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VOICE AI AGENT CAPABILITIES

Voice AI agent use cases and capability mapping

Optimize topline & bottomline | Hyper-personalized interactions |
Micro-segmentation at scale | Enterprise-grade compliance

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An overview of our voice AI agent platform: what it does, how it works, and the experience it delivers on every call.

We offer two voice AI agent products:

- 1. **Voice Assistant:** our general-purpose voice agent for any business (sales calls, support lines, lead qualification, appointment booking)
- 2. **Jenny:** our multi-agent customer care system, illustrated here with a mobile money deployment, built on top of the Voice Assistant

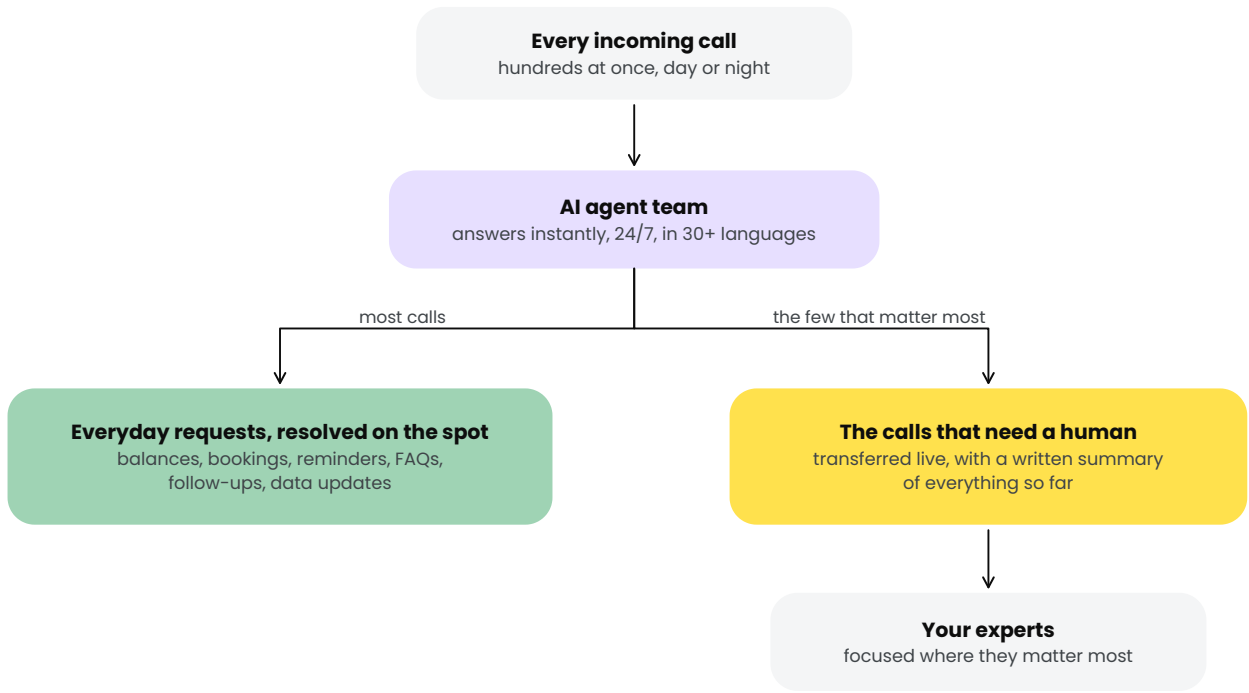
The Big Picture

01

At its core, every call works the same way: a person speaks, the agent understands, thinks, and responds, using an AI model for intelligence and a set of tools for taking real actions (transferring calls, booking appointments, checking balances).



Built to complement your team, not replace it. The agents pick up every call on the first ring, around the clock, and resolve the everyday requests end-to-end. When a call genuinely needs a person, it is transferred live with a written summary of everything so far, so your experts spend their day on the calls that matter most, and every customer still gets a personal touch:

