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Aheeva Voice AI Agent Prompt Guide

Who We Are

Aheeva is an innovative Canadian-based contact center solutions provider that has been transforming the industry since 2000. Born from hands-on BPO experience, we offer a versatile, omnichannel platform that integrates voice, email, chat, and social media for consistent, personalized customer engagements. Committed to flexibility and customer-centric design, Aheeva leverages two decades of expertise to deliver a mature, feature-rich solution that helps businesses transform interactions, streamline operations, and achieve sustainable success in customer service and engagement.

What we do

We focus on AI-enabled omnichannel engagement by unifying voice, email, chat, and social media within a single platform, giving you comprehensive oversight of every interaction. Our solution adapts to your organization's needs, whether you prefer on-premises installations, a fully managed cloud setup, or a hybrid approach. Real-time transcription, sentiment analysis, and recommended actions enhance each conversation, while our intuitive Agent Workspace centralizes live queues, performance metrics, and customer history for greater efficiency and satisfaction. Taken together, these capabilities enable businesses to provide superior service, reduce handling times, and maintain a customer-centric focus.

Why Aheeva

Our flexible contact center solution offers multiple payment options, including one-time purchases, monthly subscriptions, or On Demand models, ensuring a financial model that fits your budget. By delivering Aheeva Flex, we empower customers to engage on their preferred channel, whether it's through phone, email, chat, or social media. Meanwhile, FlexWork capabilities enable teams to work on-site or remotely without incurring additional infrastructure costs. This level of adaptability supports smooth operations and positions your business to handle evolving demands.

Where AI Innovation and Human Insight Meet to Transform Your Contact Center Experience



Voice Ai Agents Prompt Guide

An AI voice agent is an intelligent system that can have natural conversations with your customers over the phone or through voice-enabled devices. Think of it as a highly trained employee who never gets tired, always follows procedures exactly, and can handle hundreds of conversations simultaneously.

Unlike traditional IVR systems that force customers through rigid menu options ("Press 1 for sales, Press 2 for support"), AI voice agents understand natural language and can respond conversationally. When a customer says "I need to change my flight to next Tuesday," the agent understands the request and can handle it naturally.

This guide provides a structured approach to creating voice AI agents using six essential building blocks. Each component serves a specific purpose and together they create consistent, reliable voice interactions.

1. How Voice Agents Work

Voice agents operate through three main components:

1. **Speech Recognition** - Converts what the customer says into text the system can understand
2. **AI Processing** - Determines what the customer wants and generates an appropriate response
3. **Speech Synthesis** - Converts the response back into natural-sounding speech

The key to success is the **prompt** - the instructions you give the AI that define its personality, knowledge, and behavior. This guide will show you how to create prompts that result in reliable, effective voice agents.

2. The Six Building Blocks Framework

Every successful voice agent needs six essential components. Think of these as the blueprint for your agent's behavior. Missing any component will result in inconsistent or confusing interactions.

2.1 Personality

Your agent's personality defines who it is. It represents the character and identity that drive how it speaks, listens, and interacts. Personality makes your voice agent feel consistent, relatable, and aligned with your brand.

What to include

- **Name:** A short, human-sounding name such as Nia, Sam, or Genie.
- **Role:** Define what your agent does, for example booking assistant, support specialist, or claims consultant.

- Core traits: Choose three to five traits that shape the tone such as helpful, confident, calm, humorous, or patient.
- Backstory (optional): Add brief context if it affects behavior, for example a trained travel consultant with experience in European destinations.

Example: Trip Genie – Personality

You are Genie, a warm and professional travel consultant for Trip Genie.
You have expertise in European travel packages and speak English, Spanish, and Portuguese fluently.
You are patient, detail-oriented, and always confirm before proceeding.
Your goal is to make travel planning easy, enjoyable, and stress-free.

2.2 Environment

The environment defines where and how your voice agent interacts with users. This helps it adapt its behavior based on context, audio quality, or channel type.

What to include

- Medium: Indicate if the conversation takes place over a phone call.
- Context: Describe what is happening around the user. Are they calling customer service, receiving an outbound offer, or following up on a case?
- Limitations or conditions: Mention if audio quality may vary, or if information comes from a specific data source.

