

ConVox

Agentic AI Voice to Voice



AI Voice Bot

Intelligent Conversations. Real Business Impact.

The AI Voice Bot is an advanced conversational solution designed to automate voice interactions with human-like intelligence and empathy. It understands natural language, identifies intent, and responds accurately – just like a real conversation.

From handling inquiries and resolving issues to capturing leads and sending proactive notifications, the AI Voice Bot works 24/7 to enhance customer experience and drive business efficiency.

Built to integrate seamlessly with your systems, it empowers business to scale communication, reduce operational costs, and deliver consistent, meaningful interactions at every touchpoint.



Key Features

Core intelligence capabilities that power every ConVox conversation.



01

Configurable Conversation Flows



Define dialogue paths, escalation triggers & response logic without engineering effort.

02

Multi-Language & Dialect Support



Converse naturally in Arabic, English, Hindi & regional dialects using agentic understanding.

03

Agentic Understanding & Reasoning



Understands intent, context and nuance, and reasons across multi-turn conversations.

04

Knowledge Base & RAG



Answers from documents, FAQs, SOPs & databases using RAG – ensuring accuracy and reliability.

05

CRM & System Integration



Seamlessly connects with ACD, IVR, CRM & ticketing platforms to act on live customer data.

06

Sentiment & Emotion Detection



Detects frustration, urgency & emotional cues and triggers appropriate agentic responses.

07

Dynamic Conversation Handling



Agentic AI adapts in real time to topic shifts, interruptions and unexpected inputs.

08

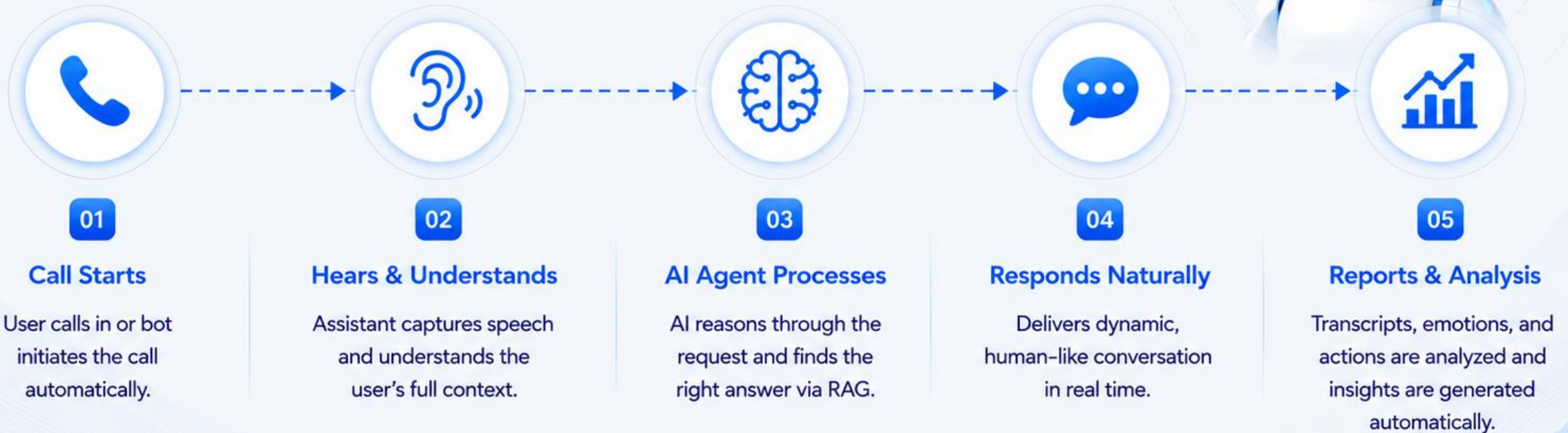
Conversation Analytics



Fully logged interaction with intent tracking, metrics & compliance reporting for better performance.

Workflow

How ConVox handles every call – from first word to final resolution.



End-to-end response in under 500ms – every time.

Use Cases

ConVox AI Voice Bot drives measurable outcomes across industries and business functions.



Collections & Debt Recovery

Automate outbound payment reminders, negotiate repayment plans, and reduce overdue balances at scale – without human agents.