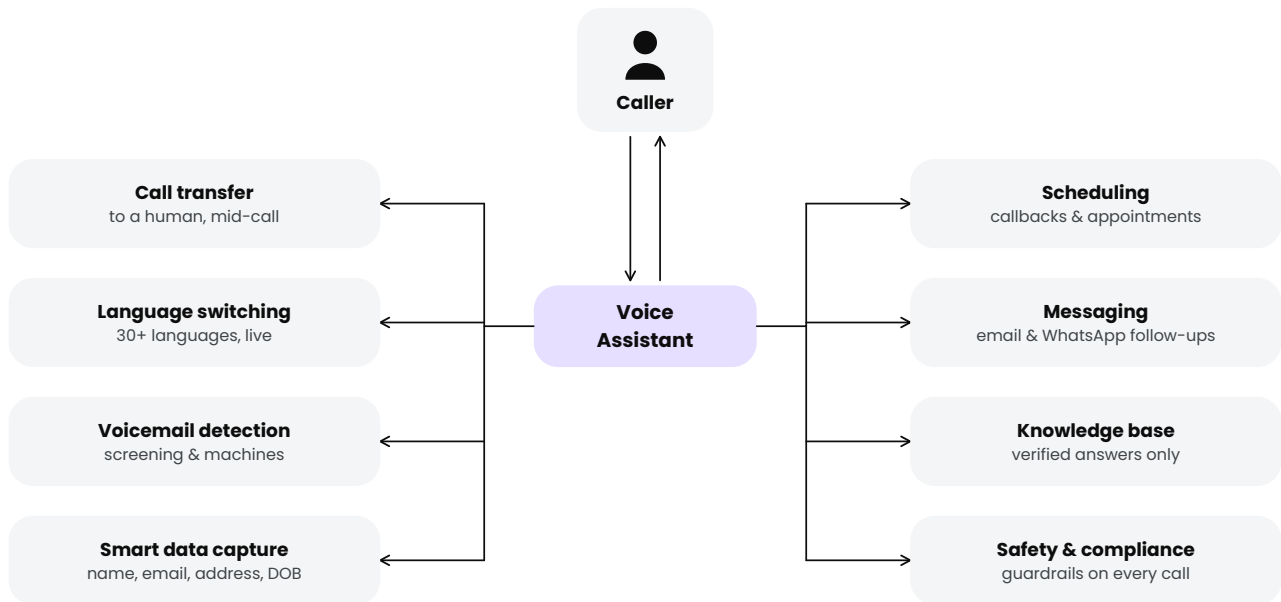


Voice Assistant

02

The Voice Assistant is one intelligent agent that handles a complete phone or web call from greeting to goodbye. It works for both **inbound** calls (customers calling in) and **outbound** calls (the agent calling out), over regular phone lines or directly in a web browser.

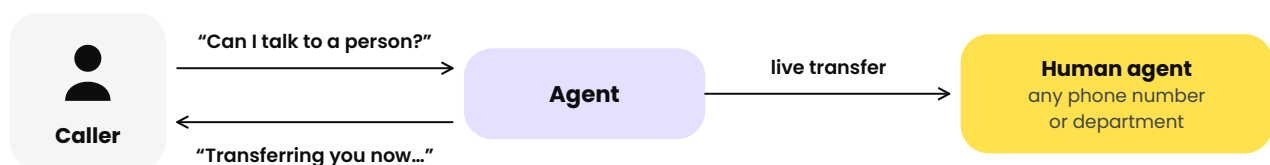
Capability Map



Each capability is explained below.

1. Call Transfer to a Human

When a caller asks for a human, or the conversation needs escalation, the agent transfers the live call to a configured phone number or department. The caller hears a dial tone and is connected, just like a normal call transfer at a call center.



What makes it reliable:

- If the transfer can't be completed (for example, on a web call with no phone line), the agent doesn't leave the caller stranded; it offers to **schedule a callback** instead.

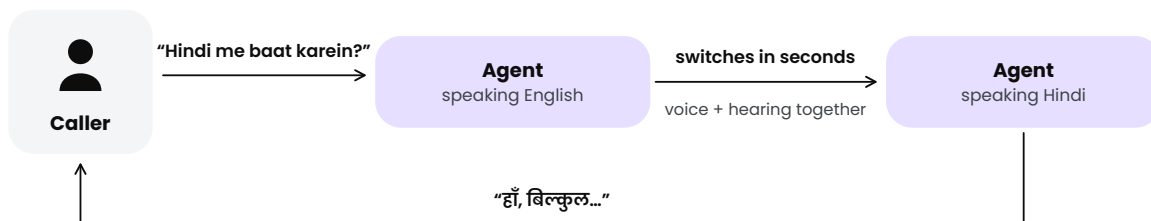
- Every transfer is logged with the reason, so the business knows why calls were escalated.

2. Multilingual by Design: 30+ Languages, Switchable Live

The platform speaks **30+ languages**, powered by a multi-engine voice layer that automatically selects the most natural voice for each language and accent. Any deployment can be configured in the languages its customers speak.

On top of that, the agent can switch languages **mid-call, in seconds**, when the caller asks. Both the agent's voice and its understanding of the caller's speech change together, including switching to a more suitable voice for the new language.

Most-requested languages, ready today: English, Hindi, Malayalam, Kannada, Tamil, Telugu, Marathi, Gujarati, Bengali, Arabic, Spanish, French, and German, with additional languages enabled on request for any deployment.

