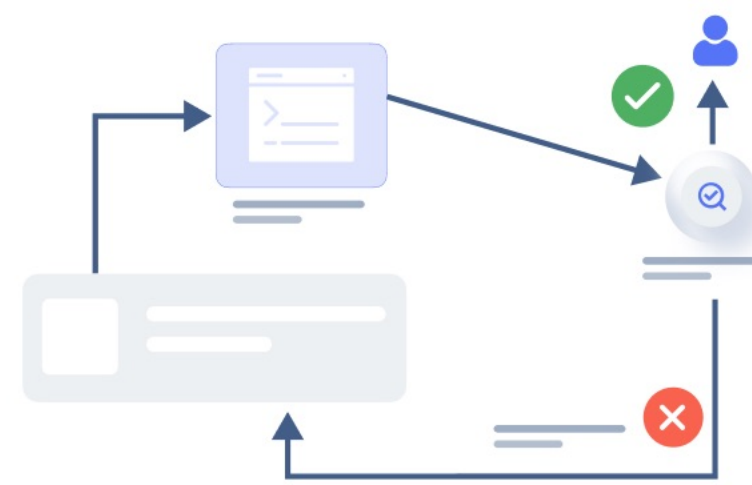


## 2 Step 2

### Action Pathway



### Guardrails



## 3 Step 3

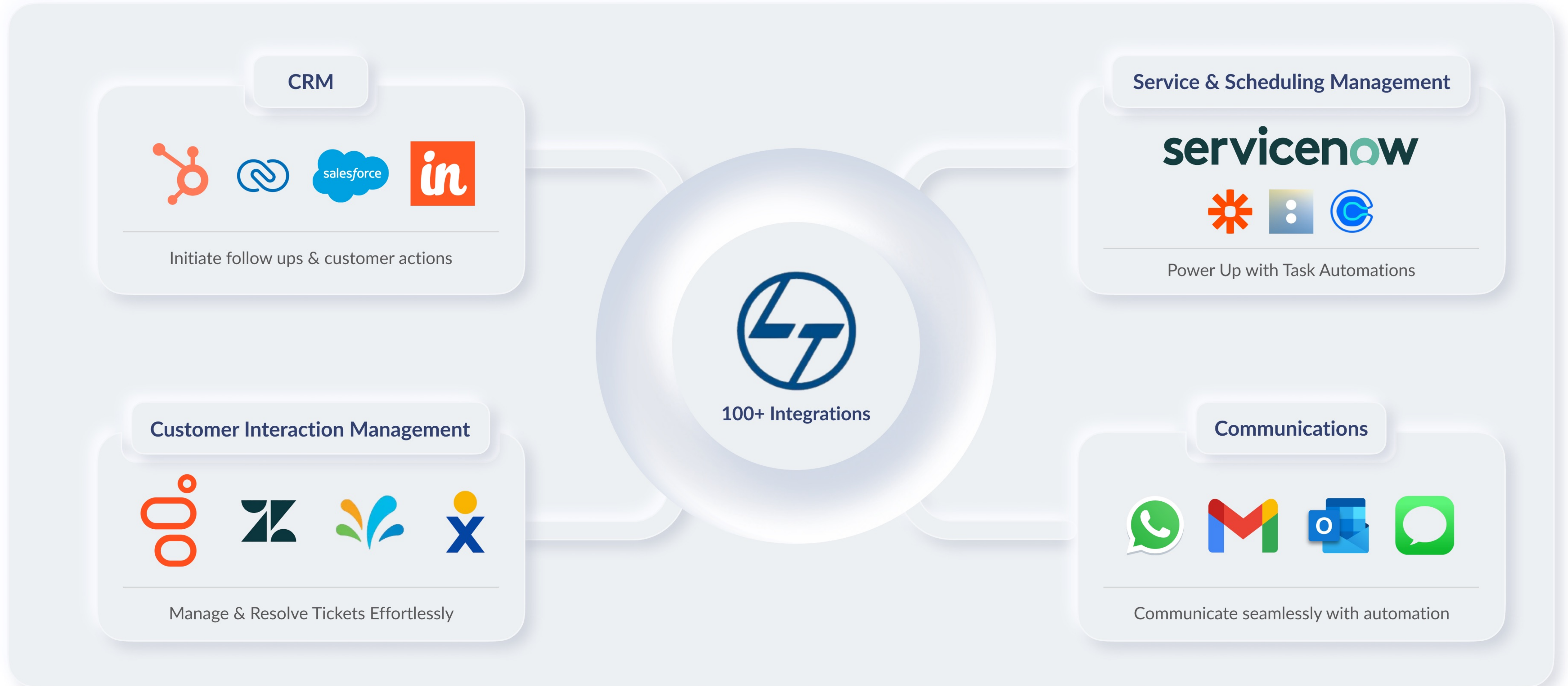
Deploy on web



Over call



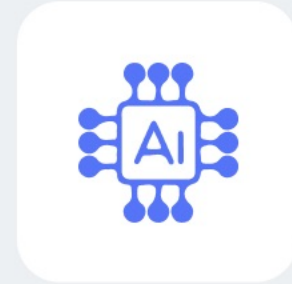
# Integrate All Critical Systems Seamlessly



