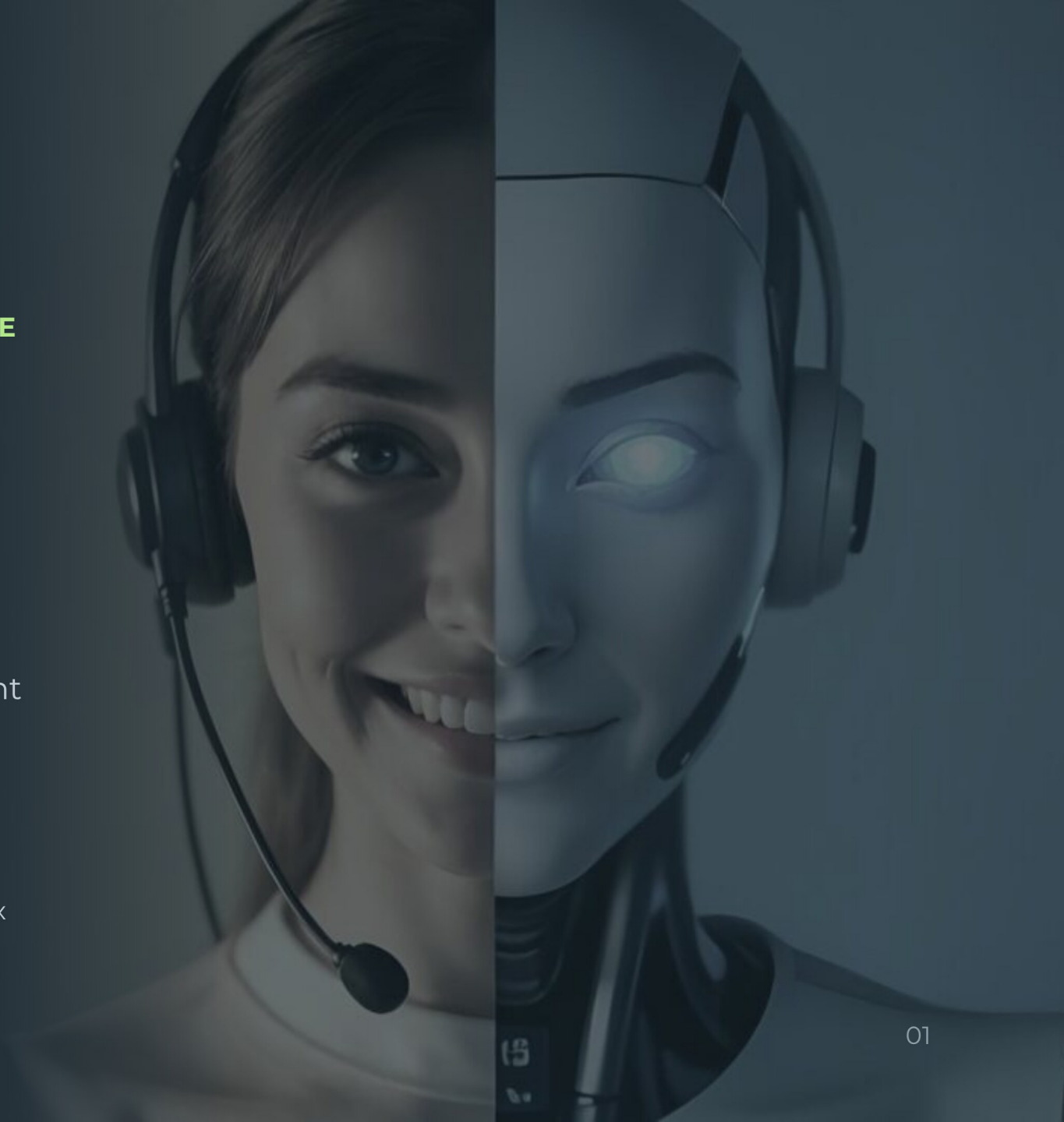
IntPowers

SMART IVR AI AGENT · TECHNICAL BROCHURE

Your Agent talks. Smart IVR runs the phone.

