IntPowers

SMART IVR AI AGENT

Smart IVR is the phone line for your AI Agent

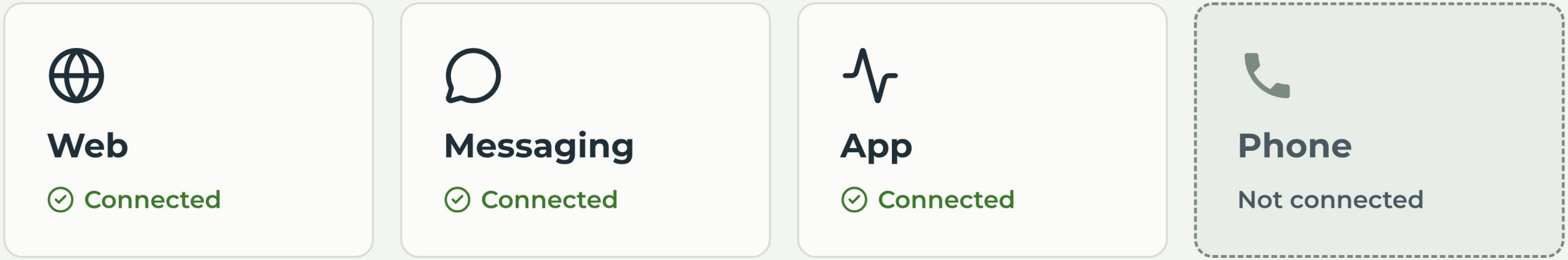
Your Agent already holds conversations. Give it a number, a voice and a real phone line, without building the telephony.

Claude · OpenAI · Gemini · the AI engine you use



THE GAP

Your AI Agent is missing one channel: the phone



And it is the channel where the conversations that matter most happen: **the medical appointment, the insurance claim, the urgent incident, the request that cannot wait.**

WHY THE MODEL ALONE IS NOT ENOUGH

What a real call demands

01

Number and carrier

A real line, connected to your PBX or your contact center.

02

Voice without lag

Speaking and listening with latency the ear accepts, in any language.

03

Natural turn-taking

Accepting interruptions, handling silences and understanding voice and keypad at once.

04

Call control

Hold, transfer, conference and knowing when the caller has hung up.

05

Recording

Traceable and compliant, in a certified environment.

06

Real scale

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

Building this is a telecom project. It is what separates a demo from a production service.

THE IDEA

A number, a voice and a real phone line for your AI Agent

THE CALLER

From any phone

Customer, patient, policyholder or citizen.

→

SMART IVR

The Agent's phone

Number, voice, turn-taking, transfer, recording and scale.

→

YOUR AI AGENT



Decides what to say and what to do

On Claude, OpenAI, Gemini or another AI engine.

Your Agent connects to Smart IVR and the platform provides the line, the voice and the operation. **No telephony development, no infrastructure to buy or run.**

ANY AI ENGINE

It works with the AI engine you already use

Claude	OpenAI	Gemini	Grok
Anthropic	OpenAI	Google	xAI
Direct connection	Direct connection	Direct connection	Compatible API

Own or fine-tuned model: direct if it follows the interface. **Third-party chatbot API:** integration scoped per project.

Your AI engine can change. The phone stays the same.

WHAT YOUR AGENT GAINS

What your AI Agent does with its phone

Answers and converses

Picks up, keeps the conversation going and hangs up when done.

Any language and accent

Speaks and understands with regional voices: Mexican, Spanish or Colombian Spanish, English, Portuguese...

Can be interrupted

Listens while it speaks, like a person, instead of reciting prompts.

Knows who is calling

Caller number, dialed number, routing and what the user just said.

Transfers the call

To an HI Agent in Web ACD or in your contact center, to an extension or to an external number.

Records with traceability

Following the service rules, in a certified environment.