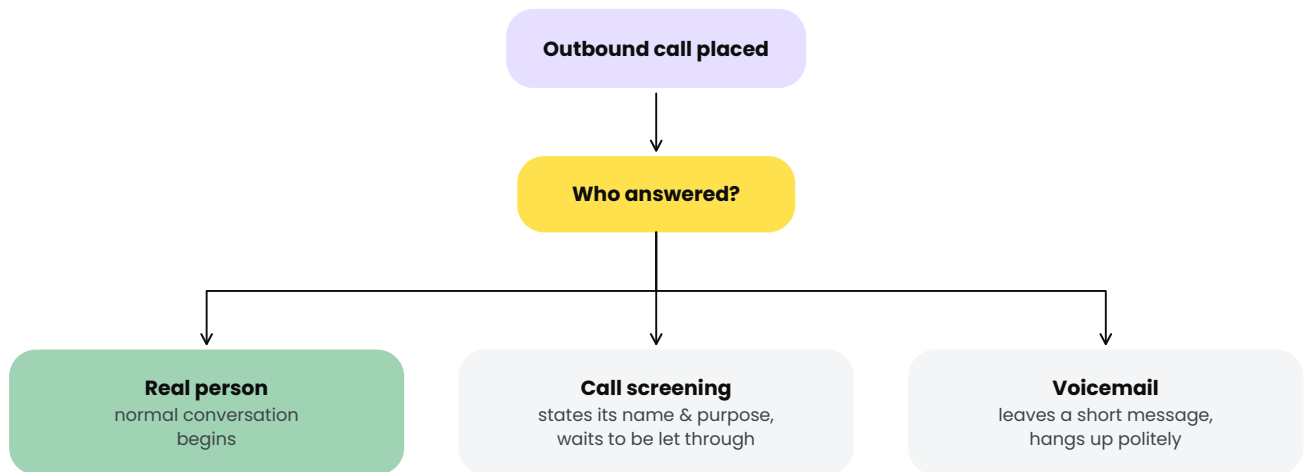


What makes it reliable:

- The switch happens without dropping or pausing the call.
- After switching, the agent **stays** in the new language for the rest of the call; it won't drift back.
- For Indian languages, the agent follows culturally correct speech: respectful pronouns, natural mixing of everyday English words, and correct gendered grammar for the agent's voice.

3. Voicemail & Call Screening Detection (Outbound Calls)

When the agent makes outbound calls, not every call is answered by a person. The agent automatically recognizes three situations and handles each correctly:

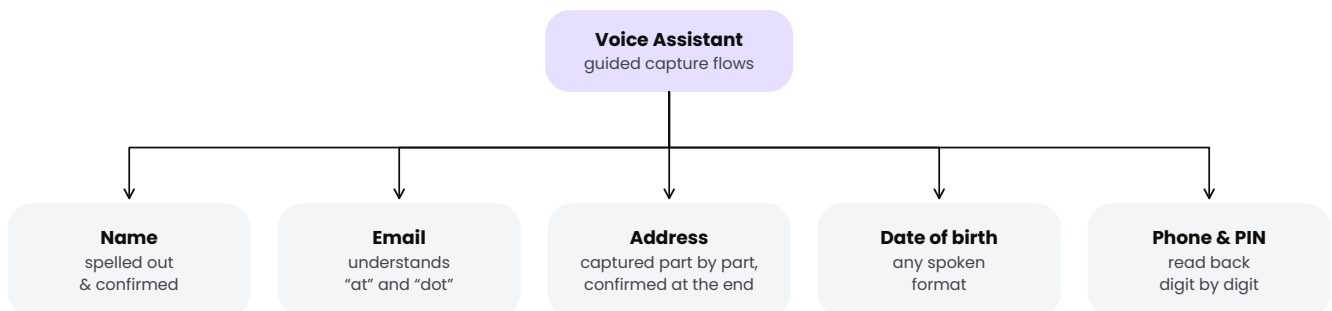


What makes it reliable:

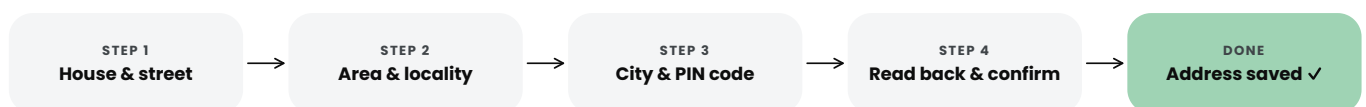
- Detection uses **two independent layers**: instant pattern recognition in the first seconds of the call, plus the AI model's own judgment after hearing the greeting.
- A built-in safety check prevents false alarms: if there's any sign a real human is speaking, the agent will **never** treat them as a machine.
- Every outcome (voicemail, screening, answered) is recorded for campaign reporting.

4. Smart Data Capture

Capturing details accurately over voice is hard. People spell names differently, say emails like "john dot smith at gmail dot com", and give addresses in pieces. The agent uses **guided capture flows** that collect, confirm, and correct each piece of information.



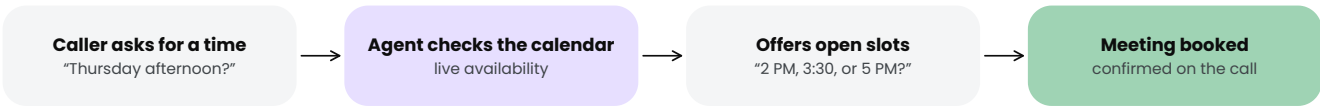
Address capture, step by step:



Bonus: area serviceability check. When a caller shares their PIN code, the agent can instantly check whether the business services that area, and tells the caller on the spot. It also handles misheard digits gracefully ("I only heard 5 digits, could you repeat the full PIN code?").