The complete telephony layer that lets your AI Agent take real calls. No proprietary SDK, no voice layer to build, no telephony infrastructure to run.

For technology partners and engineering teams · Rates in Annex 05A · interactivepowers.com/smartivr-for-ai



THE PROBLEM

The next channel is the phone

Carrier connectivity

SIP trunk, DID numbers and interconnection with the customer's PBX or CCaaS.

Full voice chain

TTS to speak, STT and ASR to listen, with latency the ear will tolerate.

Call control

Answer, hold, transfer, conference and detect when the caller hangs up.

Natural conversation

Barge-in, silence handling, retries and DTMF combined with speech.

Recording and traceability

Compliant, in a certified environment, with agreed retention.

Scale

Hundreds or thousands of concurrent calls, with peaks, without degrading.

Your Agent already works. Building this layer is a telecom project: it is what separates a demo from a production service.

THE MODEL

Your Agent talks. Smart IVR runs the phone.

YOUR AGENT

Talks

Business logic, access to your systems, answer quality and brand experience. Your AI engine, your prompt, your IP and your customer.

HTTPS



SMART IVR

Runs the phone

SIP connectivity, voice engines, call control, recording, multi-node scaling and cloud operations, with an SLA and in-house monitoring.

The connector. A four-verb contract over HTTPS. The Agent never touches audio: it receives text with the call context and replies with text and the next action.

chatbotapi.smartivr.ivrpowers.com

01

PART 1

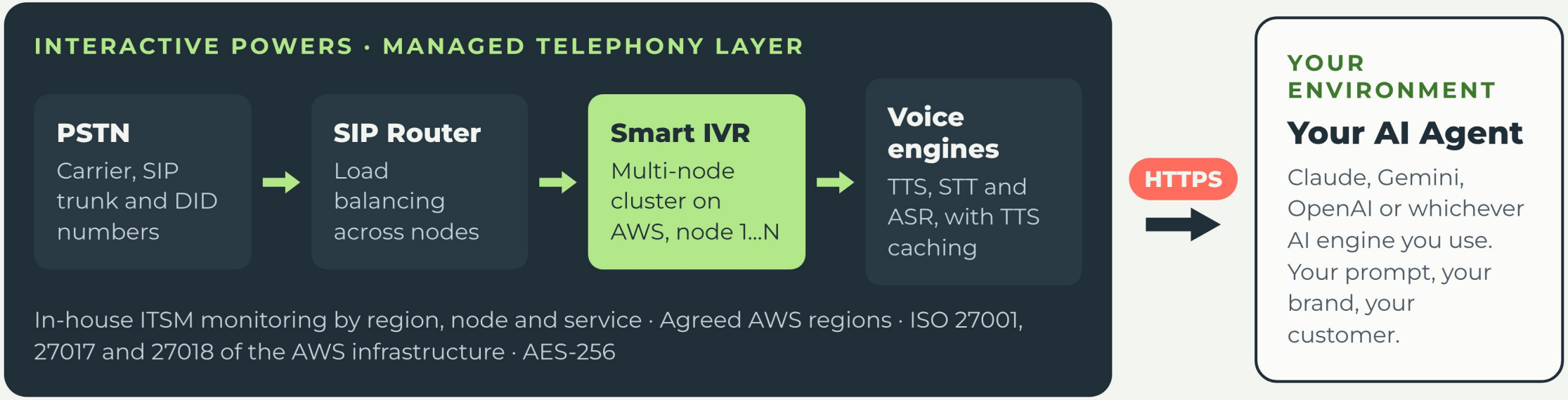
How it works

Architecture, deployment, the path of a call and what your Agent gains without building or running it.



ARCHITECTURE

Smart IVR runs the entire telephony layer



Interactive Powers' responsibility ends at delivering the HTTPS request to the Agent and processing its reply. Capacity grows by adding nodes, not by redesigning the application.