WHERE IT SHOWS · ILLUSTRATIVE SCENES

Four calls your Agent can handle

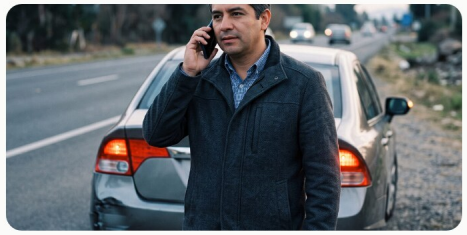


HEALTHCARE

Book or change an appointment

Recognizes the patient by their number, offers slots and confirms.

If it is urgent, hands over to nursing.



INSURANCE

Open a claim

Captures policy, date and what happened, with spelled-out names.

If the case is complex, hands over to a claims handler.

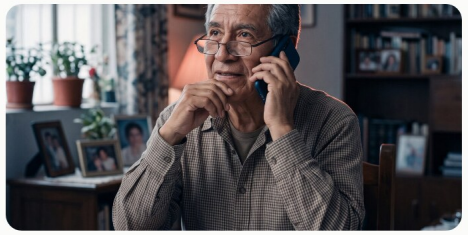


BANKING

Block a card

Verifies identity and blocks the card, at any hour.

If it suspects fraud, hands over to a specialist.



PUBLIC SECTOR

Check an application

Reports status and requirements in the citizen's language.

If needed, hands over to a civil servant.

FROM THE CALLER'S SIDE

One call, start to finish

1

Dials the usual number

Gets an answer straight away, at any hour.

2

Speaks normally

Can interrupt, hesitate or change their mind.

3

The Agent resolves it



Checks your systems and replies in the voice you choose.

4

Or hands over to a person

Without hanging up or redialing.

5

There is a record

Recording and traceability under your rules.

For the caller, it is a conversation. Everything else happens underneath.

HAND-OFF TO A PERSON

When a person is needed, the call reaches a person

WITH OUR WEB ACD

Queues, HI Agent seats and supervisor on the same platform. And when the case calls for it, the call moves to video.

OR, INSTEAD, YOUR CONTACT CENTER

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

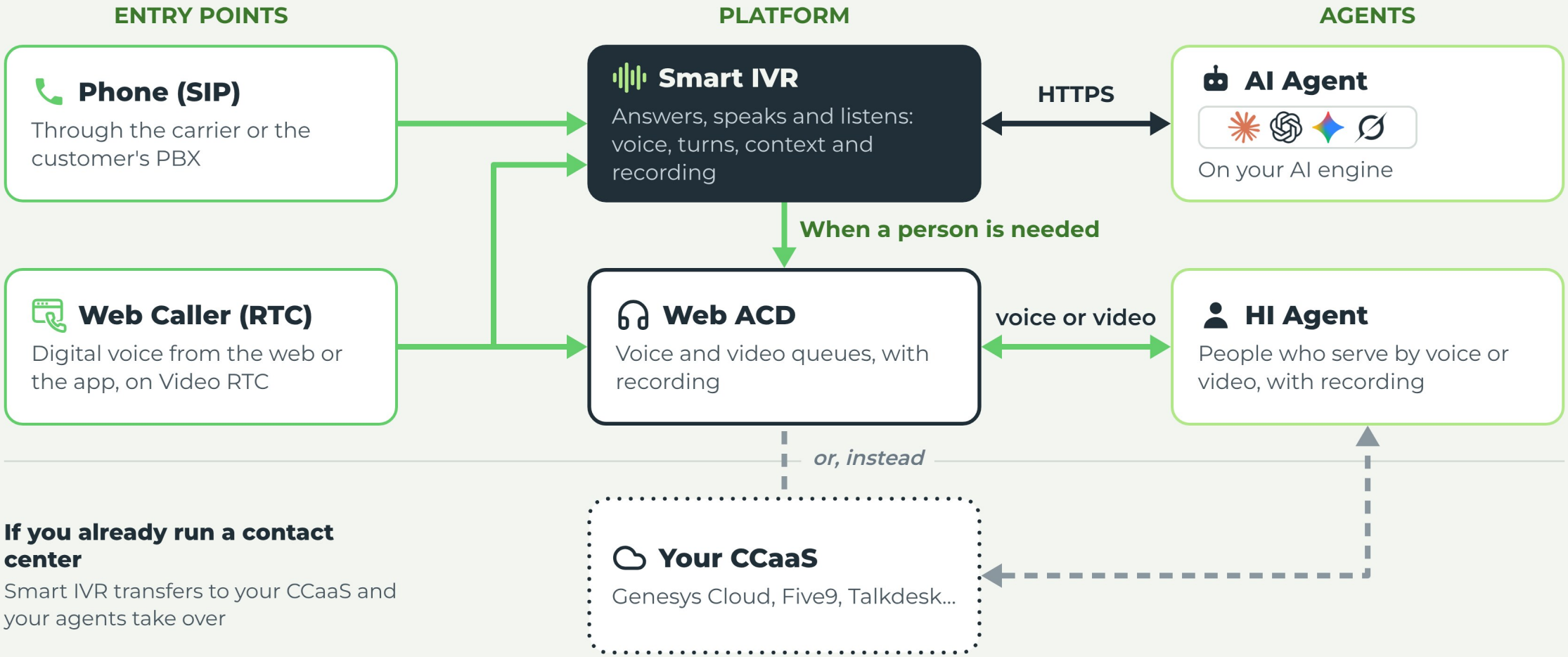
Your queues and your agents, with no platform change.

