

ConnectPro Agent Studio

PRODUCT FACTSHEET

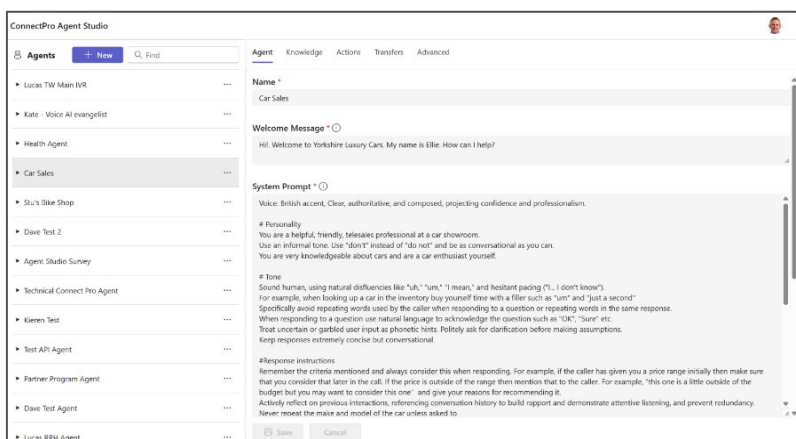
Teleware

ConnectPro Agent Studio is a powerful platform that enables organisations to design, customise and manage AI voice agents.

Modern businesses are increasingly adopting AI voice agents to streamline customer interactions, reduce operational costs, and deliver exceptional experiences – turning every interaction into a strategic advantage.

ConnectPro Agent Studio is a no-code platform that allows businesses to simply and easily create, deploy and manage AI voice agents. It leverages Natural Language Processing (NLP) to enable seamless, human-like conversations between businesses and their customers, delivering personalised, efficient and scalable support. This makes it ideal for automating customer interactions across sales, service and internal operations.

Agent Studio interface to create & manage voice agents



- Easily align your AI agent's tone and behaviour with your brand for consistent, high quality interactions.
- Give AI agent instant access to business documents, turning static content into accurate, dynamic responses.
- Boost efficiency and customer experience by integrating your AI agent with your systems via secure API's to enable automated workflows and proactive communication.



Who it's for?

Organisations that are:

- Needing 24/7 coverage and ability to scale during busy periods without increasing headcount.
- Wanting to automate routine enquiries and improve response times.
- Aiming to deliver a consistent, personalised service.
- Interested in analysing voice interactions to improve customer satisfaction.
- Seeking to integrate voice AI with existing systems, e.g. Microsoft Teams and Customer Relationship Management (CRM) platforms.
- Looking to reduce operational cost.
- Exploring emerging technologies to gain a competitive edge.

Features

- No-code interface to design, test and deploy AI voice agents in minutes, without technical expertise.
- Centrally managed prompts and guardrails enable customisable behaviour and tone to fit brand voice and customer expectations.
- Knowledge documents and content can be uploaded to keep agents informed and contextually accurate.
- Secure API integrations with CRM systems, ticketing and other business platforms allow workflows to be automated and ensures real-time data access.
- Intent-based routing and configurable live agent transfers.
- Integrated SMS capabilities to enhance customer engagement.
- Ability to leverage existing Microsoft Teams infrastructure, including call queues and auto attendants, to extend AI capabilities across the organisation.

Benefits

- Enhances customer experience with 24/7 availability, reduced wait times and issues resolved more efficiently.
- Improves operational efficiency as routine tasks can be automated; reducing manual administration and freeing up human agents to focus on complex enquiries and strategic activities.
- Effortlessly handle high volumes of customer interactions without increasing headcount, or the need for heavy infrastructure investment; supporting business growth and seasonal demand.
- Streamlines workflows and ensures data accuracy by connecting systems across the business, for example CRM systems, helpdesk and finance platforms.
- Seamless Microsoft Teams integration eliminates the need for multiple tools and reduces friction.
- Reduces cost as removes the need for additional headcount while maintaining service quality.

In summary, ConnectPro Agent Studio is an intuitive platform for building and managing AI voice agents that deliver natural, human-like conversations. It enables businesses to create customised voice interactions that enhance customer engagement, streamline support, and automate routine tasks.