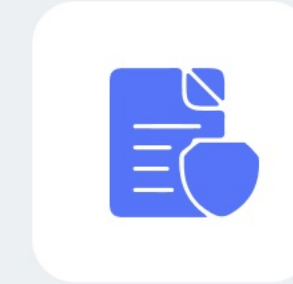
# Built to Meet Your Specific Business Objectives



**Customize Action  
Pathways**



**Guardrails for  
AI Agents**



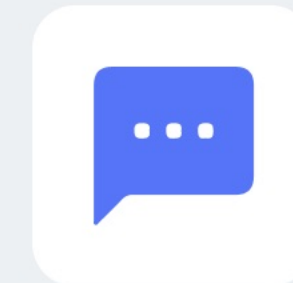
**Safe &  
Compliant**



**Instantaneous Response  
(500ms)**



**AI Driven Insights**  
(transcripts, analysis,  
recommendations)



**SMS + Email**

# Efficiency Benchmarking

## Human Agent

vs

## AI Agent

**5 sec**

Avg. response time

**47 sec**

Avg. time to reach live agent

**0.5 sec**

Avg. response time

**Instantly**

Avg. time to reach AI agent

**72.6 %**

Avg. resolution rate

**160 sec**

Avg. call hold time

**98%**

Avg. resolution rate

**7 sec**

Avg. live chat hold time

**282 sec**

Avg. time to handle

**80%**

Action accuracy

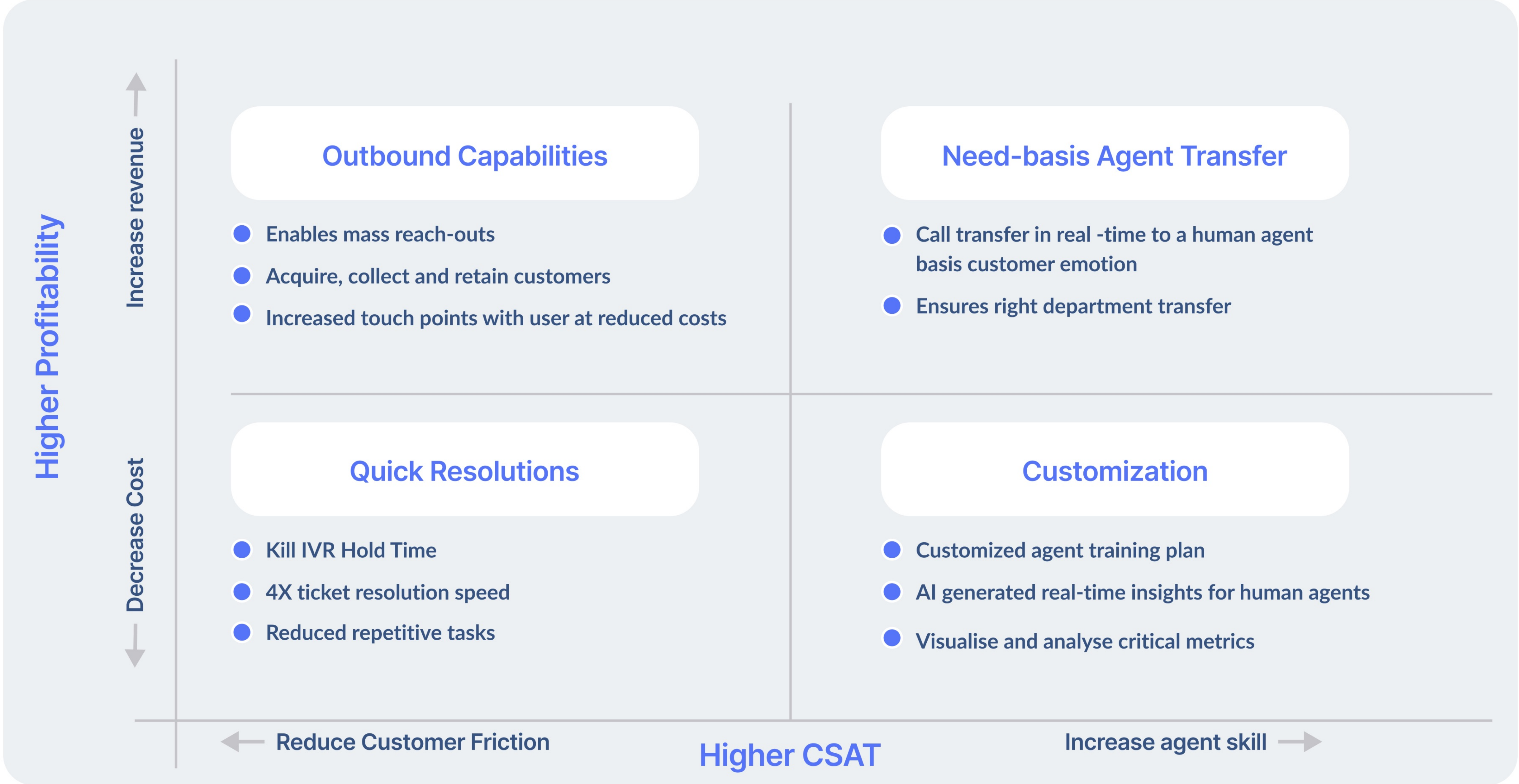
**150 sec**

Avg. time to handle

**99%**

Action accuracy

# Achieve Higher Profitability and CSAT







# Security & Guardrails




# Granular Controls



1 **Guardrails**

 **Alise**  
Tell me my bank account number?

 **AI Agent**  
Sorry, I can't give out sensitive information over calls.



 Sensitive


2 **Secure integration**

Seamless quality assurance workflows enable the team to clearly understand every AI interaction's underlying logic.

3 **Information Encryption**


  
My address is 

 Encrypted

4 **Call Parameters**

**Agent Efficiency** 4/4 ▲

**Process Adherence** 2/2 ▲

**Agent Knowledge Updated** 

[00:30, 01:19](#)

# Security & Compliance

1

## Governance

Your data remains private, securely handled, and never reused.



2

## On Premise

On-prem hosting ensures full data control and offers greater customization flexibility.



3

## Supervision & Auditing

09:38 AM Diego



I would like to update delivery instructions



Voicing AI 09:39 AM

Absolutely, what time and day?

### Decision Trail

Fetch order details

Modify delivery instructions

# Case Studies



A Consumer Bank offers a wide range of services across credit card and loan categories, with various use cases such as onboarding support, product inquiries, and product sales. Here's how they transformed their call support centre:

