

# AI Smart Assistant powered by Assist-Me™

## Multi-Skilled Voice Automation for Small & Mid- sized Businesses

- Reduce staffing costs with intelligent call answering and routing.
- Triage calls for reception and service desk staff.
- Eliminate expensive peak-time staffing requirements.
- Automate bookings with self-service customer scheduling.
- Out-of-hours cover capturing details for follow-up.



The **AI Smart Assistant** is a comprehensive Voice-AI solution designed to transform customer engagement over the phone for small and mid-sized businesses, with or without connectivity to a contact centre.

Built to integrate seamlessly with existing phone/UC technology AI Smart Assistant is an easy to use, simple to set-up service which can replace complex IVR systems to route calls and which can also handle routine enquiries to free-up your team to focus on more valuable customer tasks.

Customers can get the information they need, book or reschedule appointments, update their information, or get transferred to an expert automatically:

- **Answers questions** based on your proprietary company data and information
- **Schedules appointments** in Outlook/Google calendar\* via phone with real-time visibility and updating of calendars.
- **Automatic scheduling** for sales demos or calls, home visits, support call-backs or appointments using natural language requests.
- **Context-aware call routing** transfers calls to departments or individuals based on keywords and your business routing rules.
- **Captures user details** and repeats them back for validation
- **Out-of-hours** captures caller details and sends email for follow-up
- **Human hand-off** when needed or if a booking couldn't be made or a question couldn't be answered.

Powered by the converse360 **Assist-Me™ platform** and incorporating the latest generative AI technology, the Smart AI Assistant enables customers to interact with your business 24/7 with instant, helpful answers to their questions and ensuring that you never miss an enquiry or opportunity.

## Who Uses Smart AI Assistant

- Small and mid-sized businesses in any industry requiring 24/7 availability
- Contact centre and customer service teams
- Public services, healthcare providers and field service teams
- Front of house teams for hospitality, sports & entertainment venues
- Service desks and internal switchboards

\*PLUS Option required for 3<sup>rd</sup> party integration for appointment scheduling

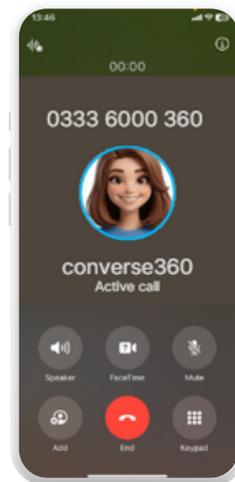
# No More Missed Opportunities 24/7 Smart Assistance

## Reception & Business Call Handling Features

- Handles almost all inbound enquiries - reducing burden on your team.
- Automates bookings - freeing up your team to work on more valuable tasks.
- Removes peak-time staffing issues - handles one call or hundreds.
- Eliminates wait times and prevents customers from waiting in call queues.
- Uses natural language - no more IVR menus for customers to navigate.
- Provides consistent, professional responses based on your guidelines.
- Transfers calls to phone extensions, mobiles or hunt groups.
- Integrates with your existing telephony infrastructure (UC/SIP/PBX).

## Meeting & Calendar Features

- Utilises Outlook/O365 Graph API and Google Calendar API.
- Define your custom opening times and days of the week.
- Sets-up MS Teams meetings automatically.
- Add optional guests and meeting notes.



Easily automate bookings over the phone & transfer calls to departments teams or individuals.

## AI Smart Assistant functional components



Transfers  
Calls



Books  
Appointments



Answers  
Questions



Captures  
Data



Escalates  
Enquiries

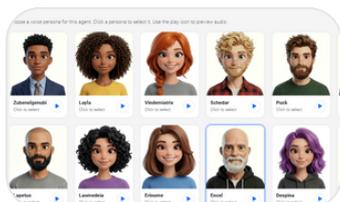


UC/CCaaS  
Connectivity

### BASE Set-up (Voice only)

Upgrade options include increased storage and integrations with CRM and 3<sup>rd</sup> party booking systems.

## Assist-Me™ Platform Features



**Your business, your voice:** Customise every aspect of your Smart AI Assistant to reflect your brand, from tone and pace to empathy level, language and even accent.

- Uses latest generation Native Audio for expressive, fast and emotive responses.
- Leverages Retrieval-Augmented Generation (RAG) to minimise hallucinations.
- Routes captured information to designated email (Outlook or Google Mail).
- Integrates with existing telephony systems via PSTN or SIP.
- Escalates to phone extension, hunt groups or contact centre queue.
- Option to hand-off to Live Chat or CCaaS when purchased.
- Utilise scripted responses where GEN AI is not allowed.
- Set guardrails and guidelines within the Assist-Me admin portal.
- Includes enterprise-grade security and scalability features of AWS Bedrock
- GDPR & data privacy compliant

### Optional Add-ons

- Multi-lingual Bookings
- CRM or Service Desk Integration (PLUS upgrade)
- Upgrade to Booking Advanced for 3d Party Systems.
- Enhanced Support (price depends on package/license)