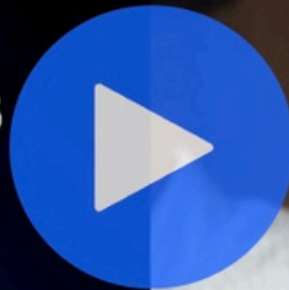


**Inbound Sales
Agent**



SimplyAI

Phone Agents with Speech to Speech AI Explained

- Transform your customer response times
- Increase Leads
- Drive Customer Satisfaction and repeat business higher

What use cases?

Functionality Category	Specific Features
Functional Use Cases	
Customer Support	- FAQ Handling: Answers common questions regarding products or services.
	- Issue Resolution: Assists in troubleshooting common problems.
	- Ticket Creation: Logs issues that require human intervention.
Billing & Payments	- Balance Inquiries: Provides information on account balances.
	- Payment Processing: Assists customers in making payments over the phone.
	- Billing Issue Resolution: Addresses questions or disputes related to billing.
Scheduling & Reminders	- Appointment Management: Schedules, reschedules, or cancels appointments.
	- Reminders: Sends reminders for upcoming appointments or important dates.



Conversational AI



AI RAG



Agentic AI



Smartglasses AI



Immersive AI

What use cases?

Functionality Category	Specific Features
Functional Use Cases	
Customer Support	- FAQ Handling: Answers common questions regarding products or services.
	- Issue Resolution: Assists in troubleshooting common problems.
	- Ticket Creation: Logs issues that require human intervention.
Billing & Payments	- Balance Inquiries: Provides information on account balances.
	- Payment Processing: Assists customers in making payments over the phone.
	- Billing Issue Resolution: Addresses questions or disputes related to billing.
Scheduling & Reminders	- Appointment Management: Schedules, reschedules, or cancels appointments.
	Reminders: Sends reminders for upcoming appointments or important dates.

Functional Use Cases	Specific Features
Customer Support	
	<div><div> Conversational AI</div><div> AI RAG</div></div>



Agentic AI



Smartglasses AI



Immersive AI

What use cases?

Functionality Category	Specific Features
Functional Use Cases	
Order Management	- Order Tracking: Provides updates on order status and estimated delivery times.
	- Order Modification: Assists in changing or canceling existing orders.
Sales & Lead Qualification	- Lead Capture: Gathers information from potential customers.
	- Qualification Questions: Asks questions to determine the viability of a lead.
	- Product Recommendations: Suggests products or services based on customer needs.
Surveys & Feedback	- Customer Satisfaction Surveys: Collects feedback on products or services.
	- Net Promoter Score (NPS): Measures customer loyalty and satisfaction.



Conversational AI



AI RAG



Agentic AI



Smartglasses AI



Immersive AI

What Capabilities has a phone Agent?

Functionality Category	Specific Features
Core Functionalities	
Natural Language Understanding (NLU) How Does that help a Business?	Intent Recognition:
	Identifies caller's purpose (e.g., "I want to check my order status").
	- Entity Recognition: Extracts specific information like dates, names, or numbers.
	- Language Support: Understands multiple languages and dialects.
	- Context Handling: Maintains context over the course of a conversation.
Automatic Speech Recognition (ASR) How does that make our business more efficient?	- Speech-to-Text Conversion: Transcribes spoken language into text in real-time.
	- Accent and Dialect Accommodation: Accurately recognizes speech from various accents and dialects.
	- Noise Handling: Distinguishes speech from background noise.

What Capabilities has a phone Agent?

Functionality Category	Specific Features
Core Functionalities	
Conversational Flow Management The Agent can understand and react - not just follow a script	- Dialogue Management: Manages turn-taking and guides the conversation logically.
	- Error Handling: Provides prompts for clarification when misunderstandings occur.
	- Multi-Turn Conversations: Handles complex interactions involving multiple exchanges.
Integration with Backend Systems Simple Integrations establish fast workflows	- CRM Integration: Accesses and updates customer information.
	- Database Queries: Retrieves information like order status or account balances.
	- Transaction Processing: Facilitates actions such as payments or appointment scheduling.