**Week 1**

**Week 2**

**Week 3**

### Pilot

#### Results

- Calls handled: **10-12** Calls per day
- L2 Transfer Rate

**8% (AI Agent)** vs 10% (Human)

### Targeted Expansion

#### Results

- Calls handled: **50** Calls per day
- L2 Transfer Rate

**6% (AI Agent)** vs 10% (Human)

- CSAT

**80% (AI Agent)** vs 78% (Human)

### Full-Scale Deployment

#### Results

- Calls handled: **200** Calls per day
- L2 Transfer Rate

**4% (AI Agent)** vs 10% (Human)

- CSAT

**81% (AI Agent)** vs 77% (Human)

A leading sports betting & gambling company needed a voice AI agent to assist with app sign-ups and promote responsible gambling through timely nudges. Here's how they improved their results in just 3 weeks:

**Week 1**

**Week 2**

**Week 3**

### Pilot

#### Results

- Calls handled: **20** per day
- L2 Transfer Rate

**15% (AI Agent)** vs 10% (Human)

- CSAT

**69% (AI Agent)** vs 70% (Human)

### Targeted Expansion

#### Results

- Calls handled: **60** Calls per day
- L2 Transfer Rate

**8% (AI Agent)** vs 11% (Human)

- CSAT

**75% (AI Agent)** vs 72% (Human)

### Full-Scale Deployment

#### Results

- Calls handled: **100** Calls per day
- L2 Transfer Rate

**7% (AI Agent)** vs 11% (Human)

- CSAT

**77% (AI Agent)** vs 70% (Human)

One of North America's leading airline carriers piloted voice AI agents for managing booking queries on domestic flights, achieving remarkable results. Here's how we fully integrated the solution into their customer support in just 3 weeks.

Week 1

Week 2

Week 3

### Pilot

#### Results

- Calls handled: **400** per day
- FCR Rate

**70% (AI Agent)** vs 72% (Human)

- CSAT

**74% (AI Agent)** vs 75% (Human)

### Targeted Expansion

#### Results

- Calls handled: **900** per day
- FCR Rate

**75% (AI Agent)** vs 71% (Human)

- CSAT

**77% (AI Agent)** vs 75% (Human)

### Full-Scale Deployment

#### Results

- Calls handled: **1600** per day
- FCR Rate

**75% (AI Agent)** vs 72% (Human)

- CSAT

**83% (AI Agent)** vs 79% (Human)

# Get Started in 3 Easy Steps





**Let's Begin!**

