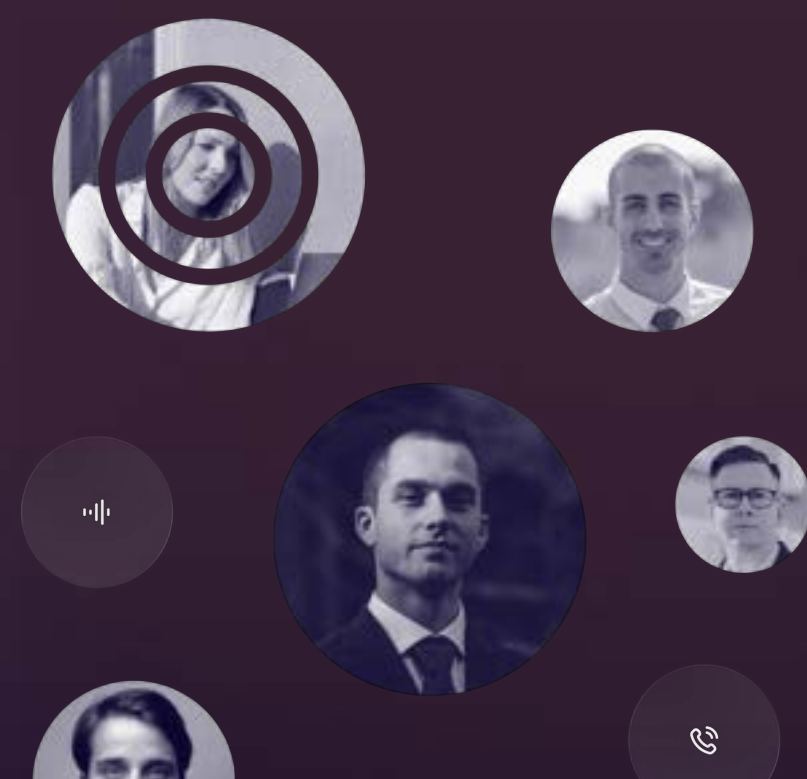




# ScaleVoice

AI-voice Agents Platform, Vertically  
Integrated for the **Contact Center** industry.

<https://scalevoice.com>



Try Pitch

## Solution

# Contact Centre with ScaleVoice

Imagine a Contact Center where AI Agents efficiently resolve 90% of inbound and outbound voice calls, chats, and emails, enabling your best human agents to focus on expanding into **new business opportunities** and outsourcing all repetitive tasks to AI. This keeps humans busy with important and interesting tasks, while improving customer satisfaction with more targeted responses in seconds instead of hours.

In the **vertical industries** specifically, AI Agents with deep knowledge outperform junior reps by providing accurate responses based on expertise and data.

ScaleVoice

## Solution

# Vertical AI CX platform

**ScaleVoice** is a platform designed for running, training and monitoring AI Agents used in customer operations, while ensuring human oversight.

- **Decision-making LLM model** fine-tuned for industry specific workflows to boost conversion rates on business use cases and customer satisfaction on customer support use cases.
- **Integrations with existing CRM/ERP systems like SAP or Salesforce, or custom internal systems**
- Use of historical customer data to enhance interactions and identify new opportunities like up-sales
- **Human in the loop:** UI Front-end App for Human and AI collaboration on all Customer interactions
- **Omni-channel** and **Multi-language** support for 40+ languages
- Sophisticated AI Agent with a **natural voice** and ability to navigate **complex business conversations**

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## Competition

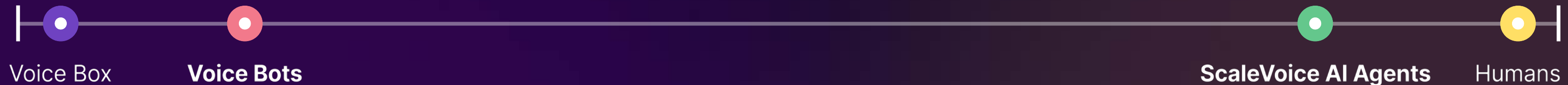
# The difference between the **VoiceBots** and **AI Agents**

## Low Complexity Conversations

Simple tasks such as credit card blocking.