Customer Support

Resolve FAQs, account queries, and service requests instantly, 24/7 – with zero wait times and consistent quality.



Appointment Reminders

Proactively call patients, clients, or customers to confirm, reschedule, or cancel appointments – cutting no-shows significantly.



Lead Qualification

Engage inbound leads instantly, qualify intent, and route sales-ready prospects directly to your team – no cold leads wasted.



Customer Surveys & Feedback

Conduct post-interaction surveys via voice to capture real-time CSAT and NPS data at scale.

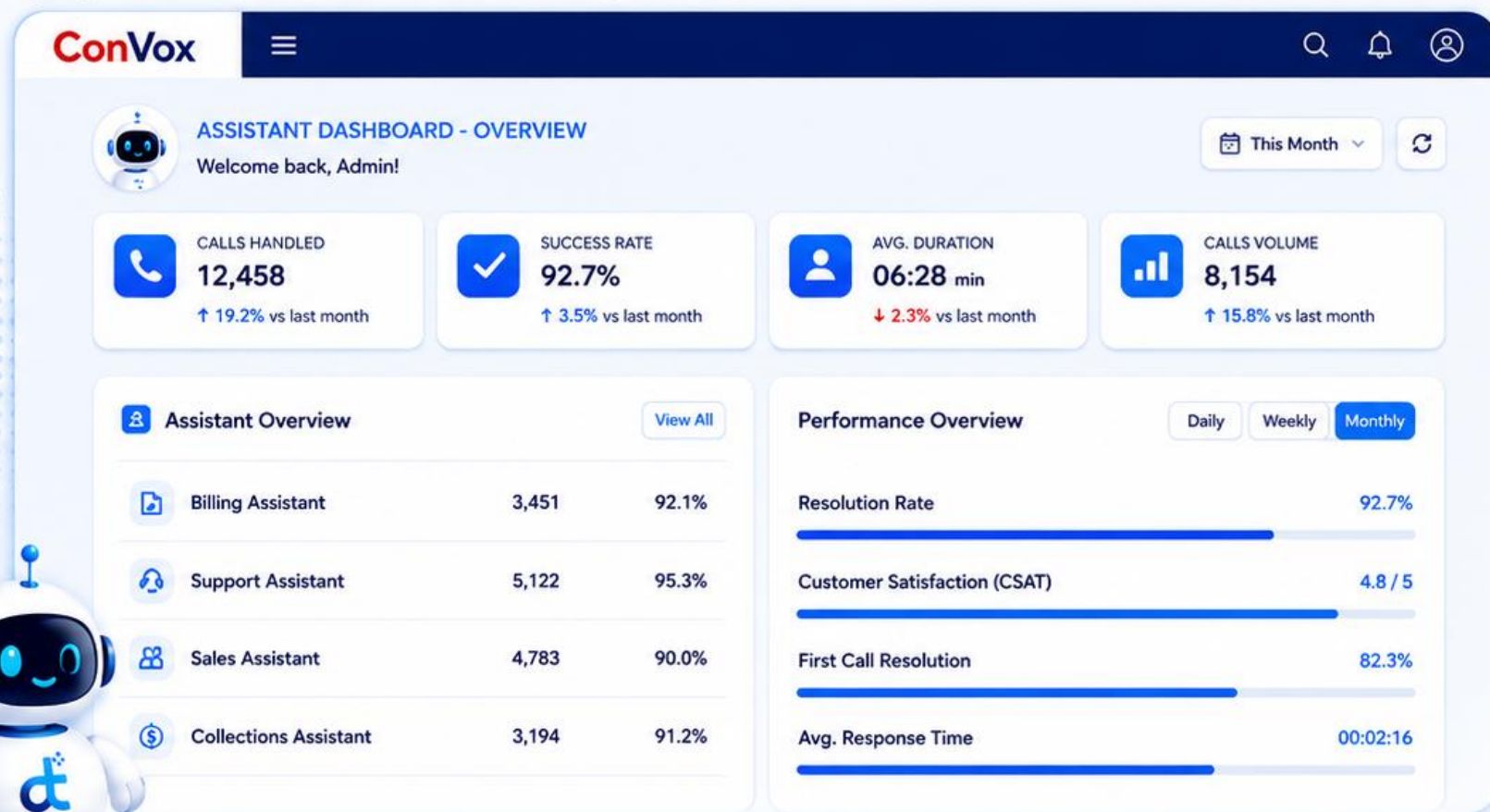


Proactive Notifications & Alerts

Deliver personalised outbound alerts – fraud warnings, delivery updates, policy renewals – automatically and at volume.

