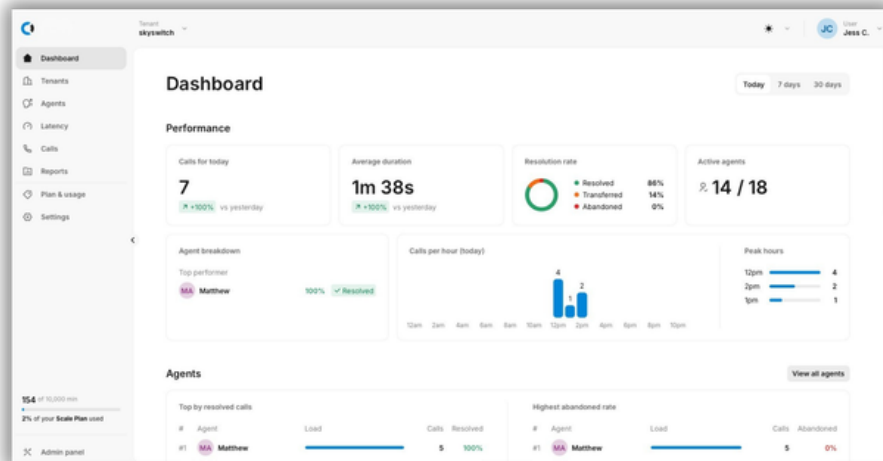


AI-Enable Your Customers' Communications

AI agents aren't just a feature in your communication platform; they can fundamentally change how the platform creates value, transforming it from a system your customers use to one that can act on behalf of their business and employees.



Consider the following use cases, all of which can be executed without human involvement:



AI receptionist can identify the caller's intent and perform actions such as booking an appointment, providing company information and opening hours, checking order status, etc.



AI customer service agent can provide support for your customers' products and open a ticket in their ticketing system.



AI sales agent can perform an initial level of lead qualification, updating their CRM for sales reps to access for follow-up.

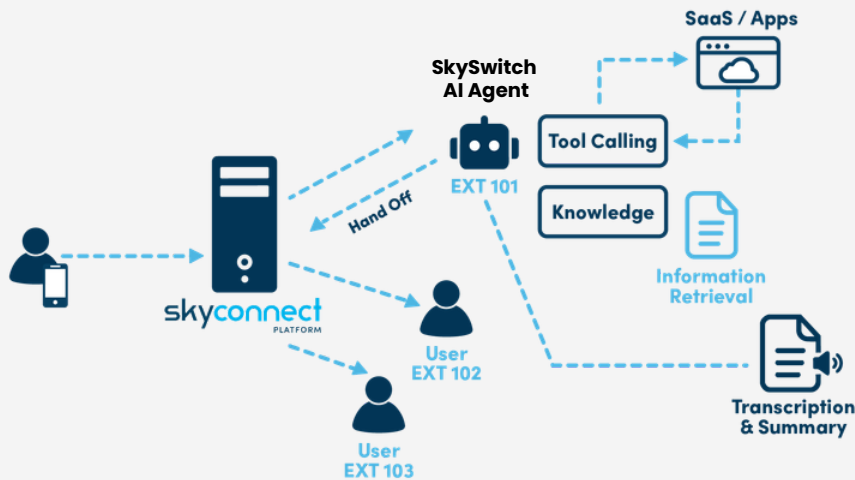
These capabilities allow your customers to provide 24/7 service availability, lead capture, and offload routine interactions so their staff can focus on more complex tasks and communications.

Customer Pain Points

- No-code UI for easy agent building
- Native integration with third-party apps—no middleware needed—to trigger workflows and actions in real time
- Natural language understanding (NLU) that detects user intent and extracts key entities like names, dates, and order numbers
- Post-call analysis with transcription, summary, recording of call SMS integration
- Multi-lingual with automatic detection and seamless switching between languages
- Speech-to-text and text-to-speech engine
- Simple, margin-friendly pricing—flat per-minute rate with no charge for additional features within the AI agent and no additional cost for calls
- APIs for downloading recordings, transcripts, and call summaries into other reporting platforms
- Conversation intelligence analytics with advanced reporting add-on

How it Works

The SkySwitch AI Agent is assigned a number or registered as an extension in the customer's PBX, and there is no additional charge for the call.



SkySwitch AI Agent

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- **Simple, fast deployment**

Building agents is easy using our no-code UI. Simply drag and drop, then publish the call flow. If you have more complex requirements, we also offer agent builder professional services.

- **Agent customization**

You can configure agents to talk like a bot or a human, and set personality types based on voice, tone, and language.

- **Actionable insights**

The analytics engine enables you to identify a wide range of trends, such as why callers are contacting you, how many calls were transferred, etc.

- **Volume-based discount**

Applies across your entire customer base, so the more customers who adopt AI Agent, the bigger your discount.

- **Pricing and packaging flexibility**

Whether you want to roll the AI Agent into a bundle or sell it à la carte, you determine how to price and sell the functionality.

- **Infinite scalability**

Unlike with a human agent, the AI Agent can handle a virtually limitless number of concurrent calls.

- **One-stop-shop**

The SkySwitch AI Agent is accessible via the Dashmanager portal.

Customer Value

With the SkySwitch AI Agent, your customers can:

- Address long hold times or missed calls due to high inbound call volume
- Eliminate after-hours coverage gaps
- Free up staff time spent answering repetitive questions (hours, directions, pricing, policies, etc.)
- Stop losing leads to delayed outbound follow-up
- Reduce appointment no-show rates