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TECHNICAL SHEET · SMART IVR AI AGENT

Connect your AI Agent to a real phone line

For technical and product teams. Your Agent receives text and replies with text; Smart IVR handles everything telephony. The Agent never touches audio.

The caller
Phone (SIP) through a carrier or PBX, or Web Caller (RTC) from the web or the app

→

Smart IVR
Line, voice, turn-taking, call control, recording and scale

⇄

Your AI Agent
HTTPS endpoint that receives text and returns text

The interface contract

- **Four verbs** make up the full contract; the specification includes JSON request and response examples, and error handling.
- **HTTPS**-only connector, with a bearer token per service.
- Every request carries the **caller number** (X-Phone) and the **dialed number** (X-Destination): identify the customer before speaking, or serve several services, brands or countries with one Agent.

Around the conversation

- Transfer to an **HI Agent in Web ACD or in the customer's CCaaS**, to an extension or to an external number.
- Reliable capture of account numbers, dates, ID documents and spelled-out names; voice and keypad (DTMF) combined.
- Works alongside existing menus, prompts and **VoiceXML** applications: a number or menu option goes to the Agent and is compared with the current flow.
- Traceable recording.

Voice, included

- TTS, STT and ASR from **Google, Azure, AWS Polly, Deepgram, Nuance and Verbio**; the engine is chosen per project.
- **Barge-in**: the caller can interrupt the Agent.
- TTS caching for repeated phrases (lower latency and cost) and language per response.

AI engines

- **Direct connection:** Claude (Anthropic), Gemini (Google), OpenAI.
- **Own or fine-tuned model:** any provider, if the endpoint follows the specified JSON.
- **Third-party chatbot API:** with an adaptation layer, scoped per project.

Platform

- In production since **2010**; availability target of **99.99%**.
- Clusters on **AWS**, in several regions; scales from tens to hundreds of channels by adding nodes.
- Infrastructure with ISO 27001, 27017 and 27018 (AWS). AES-256 and SSL encryption. ITSM monitoring by region, node and service.

From specification to production, in five phases

1	2	3	4	5
Technical session	**Test environment**	**Validation**	**Sizing**	**Production**
Interface and connector with your team	Test number and Agent connection	Conversation, transfers and languages	Channels, nodes, voices and AWS region	Cluster, connectivity and go-live

Before production: reachable and compliant endpoint · DID numbers · SIP connectivity if applicable · expected volumes · named technical contact.

Out of scope

AI engine licenses and availability · accuracy of its answers · latency added by the Agent · speech recognition accuracy (no committed percentage).

Request the specification and a test number
No commercial commitment · Reply within one business day

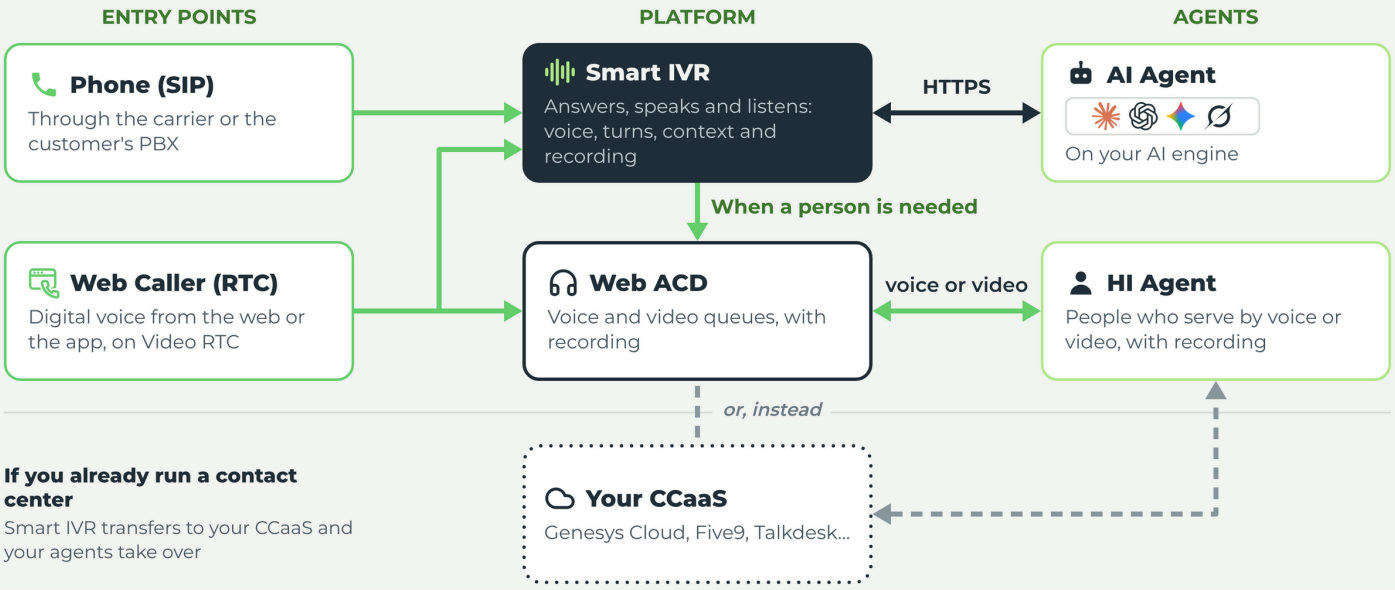
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CALL FLOW

AI Agent or person: one call

Two entry points, one platform and two kinds of agent. When a person is needed, the call goes to Web ACD or, instead, to the contact center you already run.



Entry points

Phone (SIP) through the carrier or the customer's PBX. **Web Caller (RTC)**: a digital voice call from the web or the app, on Video RTC; it reaches Smart IVR or goes straight to Web ACD.

Platform

Smart IVR answers, speaks and listens, and hands each turn to the AI Agent over HTTPS. **Web ACD** provides voice and video queues, seats and supervisor, with recording.

Agents

The **AI Agent** talks on your AI engine. The **HI Agent** serves by voice or video when a person is needed, in Web ACD or in your **CCaaS** (Genesys Cloud, Five9, Talkdesk...).

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