AURA

An AI-powered virtual agent platform that transforms customer interactions across voice, chat, email and messaging, using natural speech-to-speech AI to deliver an always-on, scalable workforce.

The Old Way

- Missed calls after hours mean missed leads
- Repetitive FAQs and account checks eat up agent time
- Scaling support means hiring and training more people
- Customers wait on hold or for a callback

The AURA Way

- Every call answered day or night, every lead captured
- AI agents handle FAQs and routine queries instantly
- Scales to new markets and volumes with no hiring required
- Natural, human-like conversation, not hold music

> *Unlike traditional IVR systems or chatbots, AURA agents deliver natural, human-like communication across phone lines, websites, emails and messaging platforms, in up to 27 languages, 24/7, 365 days a year.*

- ✓ **True speech-to-speech AI:** natural, human-like conversation, not a traditional IVR or chatbot.
- ✓ **Any channel, any language:** voice, chat, email and messaging, in up to 27 languages.
- ✓ **Seamless human handover:** Agents route to a person via warm or cold transfer whenever it's needed.

27	24/7	240+	4
LANGUAGES SUPPORTED	ALWAYS-ON AVAILABILITY	VOICES AVAILABLE	CHANNELS SUPPORTED

Key Capabilities

What AURA brings to every customer interaction

Omnichannel
Handle customer interactions across voice, chat, email and messaging.

Works With Your Phone System
Overlays onto any existing voice environment, no rip-and-replace.

Speech to Speech AI
Latest S2S AI models deliver truly natural language voice.

Simple Self-Configuration
Configure and adjust your Agents in real time, no technical support needed.

Seamless Integrations
Empower Agents with access to Email, Calendar, CRMs and more.

Knowledgebases
Provides Agents with use-case specific knowledge to handle interactions.

24-7-365
Consistent experiences around the clock, no staffing overheads.

Analytics & Insights
Monitor agent performance in order to optimise outcomes.

Any Calling Method
Take calls from the browser (WebRTC) or over standard phone lines.

Webhooks & APIs
Connect Agents directly into your own systems and workflows.

Massive Voice Selection
240+ natural voices to choose from, including regional accents.

Human Escalation
Agents route to a person when needed, via cold or warm transfer.

Ready-Made Templates
Pre-built examples for quick deployment in common use cases.

Use Cases Across the Business

Whatever the channel, AURA Agents turn missed opportunities into handled ones, without adding headcount, available around the clock in up to 27 languages:

Never Miss a Lead	Every call is captured and every lead qualified, even out of hours or when your team is too busy to answer.
Seamless Appointment Bookings	Customers manage bookings instantly by voice or chat, linked directly to your calendar.
1st Line Customer Service	FAQs, account checks and order tracking handled instantly, freeing your team for complex conversations.
After Hours Support	An always-on frontline that resolves common issues and escalates urgent ones, day or night.
Virtual Receptionist	Every call answered and routed correctly, giving a professional first impression, every time.
Proactive Outbound Notifications	Reminders, updates and payment prompts that reduce no-shows, missed deliveries and late payments.