Assistant Dashboard

Monitor active assistants, track success rates, call volumes, and performance metrics – all in one place.



Calls Handled

Track total calls and month-on-month growth in real time.



Success Rate

Monitor resolution rates vs industry benchmarks at a glance.



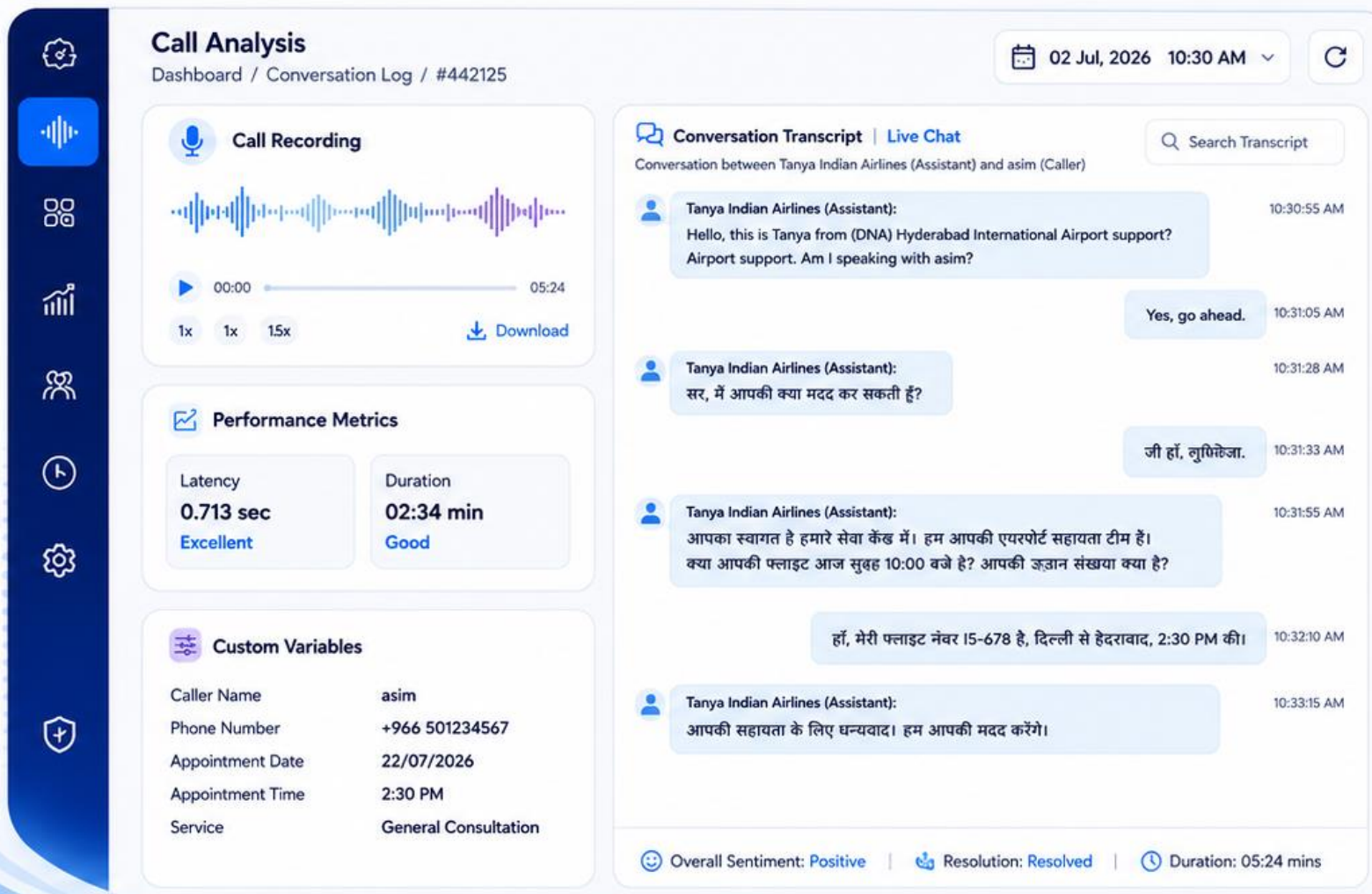
Avg. Duration

Measure call efficiency with optimal range indicators.