5. Scheduling: Callbacks & Appointments

The agent can schedule callbacks and book real calendar appointments during the call, with live availability checking.

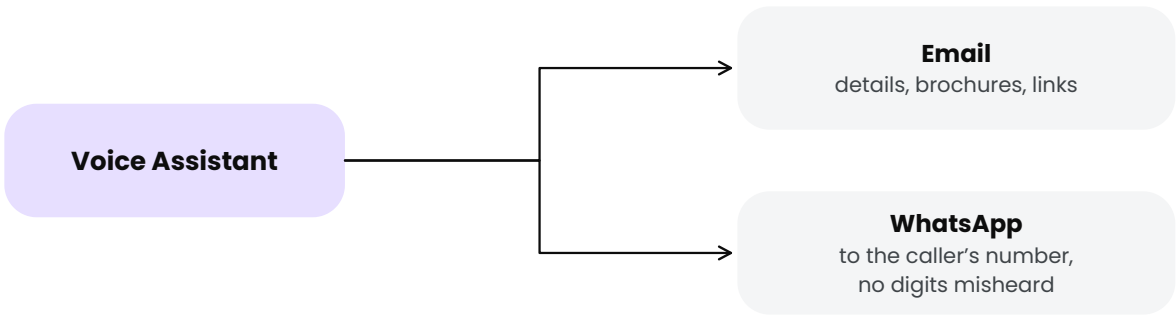


Built-in business guardrails (no human supervision needed):

GUARDRAIL	WHAT IT PREVENTS
Business hours only (8 AM to 8 PM)	Bookings at 2 AM
Maximum 15 days ahead	Bookings too far out to be useful
No past dates or times	"Yesterday at 5" mistakes
Understands vague times	"Call me after 5" → proposes 5:30 PM and confirms
Confirms before booking	Never books without a clear "yes"

6. Messaging: Email & WhatsApp Follow-ups

During the call, the agent can trigger follow-up messages so the caller has everything in writing.

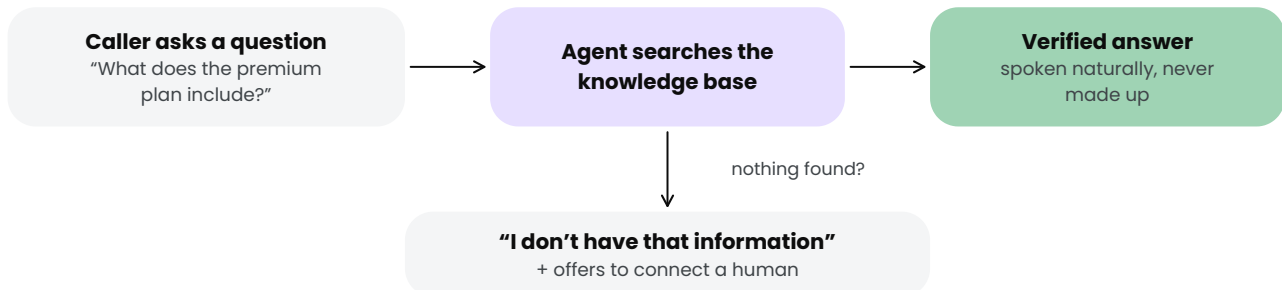


What makes it reliable:

- For WhatsApp, the agent already knows the caller's number from the call, so no need to ask and risk a misheard digit.
- For email, the address is validated before sending; if it doesn't look right, the agent asks again.
- Messages are sent in the background, so the conversation never pauses.

7. Knowledge Base Answers (No Made-Up Information)

The agent can be connected to a company knowledge base: product catalogs, pricing, policies, FAQs. When a caller asks a factual question, the agent **looks it up first** and answers from real company information.



The key rule: never fabricate. If the knowledge base doesn't have the answer, the agent says "I don't have that information" and offers to connect the caller with someone who does. Frequently asked questions are answered instantly from memory of earlier lookups, keeping the conversation fast.

8. Natural, Human-Like Conversation

This is the capability customers actually *hear*. The agent is engineered to sound like a real person on the phone, not a robot reading a script:

- **Natural speech patterns:** small fillers ("um... so..."), self-corrections, and varied phrasing instead of repeating the same line twice
- **No chatbot phrases:** it never says "Absolutely!", "Great question!", or "I'd be happy to help!"
- **Calm, warm tone:** like a hotel concierge; it softens further when a caller sounds frustrated or hesitant
- **Speaks numbers correctly:** phone numbers digit by digit, times as words ("five thirty P M")
- **Honest about being an AI:** if asked directly, it says yes and moves the conversation forward
- **Knows when to stop talking:** short answers, one thought per turn

Knowing when the call is over:



A background safety net also listens for goodbyes: if the caller clearly wants to hang up, the call ends gracefully even if the conversation flow misses it. And if the line goes silent, the agent checks in politely before ending the call, so callers are never left hanging.

