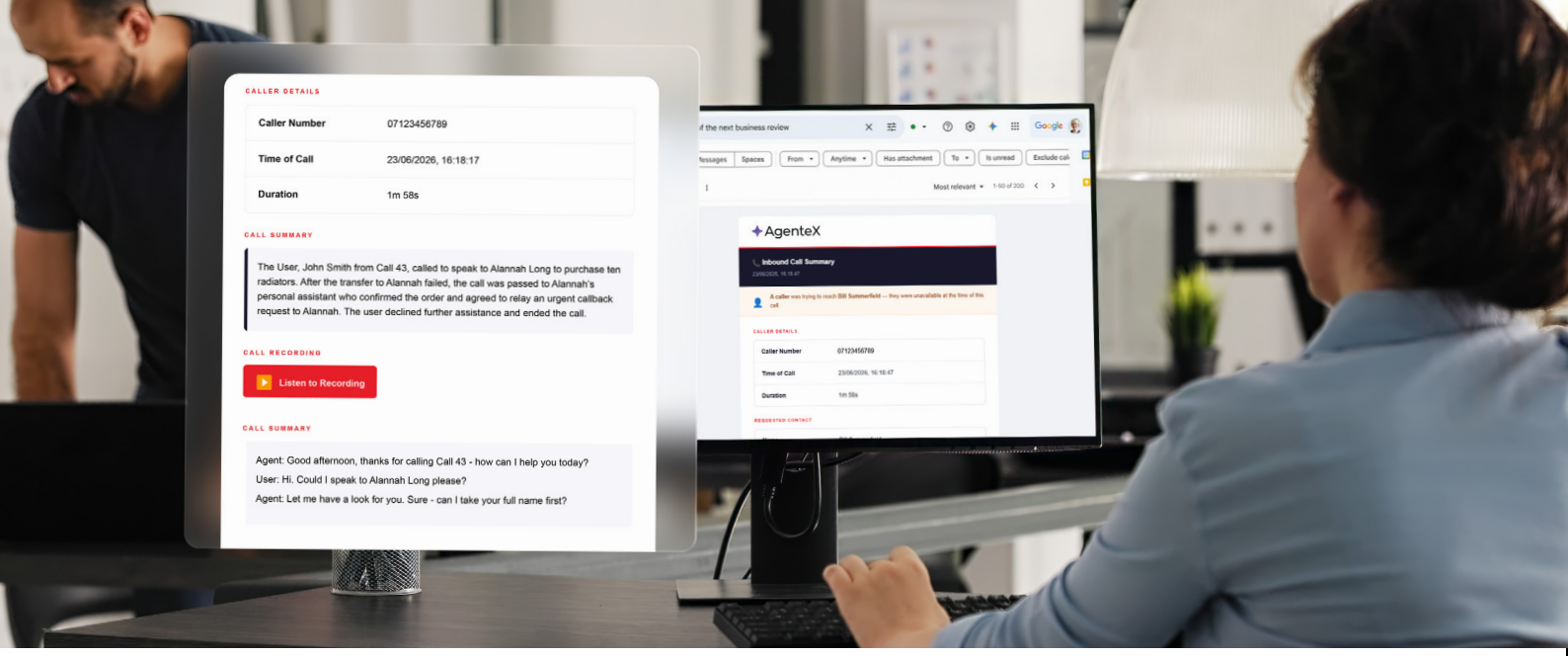
V 1.2

AgenteX

AI Receptionist



Capture the Conversation.
Deliver the Insights.

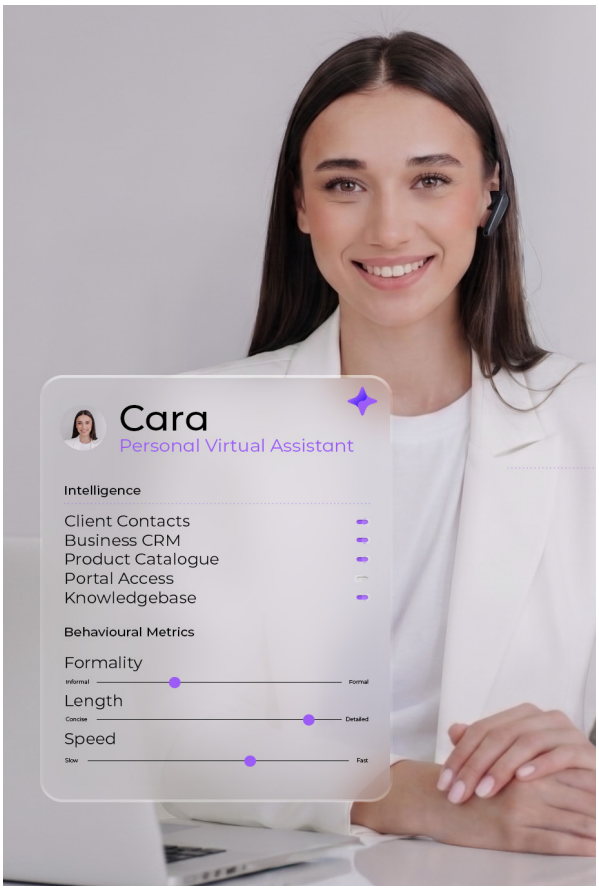


Intelligent AI Receptionist & Customer Support

AgenteX acts as your ultimate 24/7 digital team member, combining a professional AI receptionist with an intelligent customer service agent. Powered by your unique business knowledge, AgenteX ensures every call is answered promptly, handled efficiently and routed intelligently. This helps prevent missed calls and takes the pressure off your team.