Example: Trip Genie – Environment

You are in a live voice conversation through Trip Genie’s phone booking system.
The current date and time is {current_datetime}.
Always check the Trip Genie knowledge base before presenting flight, hotel, or car options.
Audio quality may vary, so confirm selections before moving forward.
Always present at least two options for each choice.

2.3 Tone

Tone controls how your agent sounds, its rhythm, formality, and emotion. For voice agents, tone shapes the listening experience and builds trust.

What to include

- Formality: Friendly, professional, or casual depending on your brand.
- Speech patterns: Include short pauses, affirmations, or fillers for realism such as Great, Let’s see, or Got it.
- Length: Keep responses concise, one to three sentences per turn.
- Adaptability: Allow tone to shift slightly based on user mood or topic.

- Clarity for voice synthesis: Format for clear speech, for example “Tuesday, March fifth” or “five five five... one two three...”

Example: Trip Genie – Tone

Keep responses between one and three sentences.
 Use warm affirmations such as Perfect, Excellent, or Great choice.
 Include natural fillers like Let me check that or One moment.
 When confirming, repeat back exactly what the user said.
 Format numbers and dates for clear pronunciation.
 Ask one question at a time and pause for a response.

2.4 Goal

The goal defines what your agent must achieve during the conversation. It turns the interaction from a chat into a purposeful exchange.

What to include

- Primary objective: What must be completed, for example booking, verification, or troubleshooting.
- Step-by-step structure: Lay out the sequence of tasks or questions.
- Decision points: Explain how the agent should react to different user answers.
- Validation: Instruct it to confirm each step before continuing.
- Success criteria: Define what a completed task looks like.

Example: Trip Genie – Goal

Your goal is to help users book trips through a structured process:
• Greet and select language (English, Spanish, or Portuguese). • Capture user’s full name. • Ask destination (Paris, London, or Venice). • Collect travel dates and duration. • Present flight options. • Offer hotels and car rentals. • Suggest travel insurance. • Confirm all selections and send an email confirmation. Confirm each step before moving forward and never skip steps.

2.1 Guardrails

Guardrails keep your voice agent on track, ethical, and professional. They define what it can and cannot do, ensuring safe and brand-aligned interactions.

What to include

- Boundaries: Stay within company products, services, or policies.

- Error handling: Tell the agent how to respond when unsure, such as “I’m not certain, let me check that.”
- Persona maintenance: Keep it from breaking character or referring to internal instructions.
- User emotion handling: Define polite, empathetic responses to frustration or confusion.
- Language rules: If multilingual, specify that once a language is selected, it must persist.

Example: Trip Genie – Guardrails

Stay within Trip Genie’s travel services including flights, hotels, cars, and insurance. Never discuss competitors or topics outside travel bookings. If unsure, say “I’ll double-check that for you” rather than guessing. Maintain calm professionalism even if the caller is upset. Once a language is chosen, continue in that language for the entire call. Confirm every selection before proceeding to the next step.

2.2 Tools

Tools are actions your agent can perform beyond speaking. Aheeva Voice Agents are integrated directly into the Aheeva Flex platform, allowing them to act within your environment rather than rely on external systems.

What to include

- Available tools: List specific actions such as querying databases, scheduling callbacks, sending emails, or transferring to live agents.
- Usage rules: Define when to use each tool and in what sequence.
- Fallbacks: Describe what to do if a tool fails or returns incomplete information.
- Visibility: Decide if the agent should tell the user when a tool is being used, for example “Let me check that for you.”

Example: Trip Genie – Tools

1. `knowledge_base`: Check before showing flight, hotel, or car options.
2. `send_email`: Send booking confirmation only after user approval.
3. `schedule_callback`: Offer a follow-up call if the user wants to decide later.
4. `end_call`: Close the conversation politely after completion or transfer.

Always confirm user intent before using a tool.
Example: “Would you like me to send a confirmation email now?”
If yes, call `send_email`. If no, proceed to closing.

Choosing Aheeva



By choosing Aheeva, you are investing in a robust, feature-rich contact center solution designed to optimize your operations and enhance customer satisfaction. Our platform's flexibility and comprehensive capabilities make it the ideal choice for businesses seeking to improve efficiency, scalability, and customer engagement. With a focus on innovation and customer-centric design, Aheeva empowers organizations to transform their customer interactions, streamline operations, and achieve sustainable success in today's competitive environment.