9. Safety, Compliance & Trust

Every Voice Assistant ships with a non-negotiable safety layer:

PROTECTION	WHAT IT DOES
Stays on topic	Only discusses the business and the call's purpose, and politely declines anything else
Do Not Call compliance	If a caller asks not to be contacted, they're added to the DNC list immediately and the call ends respectfully
Data safety	Asks callers <i>not</i> to share card numbers or passwords; never reveals other customers' information
Manipulation resistance	Ignores attempts to trick it ("ignore your instructions", "pretend you are...")
Abuse handling	One polite warning for abusive language; ends the call if it continues, but never overreacts to ordinary frustration
Emergency routing	If someone mentions a medical or safety emergency, the agent immediately directs them to emergency services
Full call logging	Every action the agent takes is logged with a reason, for complete auditability

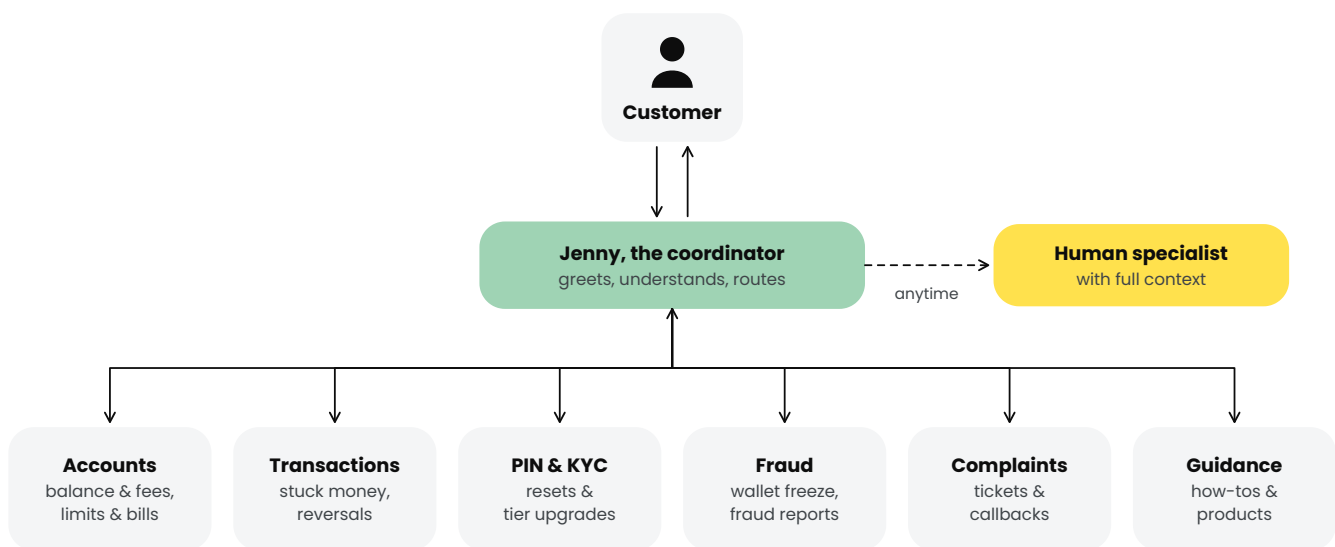
Jenny, the Multi-Agent Customer Care Team

03

Jenny is our showcase of **agent router architecture**: a complete customer care center staffed by a team of AI specialists, illustrated here with a **mobile money** deployment. The same architecture applies to any industry: the specialists change, the routing does not.

Think of it like a real call center: a friendly receptionist answers, understands what you need, and connects you to the right department, except the "departments" are specialist AI agents, and the handover is instant.

The Team



What this feels like for the customer:

- No menus, no hold music. Jenny answers immediately and routes by **understanding the request**, not keypad options
- Specialists hand the customer **directly to each other**; nobody asks them to repeat their issue
- When a human is needed, that person picks up with the **full story already in hand**

Jenny (the coordinator) is built on the Voice Assistant from Part 1, so **everything in Part 1 applies to Jenny too**: language switching, human transfer, natural conversation, safety guardrails, and all the rest.