## High Complexity Conversations

Complex tasks such as selling a car



- No Reasoning
- No learning capabilities
- Pre-programmed
- No E2E workflows
- Limited Understanding
- Slow integration

**Where VoiceBots fall short, our AI Agents excel.** Our solution leverages specialized domain knowledge and executes complete E2E workflows. Built for continuous learning and adaptation, it integrates flawlessly with existing systems. Capable of logical reasoning.

- Domain knowledge
- E2E workflows
- Capable of Learning
- Capable of Using existing systems
- Reasoning

ScaleVoice

# Use Cases

## Making Money:

- **No Lost-Zone: Automated Outreach and Follow-Up**
  - All non-responsive leads accessed through AI repetitively.
- **Instant Web-Form Response:**
  - All web-form leads served with no delay and human-like conversions
- **Collect all Customer data over the phone**
  - AI system that qualify leads & recommend next steps.
  - Answer questions, Book appointments, Send Contracts schedule a visit or callback

## Saving money:

- **Fewer reps needed** - AI can handle 90% of the calls
- **No onboarding costs** - Trained on your existing conversations
- **No trainings required** - You control the prompt / script entirely
- **No office costs** - AI is sitting on a Cloud

# Aures – Case Study

## Carra by ScaleVoice: AI-Powered Automotive BDC (Business Development Center)

Our AI Agent, Carra, swiftly contacts leads from web-based car buying forms. It efficiently collects any missing information about the car and customer over the phone. Carra also provides pricing estimates, arranges branch visits, schedules callbacks, and addresses customer questions. The outcome is a neatly organized CRM summary and a conveniently scheduled appointment.

### Bezplatné ocenění vozu za speciální ceny

Řekněte nám pár detailů o vašem autě a my se vám ozveme s reálnou nabídkou. Vykupujeme všechny značky a modely.

#### Základní informace o autě

Vaše auto rádi vykoupíme nebo vyměníme za nové. Která varianta vás nejvíce zajímá?

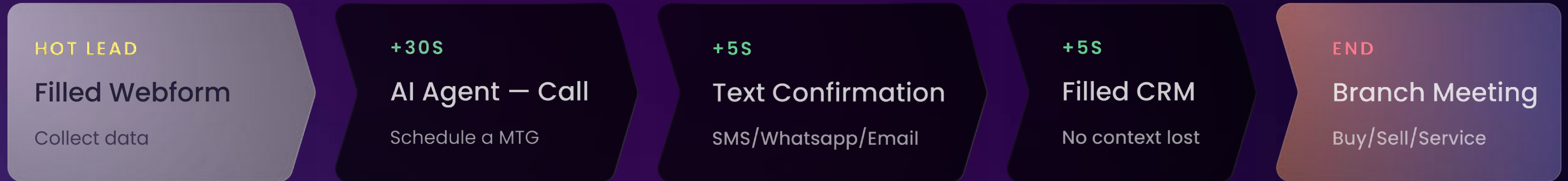
**Prodej vozu**    Výměna vozu

Značka *	Model *
<input type="text" value="Vyberte"/>	<input type="text" value="Vyberte"/>
Rok *	Palivo *
<input type="text" value="Vyberte"/>	<input type="text" value="Vyberte"/>

### Proč prodat vůz právě u nás?

- ✓ Peníze ihned a v hotovosti
- ✓ Transparentní a férové ocenění
- ✓ Administrativu vyřídíme za vás
- ✓ Doplatíme za vás leasing či úvěr
- ✓ Bonus až 20% při výměně vozu
- ✓ Dostanete nejvýhodnější cenu na trhu
- ✓ Přebíráme garance za váš vůz

# Aures – Hot Lead Workflow



## Enrich with data

**Benefits:**

- We respect the source data
- Immediate enrichment
- Instant call after enrichment
- Works 24/7

## Instant Action

**Benefits:**

- Consistency & product knowledge
- Confident and pleasant voice of your choice!
- Language agnostic
- Following the script

## Increased Fidelity

**Benefits:**

- Send confirmation and invite of the date and time
- Send automatic reminder 24h before the scheduled meeting

## All data in CRM

**Benefits:**

- Better Analytics
- More information for the branch employee

## Outcomes

- Better Lead to MTG conversion rates
- More cars bought and sold
- Lower operational costs

# Business Impact: Human-like conversions

1

## Money Making

With AI, Aures saw a boost in productivity as tasks were completed faster.

