

AI-first customer experience operations for telecoms

One operating system for agentic AI, human agents

THE PROBLEM

The most expensive calls never needed a human.

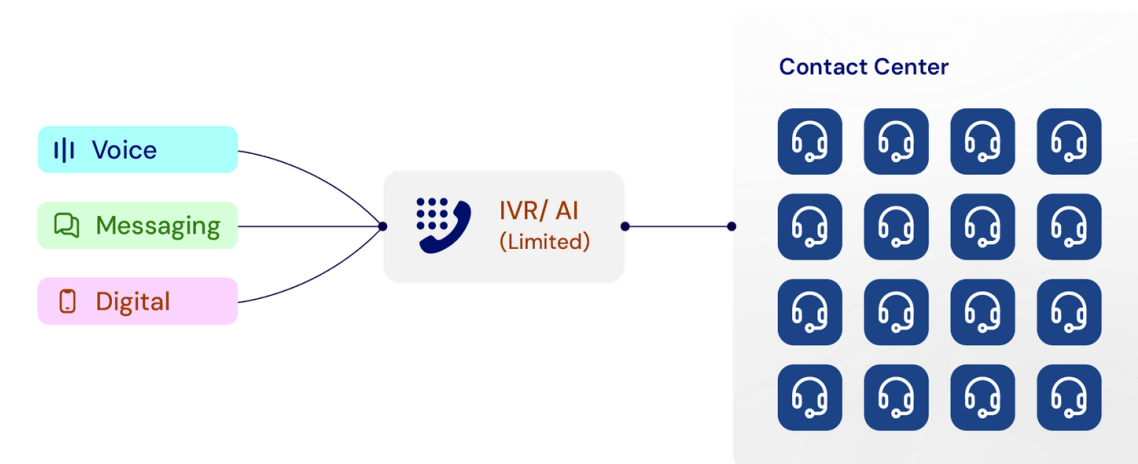


The cost trap

Cost-to-serve scales with headcount and inefficiencies.

- More volume → more agents, more seats, more cost. No structural lever.
- Routine requests burn agent capacity — high AHT, queues, repeat contacts.
- Better CX has always meant more people. That model can't scale.

The result: **cost-to-serve that only goes up.**

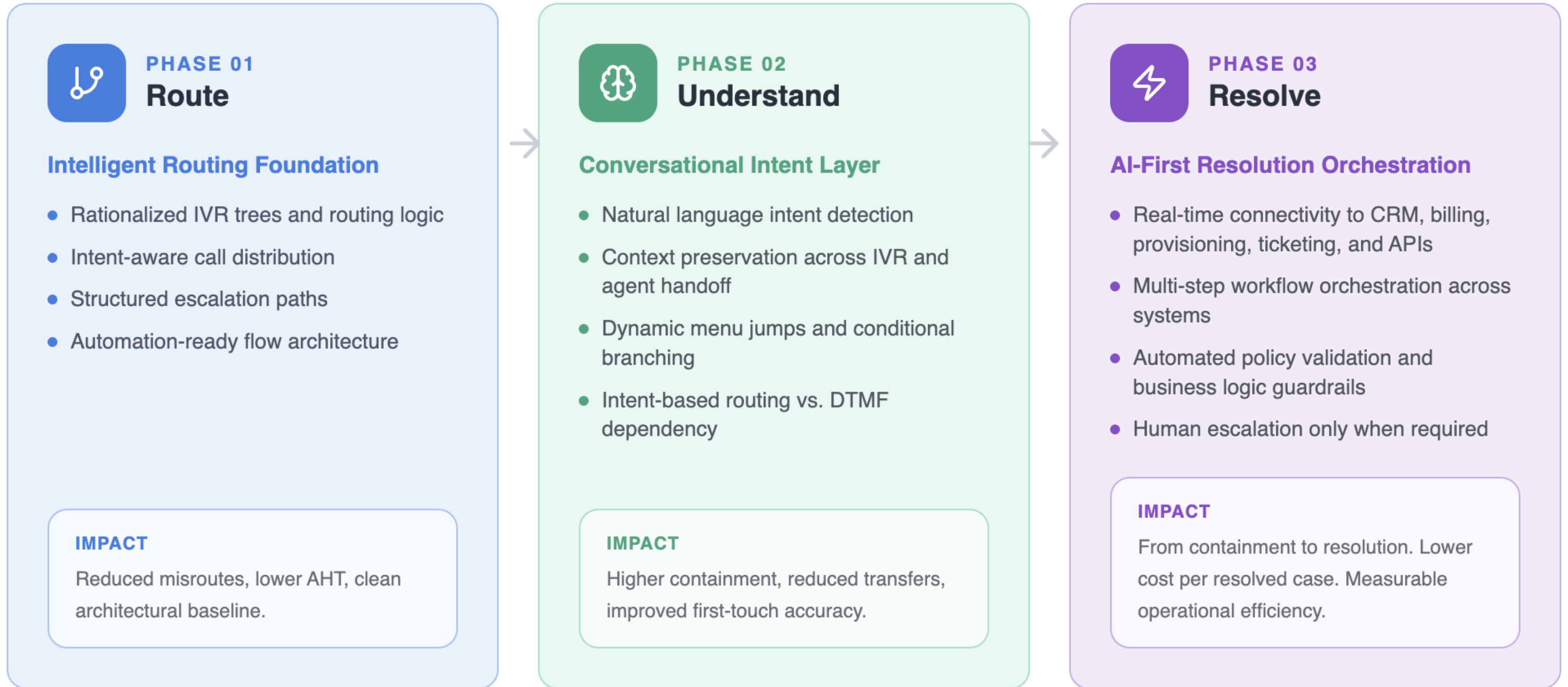


Adding headcount isn't helping you win the cost trap.