Jenny Knows the Customer Before Saying Hello

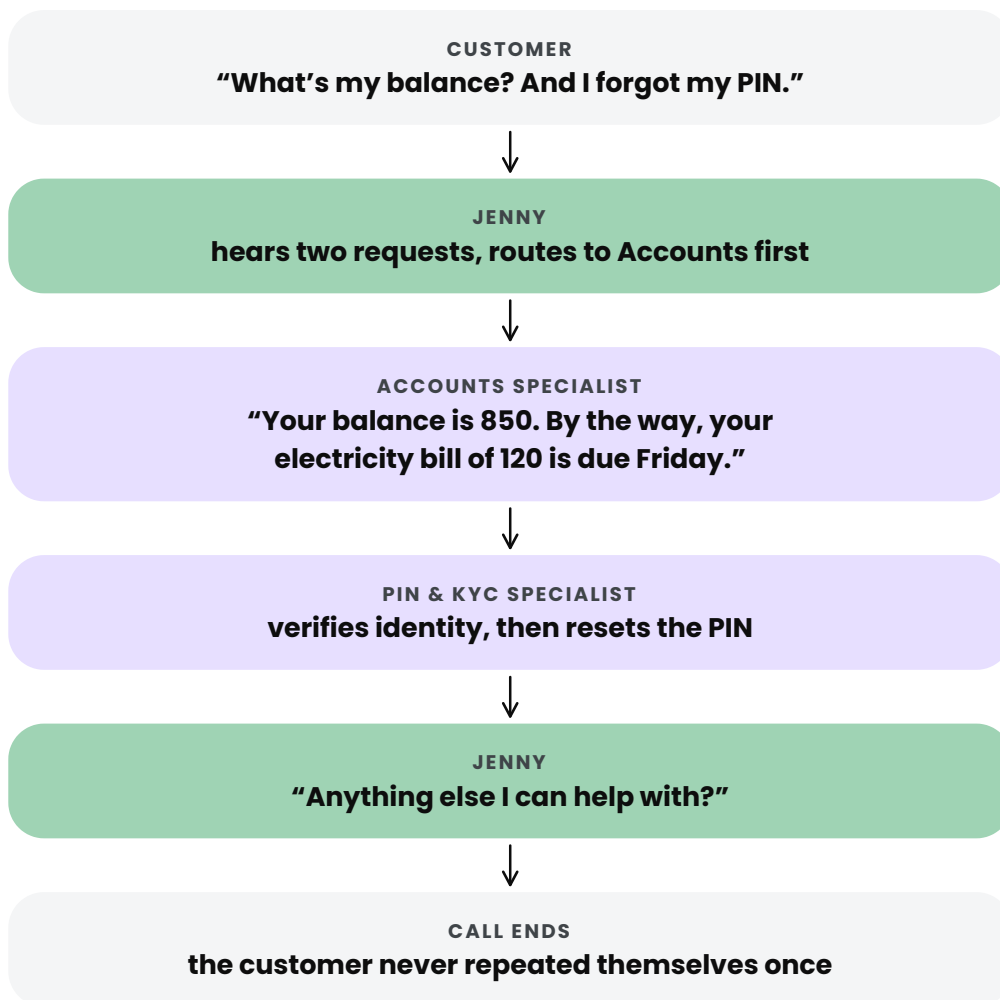
The moment a call connects, Jenny looks up the caller by phone number and briefs the whole team, so the customer **never repeats themselves**:



This enables **proactive care**. For example:

- If a bill is due in the next few days, the Accounts specialist mentions it as a friendly reminder
- If a loan payment is overdue, Jenny brings it up gently before the call ends
- If a recent transfer failed, the team already knows the details when the customer mentions it

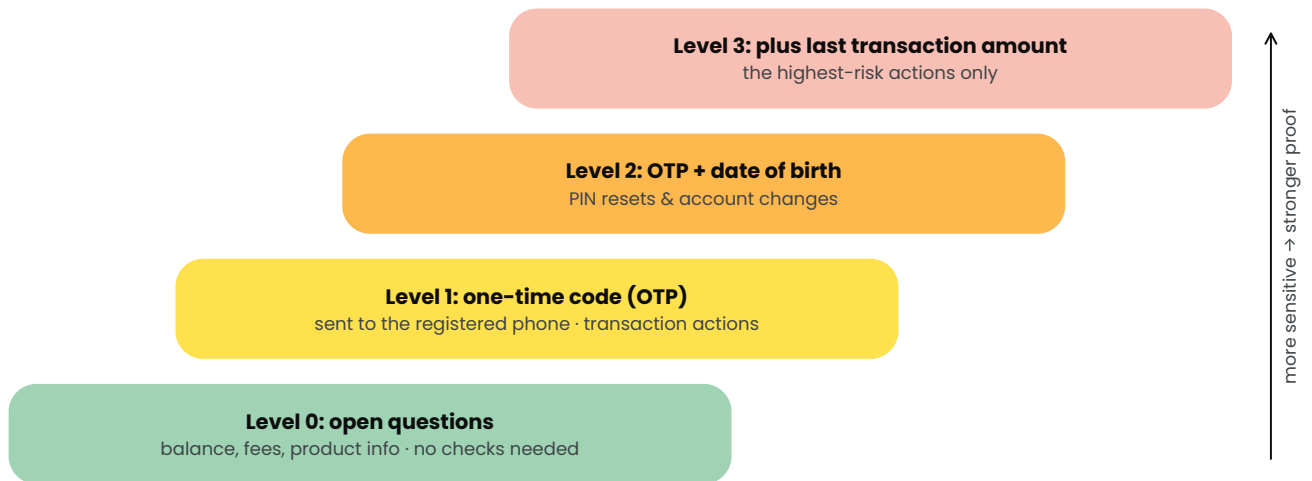
A Real Call, Step by Step



Notice what happened: the Accounts specialist handed the customer **directly** to the PIN specialist, with no "let me transfer you back to the main menu". The conversation feels like talking to one very capable person.