Also to an extension or an external number. **Without hanging up or redialing.**



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

CONTINUITY

Adopted step by step, without touching what already works

The Agent's access is built in VoiceXML, on the same platform that already runs critical services. **The same node handles your current services and your AI Agent's calls: nothing to replace or migrate.**

STEP 1

A number or a menu option goes to the Agent

STEP 2

Containment, satisfaction and transfers are measured

STEP 3

It grows on data, not expectations

SCALE AND TRUST

The same platform already running in banking, insurance, healthcare and the public sector

2010
In production since then, in critical services

99.99%
Availability target, with full traceability

Multi-node
AWS clusters in several regions; grows by adding nodes

AES-256
256-bit encryption and SSL certification

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

Attested by Interactive Powers
GDPR · HIPAA

Own monitoring
By region, node and service

THREE STEPS

How it goes live

1

Technical session

We review with your team how the Agent connects.

2

Real test

Your Agent answers calls on a test number, with no commercial commitment.

3

Production

We size channels, languages and voices, and go live.

Your technical team can request access today: **interactivepowers.com/smartivr-for-ai**

HOW TO BUY IT

Direct or through your partner

DIRECT

With Interactive Powers

If you build your own Agents: your team focuses on the conversation and we run the phone as a managed service.

THROUGH A PARTNER

With whoever builds your Agent

Your AI partner adds the phone under its project and brand. You keep a single point of contact.

Either way: one per-minute rate, sized per project, with no infrastructure to buy.

FREQUENTLY ASKED QUESTIONS

What people usually ask before starting

What if the Agent cannot answer?

It hands the call to an HI Agent, in Web ACD or in your contact center, or to an extension or external number.

Does it integrate with our contact center?

Yes. If you already run a CCaaS (Genesys Cloud, Five9, Talkdesk...), Smart IVR transfers to your queues instead of Web ACD.

Does it include the AI engine cost?

No. Usage and the AI provider subscription are on your side.

Do we have to change our IVR?

No. The Agent comes in through the number or menu option you choose; everything else stays the same.

Can we use our own numbers?

Yes, or we provision them by agreement. And with Web Caller people can also call from your website or app, with no number.

How long does it take to go live?

The test starts as soon as your Agent is connected; production, in weeks.

IntPowers

Smart IVR is the voice of AI Agents.

Request access for your technical team
interactivepowers.com/smartivr-for-ai

Or let's talk about your case
interactivepowers.com/en/talk-to-sales