THE PATH OUT

01 Put a stop to queues at first entry

IVR Evolution with AI



Solution Overview

An Operating System (OS) for customer experience.

Enterprise-grade orchestration with best of breed components and orchestration.

THE SENSE AI PLATFORM

Shifting contact centers from cost centers to CX growth engines

Whatever channel your customers reach you on, and whatever systems you already run for CX, this is the one layer that resolves it, staffs it, and proves it.

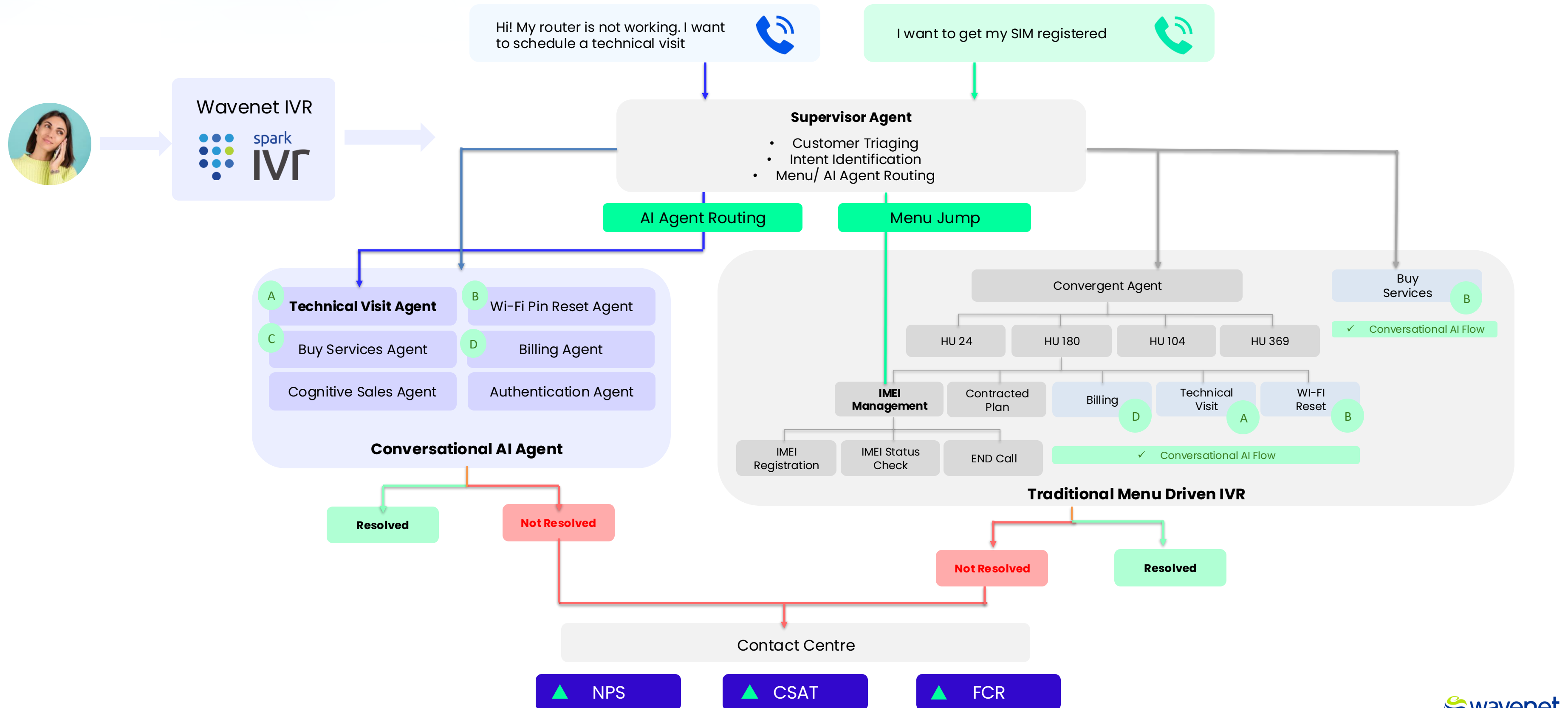
sense AI

*Our Super Agents
don't just answer – they resolve.*

An Operating System (OS) for Customer Experience – Enterprise-Grade

Conversational IVR Hybrid of DTMF & Conversational AI

The Operational Transformation





Agent 360 – Agent Dashboard

FlowConnect

General &