Call Analysis

Drill into every individual call – listen to recordings, read transcripts, review performance metrics and custom variables.



The screenshot shows a 'Call Analysis' dashboard for a specific call on 02 Jul, 2026 at 10:30 AM. The dashboard is divided into several sections: 'Call Recording' with a waveform and playback controls; 'Performance Metrics' showing a latency of 0.713 sec (Excellent) and a duration of 02:34 min (Good); 'Custom Variables' listing caller details like name (asim), phone number (+966 501234567), and appointment date (22/07/2026); and a 'Conversation Transcript' showing a multi-turn dialogue between a Tanya Indian Airlines assistant and a caller named asim. The transcript includes greetings, service inquiries, and flight status checks. At the bottom, summary statistics show an overall sentiment of 'Positive', a resolved status, and a total duration of 05:24 mins.



Call Recording

Listen to full call audio with playback controls and download option.



Live Chat Conversation

View the full, real-time message exchange for every interaction.



Performance Metrics

Latency of 0.713s and cell duration tracked per interaction.



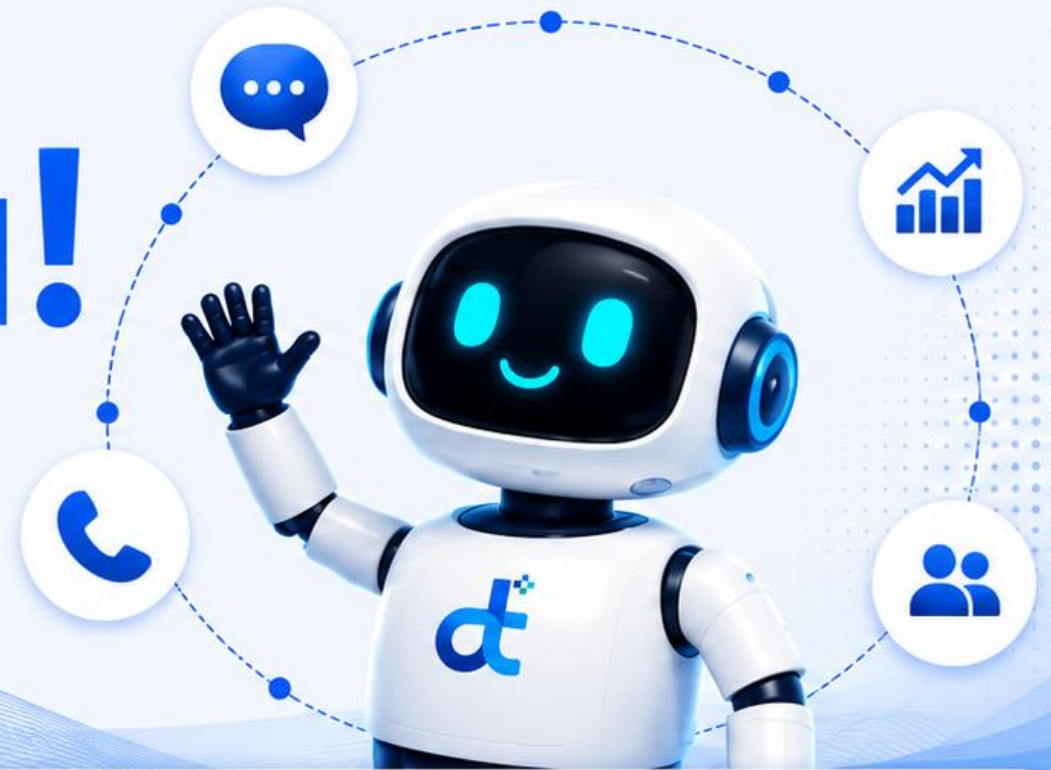
Custom Variables

Capture name, number, due amount, and due date captured automatically.



Thank You!

Together, let's build smarter conversations
and better customer experiences.



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