TeamMate

VOICE · AI

AI Voice Agents

AI voice agents that answer, qualify, route and book, under your brand.

What it does

AI Voice Agents answer calls on your own phone system and in Microsoft Teams. Start from a template or build your own agent, inbound or outbound. More than 1,000 agents are running today.

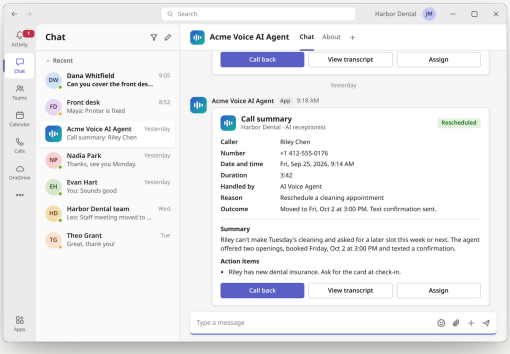
Key features

- **Agent templates**
  Transfer, Message Taker, Scheduling, After Hours Helpdesk, Appointment Reminder, Translator and Notetaker, or build your own.
- **Sounds the way you want**
  40+ languages, custom voices, a pronunciation guide and sub-100ms response.
- **Completes the transaction**
  Card payments, warm transfer, email and SMS with templates, and webhooks.
- **Knows your business**
  A knowledge base and custom templates for each agent.
- **Leaves a record**
  Every call transcribed and summarized, with transcript sharing.
- **Voice, SMS and chat**
  The same agent, prompt and knowledge on every channel.

For partners

- White-label: your brand and your domain.
- You provide first-line support; TeamMate backs you up.
- A developer API to provision agents for every customer.

How it works



1 Pick a template
Edit the prompt, or start from scratch.

2 Connect it
On your phone system, or in Microsoft Teams.

3 It answers
The agent takes the call, then transcribes and summarizes it.

Requirements and licensing

- On your phone system: the agent registers as a SIP extension on the PBX you already run.
- In Microsoft Teams: connects through Direct Routing via Microsoft-certified SBCs, and works with Operator Connect and Calling Plans. Users need a Teams Phone license.

TeamMate Technology

30+ partners and 500+ service providers in 18 countries · 100% Microsoft Azure based, 9 geographic regions

Book a demo at teammatetechnology.com

teammatetechnology.com/ai-voice-agents