

## TEKVoice

Conversational AI that closes the call, and opens possibilities.

TEKVoice is our intelligent voice-first AI solution that transforms how businesses interact with customers, staff, and systems, without the need for apps or web interfaces.

Whether inbound or outbound, TEKVoice enables natural, autonomous conversations over the phone, powered by advanced voice interaction models and agentic AI.



Designed to **operate autonomously**, TEKVoice can initiate or receive calls, access systems of record, retrieve documentation, and perform tasks such as booking appointments or updating CRM entries. It **leverages advanced interaction models and agentic AI** to support use cases like sales outreach, expert customer support, and alert notifications. By **removing the need for screen-based interfaces**, TEKVoice transforms traditional workflows into measurable, cost-effective, and highly accessible voice-first experiences.

### Key Features and Benefits



**Voice-Driven Intelligence** that can make and receive phone calls, bring expertise to the call and respond naturally.



**Autonomous Task Execution** that can book appointments, update CRM systems, TEKVoice acts on behalf of users.



**System Integration** which connects with internal systems of record, documentation, and calendars to deliver real-time, actionable support.



**No App Required** so that it is accessible via any phone, removing barriers to adoption and reducing operational overhead.



**Secure & Observable** ensuring every interaction is logged, measurable, and auditable.

## Why choose TEKVoice?

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TEKVoice is a modular, scalable solution already powering real-world applications across various industries:



### TEKVoice | Sales

TEKVoice empowers sales teams by **initiating customer calls, engaging in informed conversations, and booking follow-up appointments**. It seamlessly updates CRM systems with call transcripts and outcomes, ensuring every interaction is logged and actionable.



### TEKVoice | Support

As an expert advisor, TEKVoice **provides expert-level support by accessing documentation and historical cases**. It can resolve issues autonomously or escalate to human agents when needed, while logging and summarising each case for continuity and clarity.



### TEKVoice | Healthcare

In healthcare environments, TEKVoice **schedules patient appointments, answers billing and policy-related queries, and navigates complex insurance documentation**. It ensures patients receive timely and accurate information without needing to access a web portal.



### TEKVoice | Logistics

TEKVoice handles **delivery and installation bookings with precision**. It **optimises scheduling** based on availability and location, and **sends confirmations** via SMS, phone call or email, streamlining logistics operations and improving customer satisfaction.



### TEKVoice | Safety

For safety-critical roles, TEKVoice monitors lone workers through **periodic check-ins** and **monitors equipment and environments through IoT**. It can notify managers by ringing them with the details of the problem and act on the manager's instructions, ensuring swift and informed responses to potential risks.

**Ready to transform your operations with intelligent voice automation?**

Contact our experts to discover how TEKVoice can enhance your business.