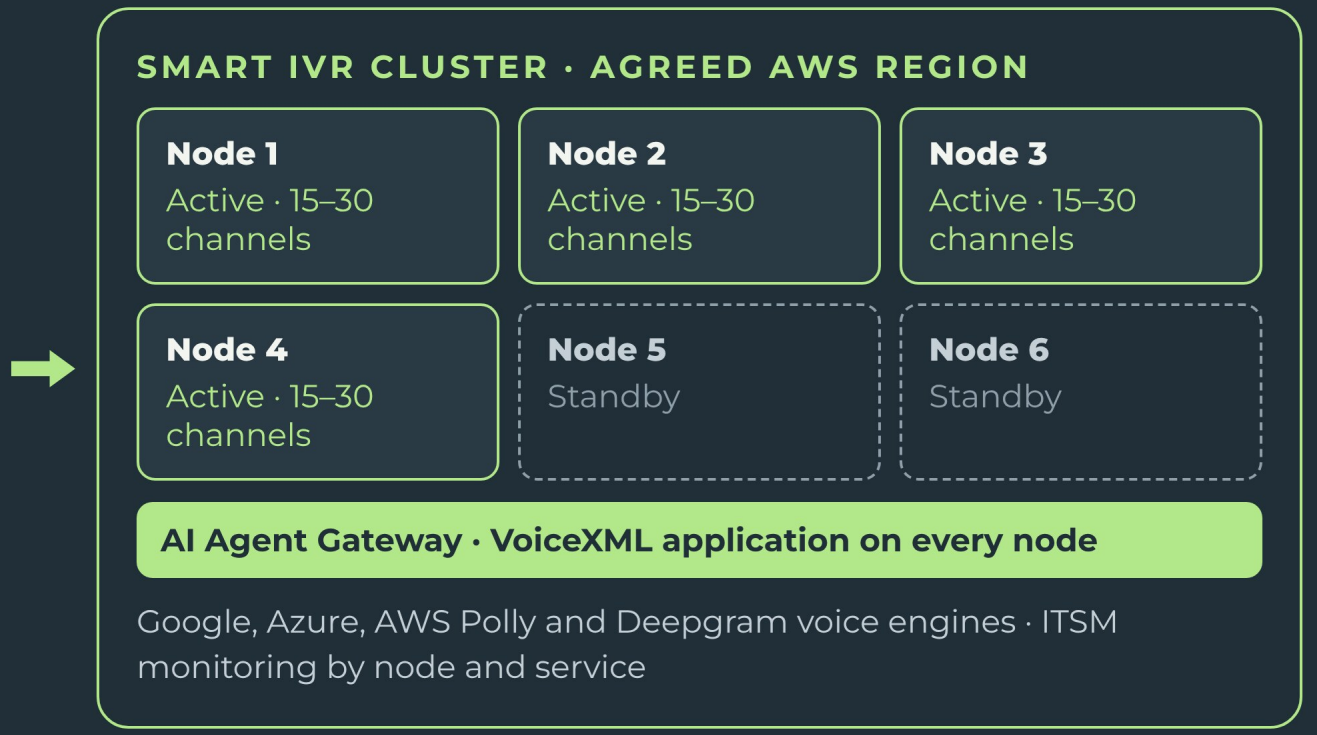
DEPLOYMENT

A multi-node AWS cluster, per project

INBOUND

PSTN, PBX or Web Caller

Carrier DID numbers, a SIP trunk from the PBX or contact center, or digital voice from the web or the app with Web Caller (RTC).



YOUR ENVIRONMENT

Your AI Agent

One HTTPS request per turn, whichever node it comes from.

Each node handles 15 to 30 concurrent channels. Capacity grows by activating standby nodes: the application and the Agent stay untouched.

CALL FLOW

What happens on a call, step by step

1

Call comes in

Smart IVR answers, opens a session and prepares the context.

2

Caller speaks

STT and ASR turn speech into text, with barge-in, silences and DTMF.