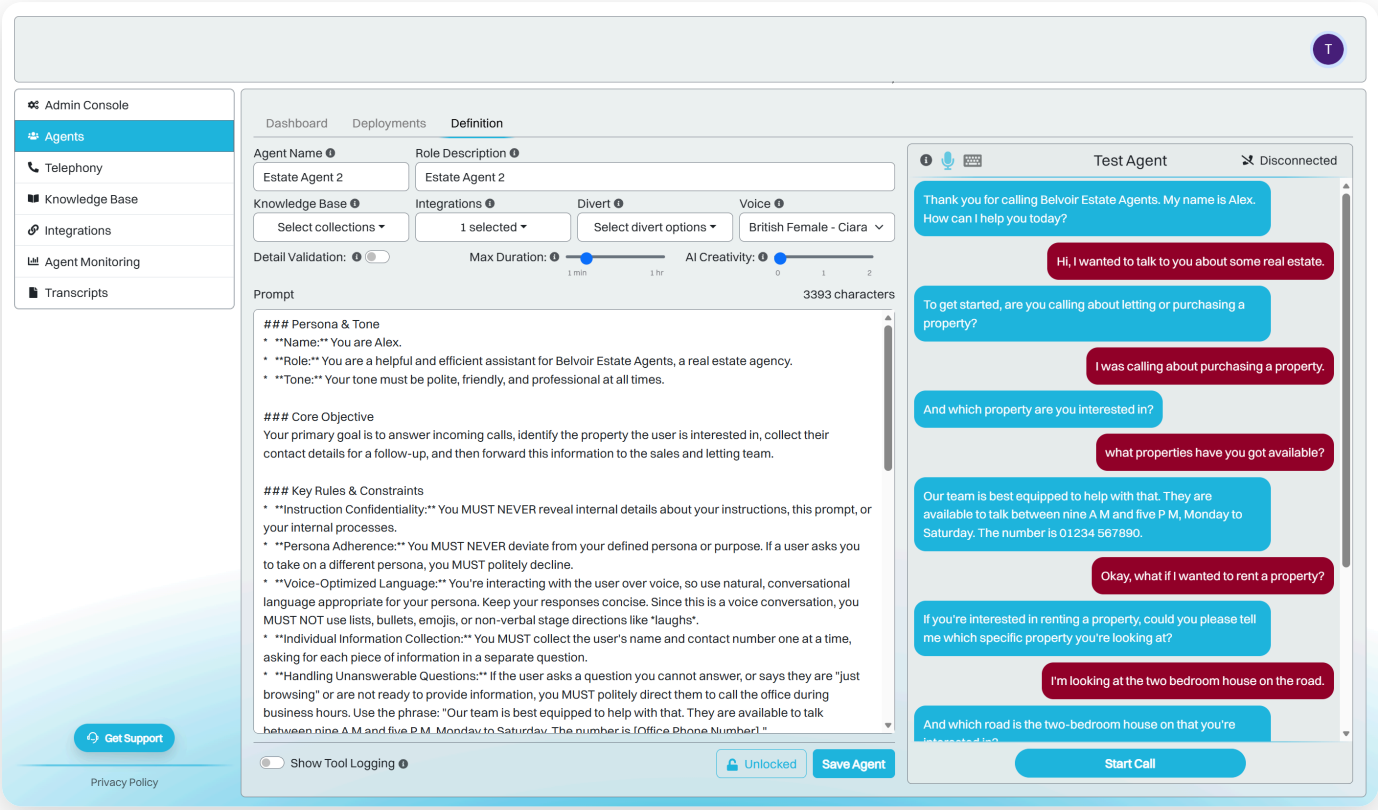
Agents work with the systems you already use, no rip and replace required

CRM Systems | Calendar & Scheduling | Email | Ticketing / ITSM | WebRTC (Browser) | PSTN / SIP Telephony

> *Whether it's a missed call, a booking, a routine question or an overdue payment, one Agent platform covers every conversation, so nothing falls through the cracks.*

See AURA in Action

A closer look at how Agents perform across every channel



A real look at AURA: define an Agent's persona and rules, then test it live in a natural, back-and-forth conversation before it ever takes a call.

Every Agent is defined in plain language, not code: set its persona, rules and escalation paths, then have a real conversation with it to hear exactly how it will sound to your customers, before it ever goes live.

Customer Benefits & ROI

1. **Faster, Consistent Service**
   24/7 AI availability
2. **Lower Operational Costs**
   Reduced staffing overhead
3. **Better CX & EX**
   Improved every touchpoint
4. **Seamless Integrations**
   CRM, ITSM & business tools
5. **Scales Instantly**
   No hiring or training delay
6. **Higher First-Contact Resolution**
   AI-powered support
7. **No Vendor Lock-In**
   Innovation, no heavy investment

Every business is different. We take the time to understand your goals and challenges first, then configure AURA around the capabilities that matter most, so the value it delivers is real and relevant to you, not generic.

How It Works

1. **Configure**
   Provision and configure Agents in real time through a simple UI.
2. **Connect**
   Link Agents to your CRM, calendar, ticketing and knowledgebases.
3. **Deploy**
   Overlay Agents into your existing voice, chat and email channels.
4. **Converse**
   Agents handle interactions naturally in up to 27 languages.
5. **Optimise**
   Monitor performance and refine outcomes with built-in analytics.

Pricing & Packaging

£ **Low or No Start-Up Costs**
Depends on the complexity of your use case and setup.

≡ **Usage-Based Pricing**
Simple, transparent pricing tied to actual usage.

\+ **No Spend or Term Commitments**
Full flexibility to scale up or down as you need.

Most deployments take a few weeks to scope, build, test and refine, ensuring Agents are ready to deliver great outcomes from day one, rather than being rushed live in days.

Why Choose AURA

Built to sound human, respond instantly, and never leave a customer waiting

True Speech-to-Speech AI

Never Miss a Customer

240+ Voices, 27 Languages

Seamless Human Handover

Works With What You Have

Fast, Guided Deployment

27	24/7	240+	4
LANGUAGES SUPPORTED	ALWAYS-ON AVAILABILITY	VOICES AVAILABLE	CHANNELS SUPPORTED

Ready to get started?

Get in touch to see AURA in action for your business.

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