**32% of new business from lost zone** - non-reached web form leads converted into new customers

## 2% better conversion

**rates** - AI vs humans in 60-day A/B test

2

## Cost Saving

Automating the call center resulted in significant cost savings for Aures.

**Only 2%** of customers requested assistance from a real human during the call

**Over 50%** of customers were unaware they were conversing with an AI, a figure we anticipate will rise to 90% in the near future

3

## Endless Business Hours

Scalevoice's AI allowed Aures to generate round-the-clock revenue.

**100% of leads processed instantly** - leads created outside of working hours approached with no delay.

ScaleVoice

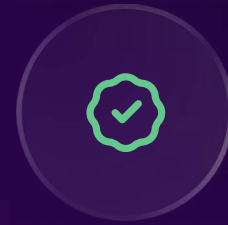


# Unique Business Model – Setting us Apart



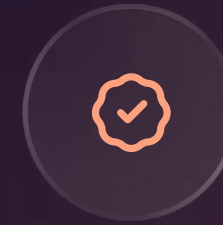
## No deployment fee

If we agree on a project scope together, we don't require a deployment fee.



## Success fee driven

Our AI Agents are revenue generators for dealerships, and want to be motivated just so.



## Aligned incentives

We only earn when you earn. No monthly flat fee from another SaaS vendor.

We only earn when you earn, let's make some money together!

# FAQ

- **Is it safe?** Absolutely, for 99.999% of interactions. LLMs are probability models, and while it's impossible to eliminate every error, we go all out to prevent them. We use strong Guidrails, multiple LLM models in a single step, extensive testing and the latest research like G-Evals to ensure conversations with customers don't become regrettable memes on Twitter. **This area is our top research priority.**
- **What is your MOAT?:** Enhancing our AI Agents daily by processing thousands of domain-specific conversations, and gathering CRM, sales data, and conversion rate KPIs from dealerships and enterprises to continuously improve our AI models.
- **How do you fit alongside incumbents?:** ScaleVoice functions seamlessly with any CRM/DMS system or Cloud Call Center system installed, thanks to its straightforward integration via API or direct UI access.
- **GDPR and Data privacy?** We're now fully GDPR compliant, safeguarding our customers' data with the highest standards. Additionally, we're in the process of obtaining SOC2 Type2 certification.