3

Request goes out

HTTPS with a per-service token: caller ID (X-Phone), dialed number (X-Destination) and what was said, as text.



YOUR AGENT

4

Agent responds

Text plus the next action: keep talking, transfer, record or end.



YOUR AGENT

5

Smart IVR executes

Speech with TTS caching, call control and recording per the service rules.

6

Outcome

Resolved, or handed to an HI Agent in Web ACD or your CCaaS, to an extension or to an external number.

Steps 3 and 4 belong to your Agent. The platform handles the other four.

HAND-OFF TO PEOPLE

When a person is needed, the call reaches a person

SMART IVR



Your AI Agent decides to transfer

Transfer is a platform function, not a development: the Agent orders it and Smart IVR executes it.

OPTION A · SAME SUITE

Interactive Powers Web ACD

Queues, HI Agent seats and supervisor, with recording. And when the case calls for it, the call escalates to video.

OPTION B · INSTEAD, WHAT YOU ALREADY HAVE

Your contact center (CCaaS)

Genesys Cloud **Five9** **Talkdesk** and similar

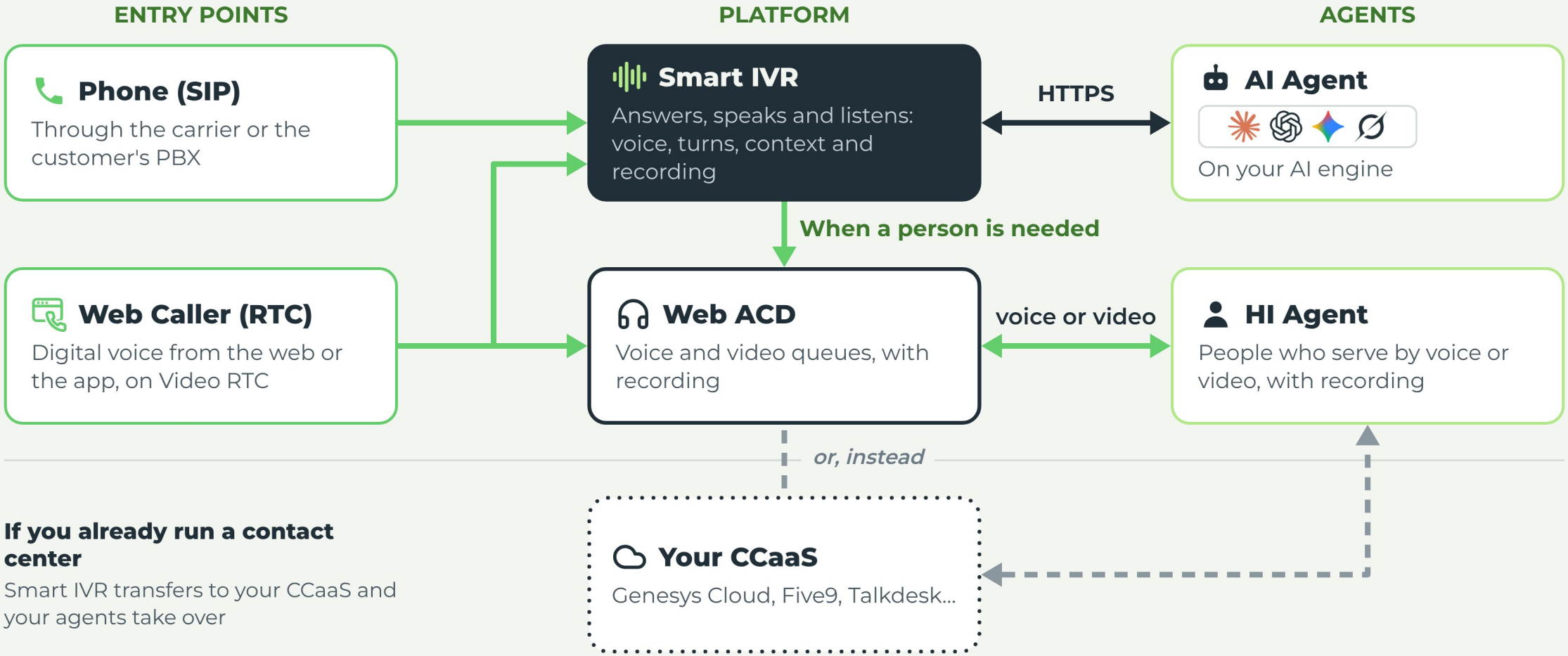
Hand-off to your queues and your agents, with no platform change.