Security: The Identity Verification Ladder

Not every request needs the same level of proof. Jenny matches the security check to the sensitivity of the action: simple questions are answered instantly, sensitive actions require step-up verification:



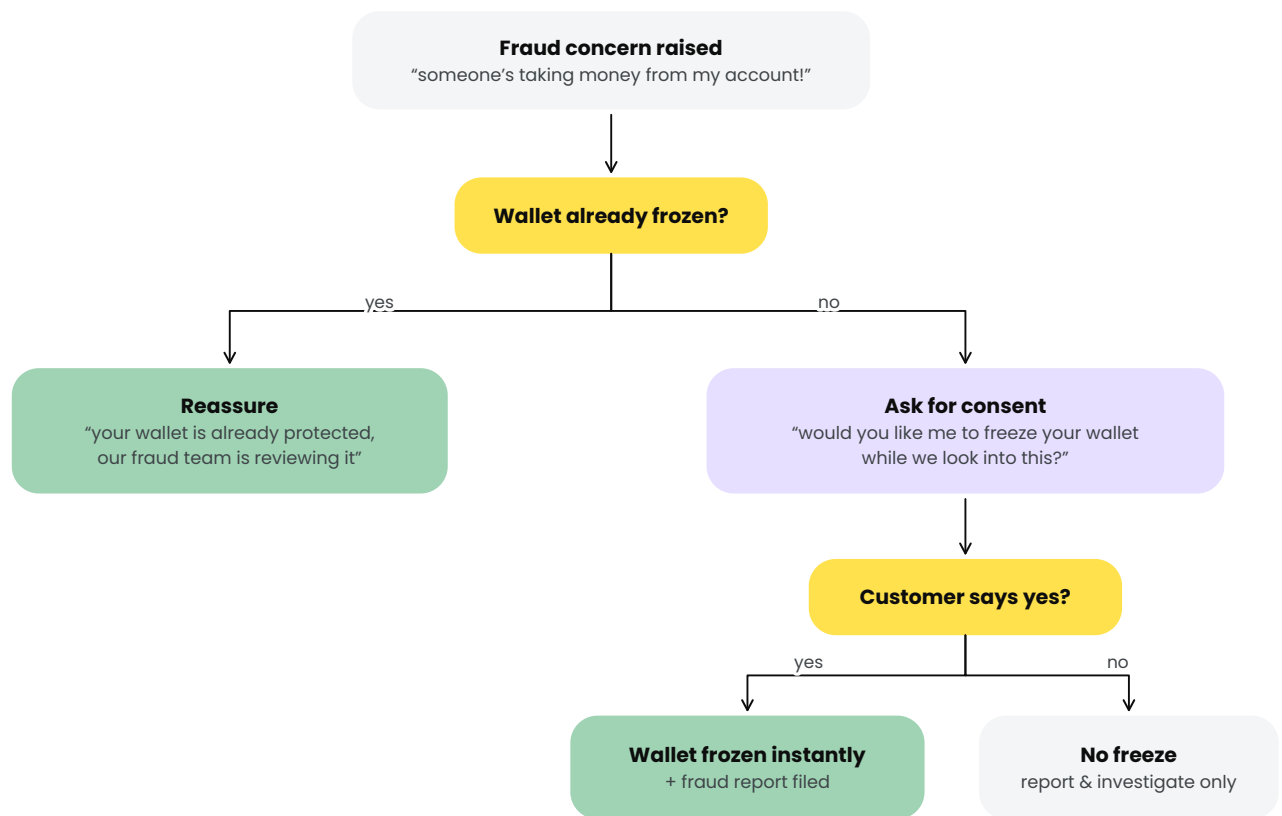
Built-in protections:

- Three wrong OTP attempts locks that channel and routes to a human, so no brute-forcing
- Once verified, the verification **carries across specialists**, so the customer is never asked twice
- Date of birth is accepted in **any spoken format** ("fifth of May ninety-two" works fine)

Fraud Handling: Fast, Calm, and Consent-Based

Fraud calls are the most emotionally charged calls a contact center receives. Jenny's Fraud specialist is designed around one simple rule:

The wallet is never frozen without the customer explicitly saying yes.



Why consent-based matters: a customer asking *"is my wallet frozen?"* should get an answer, not have their account locked. The customer always stays in control, and the agent speaks one calm sentence at a time, never rushing a frightened caller.