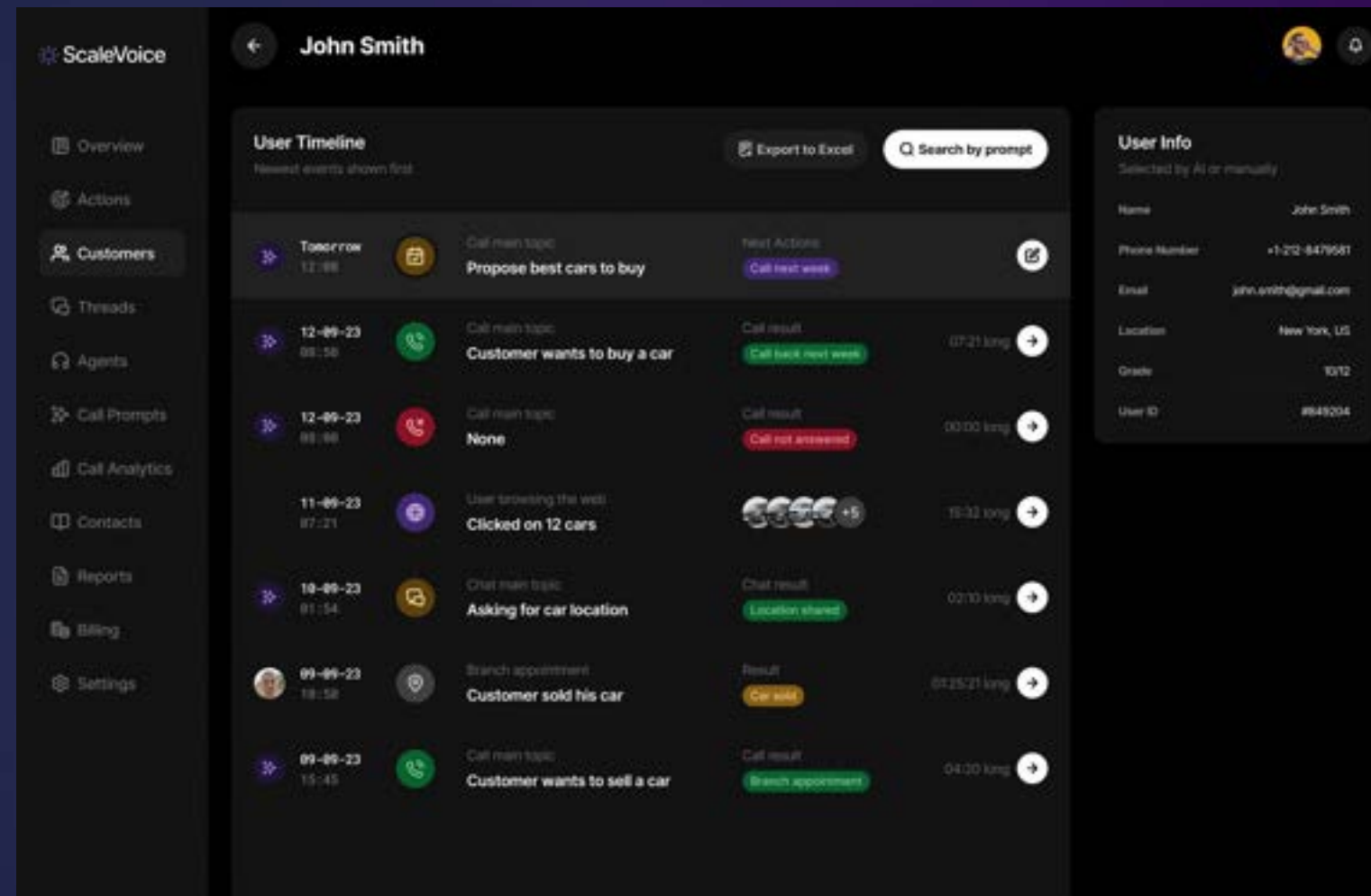
# Team

- **Expert Engineering Team:** Located in Prague, CZ, our team comprises elite AI Engineers and Developers, specializing in advanced AI technologies.
- **Founding Visionaries:** Our founders and investors bring a rich blend of expertise in both the Call Center Business Development and AI industries, guiding our strategic direction.
- **Strategic Sales Presence:** With sales teams in California, and CZ, we have a robust global footprint to connect with key markets.
- **Focused Growth Approach:** Currently in stealth mode, we're actively engaging with enterprise customers, building a strong foundation before our public launch.
- **Funding:** Pre-seed fundraising round completed in Q3 2023, fueling our next phase of growth.