Also: Internal extension or external number.

Interactive Powers has been a Genesys AppFoundry Premium Partner since 2019.

FULL FLOW

AI Agent or person: one call



If you already run a contact center

Smart IVR transfers to your CCaaS and your agents take over

CAPABILITIES

What your Agent gains without building it

Speaks and listens

Any language and accent, with regional voices, language per response and TTS caching.

Talks like a person

Barge-in, silences and reliable capture of accounts, dates, IDs and spelled-out names.

Knows who is calling

Identifies the customer by number and serves several services, brands or countries with one Agent.

Real call control

Hold, transfer to Web ACD, the CCaaS, an extension or an external number, and conference.

Compliant recording

In WAV and MP3, traceable in a certified environment, with retention agreed per project.

Works with what exists

DTMF, prompts and VoiceXML applications keep working: nothing has to be torn down.

Out of scope: the AI engine and its usage, the accuracy of its answers, the Agent's design and integrations, and a committed speech-recognition accuracy rate.

AI ENGINES

The AI engine you already use, unchanged

Claude

Anthropic

Direct connection

OpenAI

OpenAI

Direct connection

Gemini

Google

Direct connection

Grok

xAI

Compatible · OpenAI-style API

Own or fine-tuned model

From any provider

Direct, if it follows the JSON

Third-party chatbot API

Platforms with a proprietary API

Adaptation layer, per project

chatbotapi.smartivr.ivrpowers.com

Four verbs over HTTPS, with a per-service token. The Agent is yours: if you switch telephony layers tomorrow, there is no need to rewrite it.

VOICE, INCLUDED

Any language, any accent

Google Cloud

Microsoft Azure

Amazon Polly

Deepgram

Nuance

Verbio

REGIONAL VOICES, FOR EXAMPLE

Mexican Spanish · Spain Spanish · Colombian Spanish · Argentine Spanish · US English · UK English · Brazilian Portuguese · French · German · Italian

Chosen per project

By quality, latency and cost, and they can be combined: one engine to speak, another to listen.

Language per response

The Agent decides which language to reply in on each turn of the conversation.

TTS caching

Repeated phrases are not synthesized again: lower latency and lower cost.

CONTINUITY

Built on VoiceXML: nothing to replace or migrate

ONE SMART IVR NODE

VoiceXML applications
Menus, self-service, DTMF and prompts that run the service today

AI Agent Gateway
The VoiceXML application through which the AI Agent comes in

Same engine. Same operations. Same SLA.

PHASED ADOPTION

1. One number or one menu option goes to the Agent
2. Containment, satisfaction and transfers are measured against the current flow
3. Scope grows on data, not expectations

For a customer running critical services in production, this is the deciding point: adopt generative AI in phases without putting the working service at risk.

02

PART 2

Connect or build

The competitor is not another voice platform: it is the decision to build one. And it is decided on the real twelve-month cost, not the per-minute price.