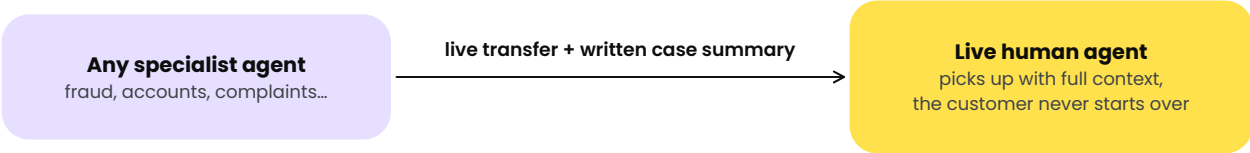
What Each Specialist Can Do

SPECIALIST	CAPABILITIES
Accounts	Wallet balance, available balance, mini-statements, transfer fee quotes, daily/monthly limits, KYC tier status, proactive bill reminders
Transactions	Stuck/pending transfers, money-back reversals, retrying failed bill payments, re-sending undelivered utility tokens
PIN & KYC	PIN reset (with or without the old PIN), explaining KYC rejections, guiding re-submission, tier upgrades, guided address capture
Fraud & security	Unauthorized transaction reports, scam reports, SIM-swap concerns, consent-based wallet freeze, fraud case filing
Complaints	Logging complaints by category, checking existing ticket status, scheduling callbacks so customers don't wait on hold
Guidance	How to register, send money, pay bills, buy airtime, cash in/out, loan eligibility, merchant payments, dialing codes

Over **45 distinct customer use cases** are covered across the six specialists.

Always a Path to a Human

Every specialist, not just the coordinator, can escalate to a live human agent at any moment, passing along a summary of the conversation so the customer doesn't start over:



How AI Agents Complement Your Human Team

04

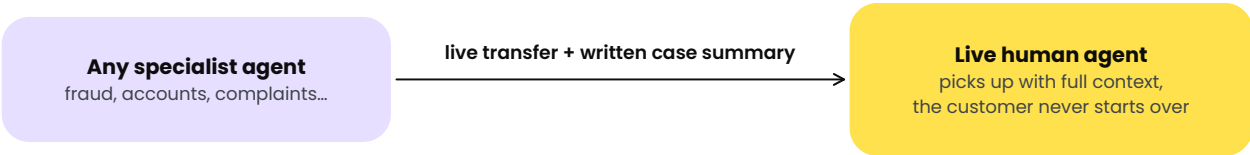
Voice AI agents don't replace your people. They work **alongside** them, freeing your team to focus on what humans do best while handling the high-volume, repetitive work that exhausts even the best employees.

What the AI Handles (So Your Team Doesn't Have To)

TASK TYPE	AI AGENT STRENGTH	HUMAN TEAM BENEFIT
First-ring pickup	Answers every call instantly, 24/7/365	No more missed calls during breaks, holidays, or after hours
Routine inquiries	Balance checks, PIN resets, payment status, appointment booking	Team spends zero time on "What's my balance?" calls
Data collection	Captures name, email, address, date of birth with perfect accuracy	No more manual data entry or mis-spelled customer info
Multilingual support	Speaks 30+ languages natively	One agent covers markets that would need a polyglot team
High call volume	Handles 100+ concurrent calls without degradation	Team size stays constant even during peak hours or campaigns
Initial triage	Understands the request and gathers context before escalation	Human picks up already knowing what the customer needs
Follow-up execution	Books appointments, sends confirmations, schedules callbacks	Team never has to chase down "I'll send you that email" promises

When the Human Takes Over (And Why It Works)

The agent knows its limits and **escalates with context**:



What your team receives on a transferred call:

- Full transcript of everything discussed so far
- Customer's verified identity (if applicable)
- Actions already taken (emails sent, data collected, appointments booked)
- The exact reason for escalation

The customer experience: "I already told the first agent" becomes "They passed me to you because this needs a specialist. Here's what we've covered so far."

Real-World Impact

BEFORE AI AGENTS	WITH AI AGENTS
Team answers 200 calls/day, most are "What's my balance?"	Team answers 40 escalated calls/day, each one genuinely needs a human
Callers wait on hold during lunch breaks, evenings, weekends	Every call answered immediately; escalations get priority queue to humans
Multilingual support requires hiring native speakers for each language	One human team + AI layer = full language coverage
Team burns out on repetitive questions; turnover is high	Team handles interesting problems; retention improves
Training new hires takes weeks (scripts, systems, edge cases)	AI handles L1 consistently from day one; humans focus on complex training

The Right Division of Human Resources

AI agents excel at:

- Speed and availability (instant pickup, no breaks)
- Perfect consistency (never forgets a step, always polite)
- Scalability (handles 10 calls or 10,000 calls the same way)
- Structured workflows (data capture, appointment booking, triage)

Humans excel at:

- Judgment calls that need empathy and context
- Complex negotiations or exceptions
- Building long-term customer relationships
- Handling the 5% of calls that genuinely need a person

Together, they deliver: the speed and consistency of automation **plus** the judgment and care of a human team, and every customer gets exactly the right one for their situation.