Conversational AI



AI RAG



Agentic AI

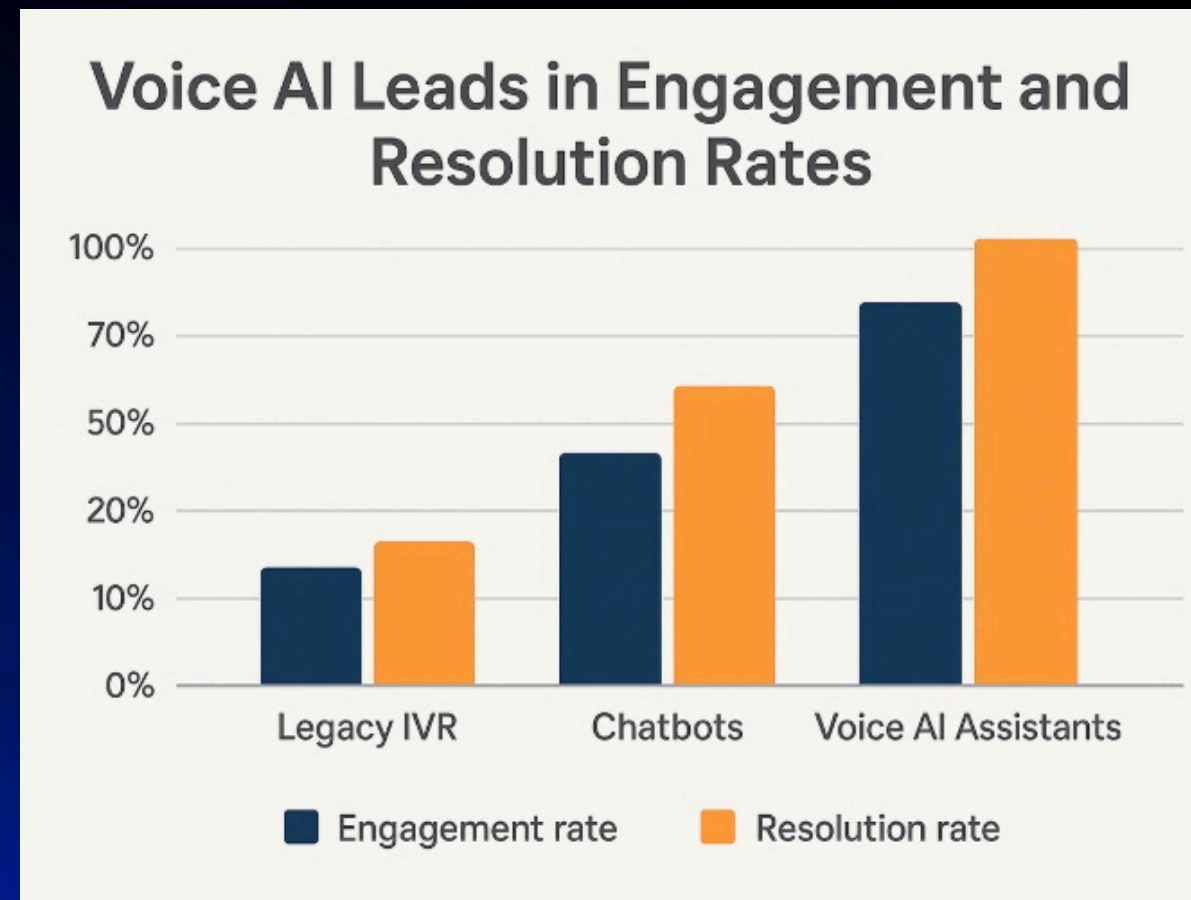


Smartglasses AI



Immersive AI

Are Speech to Speech Agents better than IVR and Chatbots?



- The simple answer is way better than forms
- Higher customer engagement
- And higher query resolution than other technologies

How do the AI Agents achieve these results?

	Before	After
• Transform your customer response times	Form	Conversational Agent
• Response time hours (out of hours) to instant answers	Waited hours	Instant answers
• Drive Customer Satisfaction and repeat business higher	Not Waiting	Got my answer Booked

“Before we had a tonne of digital messages to answer in the morning”

Now we have

- 30% more bookings
- 50% more leads
- 4.8 Trust pilot rating (before 4.1)