LANDSCAPE

The three paths your customer will look at

	Build on voice infrastructure	Voice agent platform	Smart IVR AI Agent
Who runs service and SIP	Your customer or you	Vendor, up to its edge	Interactive Powers, SLA
Telecom expertise needed	WebRTC, SIP, DevOps, on-call	Product and operations	None: an HTTPS endpoint
Scaling	Engineering project	Plan ceiling	By adding nodes
PBX and CCaaS interconnect	To be built	Partial	Native
Coexists with current IVR	No	No	Same node, VXML and Agent
Transfer and supervision	To be built	Basic	Native, with Web ACD
Time to production	Months	Months if integrated	Weeks

THE BLIND SPOT

The most underestimated part: the hand-off to a person

> “Hand-off to a person emerges as the decisive operational challenge: the hardest part on every platform.”
>
> Independent analysis of voice agent platforms in production, 2026

What Smart IVR delivers on day one

- Transfer to Web ACD or the CCaaS, an extension or an external number
- Conference and hang-up detection
- Web ACD in the same suite: queues, seats and supervisor
- Interoperability with contact center suites
- Escalation from voice to video and kiosk when the case calls for it

With banks, insurers or healthcare, this argument comes before the per-minute price.



03

PART 3

How it is contracted

One per-minute rate, sized per project, on a platform operated on AWS. The figures are in Annex 05A.



PRICING MODEL

One per-minute rate, per project

What the rate includes

- CPaaS cluster on AWS, region of your choice, dedicated nodes
- High availability with a 99.99% target
- TTS and STT engines from Google, Azure or Deepgram
- Real-time ITSM monitoring
- Standard VoiceXML: portable services
- Escalation to an HI Agent, ready to go, in Web ACD or your CCaaS

SIZED ON FOUR VARIABLES

Peak channels

Concurrent calls in the busiest hour.

Average channels

Typical concurrency, to size the cluster.

Monthly minutes

Volume answered; sets the rate tier.

Languages

And the voice engines each one needs.

Set with the proposal: rate by volume and average handling time · setup and professional services · AWS region · recording and retention · numbers and SIP trunk.

Amounts and commercial terms: rate Annex 05A.

PLATFORM

The platform that keeps the service running in production

2010
In production since then, in critical services

99.99%
Availability target, with full traceability

Multi-node
From tens to hundreds of channels by adding nodes

AES-256
Encryption and SSL; connector over HTTPS only, with a token

Certified by the infrastructure (AWS)
ISO 27001 · 27017 · 27018

Attested by Interactive Powers
GDPR · HIPAA

In-house monitoring
ITSM by region, node and service

Scheduled, announced maintenance does not count as downtime, nor does degradation of the AI engine, connectivity or numbers provided by the customer.

OPERATIONS

Run on AWS, in each project's region





AWS Technology Partner

The region is chosen for latency and data residency.



ITSM MONITORING

Dashboards by region, node and service, with real-time agent and call status, for IT and business teams.

GO-LIVE

From specification to production, in five phases

It starts by requesting the specification at interactivepowers.com/smartivr-for-ai, with no commercial commitment. From phase 2 on, the Agent takes real calls.

1
Technical session
Interface and connector with your team.

2
Test environment
Test number and Agent connection.

3
Validation
Conversation, transfers and languages.

4
Sizing
Channels, nodes, voices and AWS region.

5
Production
Cluster, connectivity and go-live.

WHAT WE NEED BEFORE PRODUCTION

- Agent endpoint over HTTPS, stable and compliant with the interface · DID numbers · SIP connectivity if connecting your own PBX or CCaaS · expected volumes · a technical contact

ALREADY LIVE IN



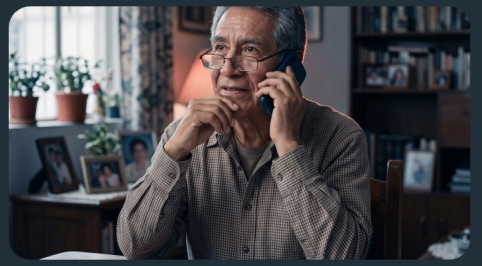
Healthcare



Banking



Insurance



Public sector

IntPowers

NEXT STEP

Your AI engine, our voice.

You keep your Agent, your product, your IP, your brand and your customer. We provide the telephony, and we never compete with you for your customer.

Smart IVR is the voice of AI Agents.

Specification and test number
interactivepowers.com/smartivr-for-ai

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