One of our core values

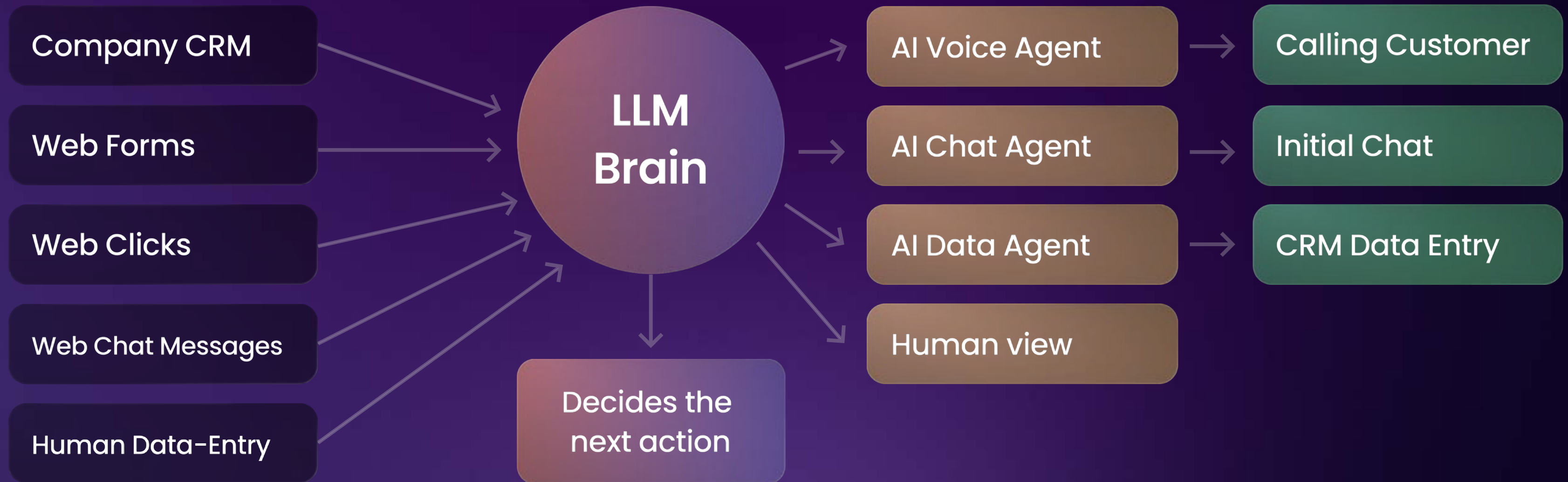
# Harnessing Unstructured CRM Data

We leverage insights from existing CRM, DMS, and CDP systems to **personalize** every SMS and phone call, utilizing the historical **unstructured customer data** you've accumulated over the years. Our AI Agent uncovers **new opportunities** for upselling, service bookings, and upsales, transforming each customer interaction into a prospective sale.



# ScaleVoice Platform

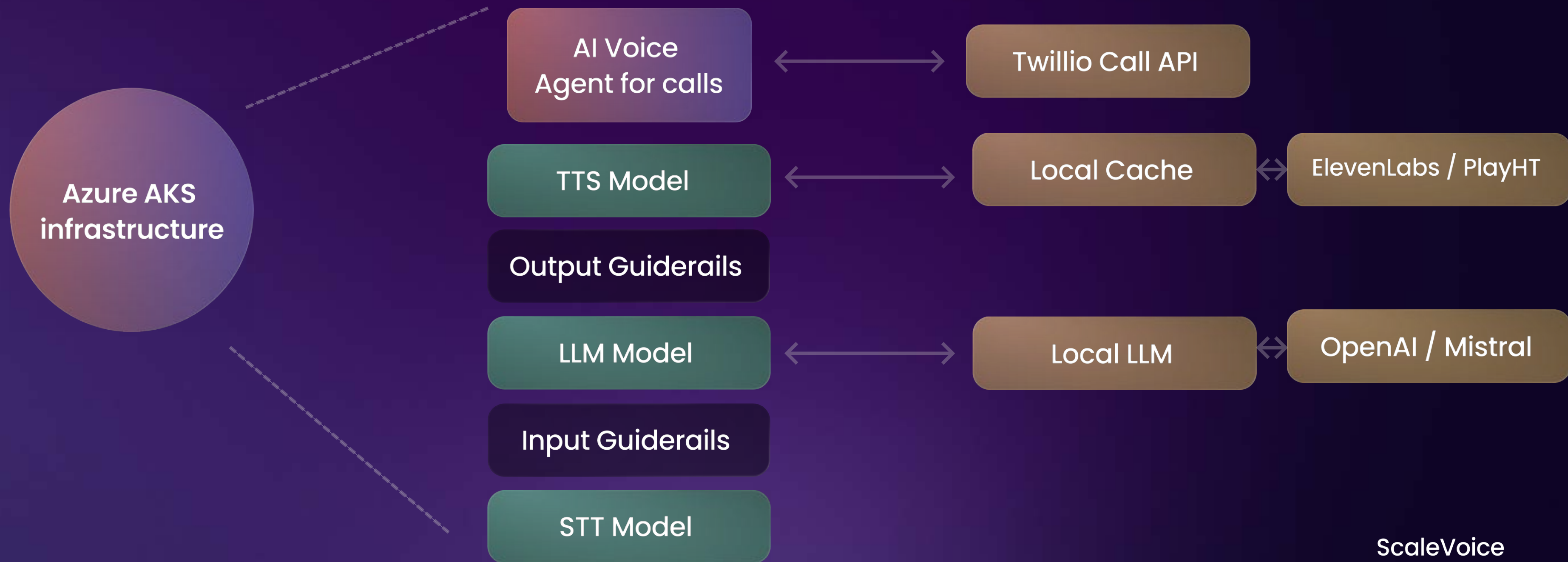
**Technology:** We are using the latest technology, and building most advanced MAS - Multi-Agent System for Customer Operations.



ScaleVoice

# ScaleVoice Platform

AI-powered Customer Operations Platform for running and monitoring AI Agents





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