Intelligent Call Handling

Never miss an important call or leave a customer waiting in a queue again. Whether covering all incoming traffic or providing dedicated out-of-hours support, AgenteX keeps your business running smoothly around the clock.



Real-Time Availability Tracking

AgenteX automatically checks staff availability in real time, so it knows who is available, on a call or set to Do Not Disturb (DND).

Intelligent Routing

Instantly directs callers to the right person, department or team.

Professional Warm Transfers

When connecting a caller to a staff member, AgenteX performs a warm transfer by introducing the caller, explaining the reason for the call, and confirming the recipient is ready to take it before connecting the call.

How It Works

Inbound Call → **AgenteX AI Greets** → **Identifies Intent & Availability** → **Warm Transfer or AI Support** → **Connected**

1
Inbound Call Received
The call is answered instantly by AgenteX, eliminating wait times.

2
Caller Identification & Intent
AgenteX professionally engages the caller to identify who they are and why they are calling.

3
Availability Checks
The AI checks your live company directory and checks to see who is available to take calls.

4
Call Transfer
AgenteX performs a warm transfer to an available recipient or steps in as a customer support assistant.

5
Smart Handoff/Follow-Up
If staff are busy, AgenteX captures the full message details and delivers an instant summary to the recipient.



AI Assistant & Message Management

When your team is unavailable, AgenteX transitions from a standard receptionist into a highly capable personal assistant. Instead of recording a basic, unstructured voicemail, it actively converses with callers to understand their exact requirements and gather precise call-back details.

No more listening to lengthy, unclear audio files. Once the call concludes, AgenteX automatically compiles and delivers a comprehensive communication package directly to the intended recipient's endpoint.

Every Message Delivery Includes:



Concise Overview
A bulleted summary of the caller's primary enquiry.



Full Call Recording
High-quality audio preservation for complete context.



Complete Text Transcript
A word-for-word written log of the entire conversation for quick scanning.

Empowered by Your Business Knowledge

AgenteX is far more than a tool for routing calls, it is an intelligent customer service agent capable of answering questions and resolving issues efficiently.

By deep-learning your company's specific products, services, internal processes, and documentation, AgenteX acts as your front-line customer service expert.

Feature	What Can AgenteX Do For Your Business?
24/7 Availability	Resolves customer questions instantly, day or night, reducing backlog for staff.
Accurate Troubleshooting	Leverages your exact documentation to guide users through common issues.
Consistent Branding	Delivers polite, accurate, and highly professional assistance every single time.

AgenteX features at a glance

24/7/365 Coverage:
Full-time live answering or scheduled out-of-hours coverage.

Warm Transfer Protocol:
Announces the caller and their intent before connecting them to an employee.

Intelligent Call Routing:
Directs calls to the right team member, queue or group, based on your setup.

Interactive Message Capture:
Asks follow-up questions to understand the caller’s needs and gather as much detail as possible.

Instant AI Summaries:
Generates rapid, actionable overviews of missed calls.

Full Audio & Text Transcripts:
Sends the full conversation history straight to the recipient’s inbox and telephony platform.

Custom Knowledge Base Learning:
Learns from your company documentation and updates its knowledge from your website every 12 hours.

First-Line Support Automation:
Resolves routine enquiries directly on the call without requiring human intervention.



Efficiency Built for Modern Teams

Implementing an AI-driven receptionist isn't just about answering calls; it's about optimising your workforce's most valuable asset: time. AgenteX acts as an organisational filter, shielding your staff from routine interruptions while prioritising critical human interactions.

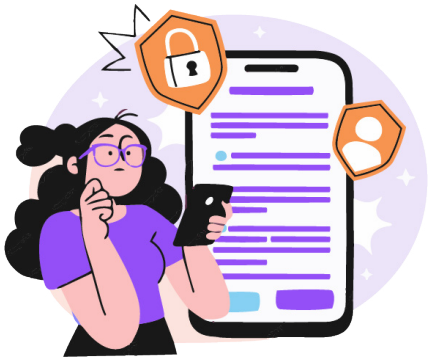
- **Capture 100% of Calls:** Over 60% of inbound business calls go unanswered out of hours. AgenteX converts those missed opportunities into clear, actionable call-back data instantly.
- **Drastically Reduce Hold Times:** Eliminate the traditional bottleneck of single-stream call reception. AgenteX handles multiple complex enquiries simultaneously without a drop in service quality.
- **Maximise Efficiency:** Enjoy a multilingual, 24/7 virtual receptionist without the high costs or lengthy onboarding process. Always available to support your business, even when you're not.
- **Eliminate Call Fatigue:** Protect employees from persistent, routine enquiries so they can focus on high-value projects and complex client tasks.

Delivering accurate, instant, & professional support on every call.



Quick and Easy Setup

Getting started with AgenteX doesn't require complex software overhauls or lengthy hardware setups. As the platform is built directly into our core cloud infrastructure, deployment takes a matter of minutes. By linking your active business directory and importing your documentation, AgenteX is fully trained, configured, and ready to take its first call immediately.



Secure & Enterprise-Ready

Every interaction handled by AgenteX is protected by secure, encrypted internet connections. Data capture, call transcriptions, and call recording files are stored and transmitted in compliance with rigid privacy standards. Your company's internal knowledge base remains private, secure, and dedicated entirely to optimising your customer interactions.



AI Call Receptionist