

AI ASSISTANT FOR BEELINE AND TELECOM

Telecom without missed calls or line queues

First response in the first second, 24/7. AI handles routine requests while an operator joins whenever a human is truly needed.

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SEC

**1 SECOND TO THE FIRST
AUTOMATED RESPONSE**

THE PROBLEM

Peak demand should not become a queue

Missed contact

The customer calls again or moves to another channel

Waiting

Routine questions occupy the line

Repetition

Agents explain plans, roaming and office locations again

Lost context

The conversation starts from scratch

 Demand grows faster than the team's ability to respond.

THE FIRST LINE

Answer in 1 second — without waiting for an available agent

Understands intent

Identifies the subject and customer goal

Answers from knowledge

Uses approved plans, terms and instructions

Clarifies details

Collects the information needed to resolve the case

Captures the request

Routes a prepared case or continues the conversation



Pilot target: an instant automated first response when the connected channel is available.

OMNICHANNEL

One service standard across every digital touchpoint

Web and app

Widget and customer account

Messengers

Telegram, WhatsApp and available channels

Maps and social

Platforms connected after access verification

Contact centre

Agent handoff with conversation history



Customers write where it suits them. The team receives one complete conversation context.

ROUTINE AUTOMATION

Frequent questions resolved without a queue

Plans

Terms, package contents and activation

Roaming

Core information by country and service

Offices

Address, hours and the right location

Requests

Contact details, subject and convenient callback time

● Answers stay within an approved knowledge base maintained by the team.

SMART ROUTING

A complex question goes straight to the right specialist

Classifies the case

Billing, technical, business customer or complaint

Builds context

Clarifies details before the specialist joins

Hands off to an agent

Conversation history is retained — no repetition

Tracks quality

Records the outcome and service rating

 AI does not replace experts. It frees their time for non-standard cases.

FREE PILOT

7 days to test the solution on real scenarios

We select one request flow, load approved materials and configure escalation. At the end, we review real conversations and the workload the assistant handled.

7**DAYS / KUN / ДНЕЙ****PROPOSE A FREE 7-DAY PILOT**