

Quarterly Enterprise Bot Roadmap Update



Pranay Jain
Co-Founder and CEO



Ravina Mutha
Co-Founder and CGO



Sandeep Jayasankar
Co-Founder and CTO



Emrah Inan
Technical Customer Success
Head



Jack Gavardari
Customer Success Manager
Enterprise SaaS



18th March, 2026



10:30 am – 11:30 am CET

What we will be going through today!



The Future of AI

Vision, Agents & What's Changing Now



Live Demo

Building AIDA Voice in Real Time

GenAI insights and QA



What this means for your Business: Use cases & ROI

Real use cases, measurable impact, and business value.



Roadmap Deep Dive & Open Q&A

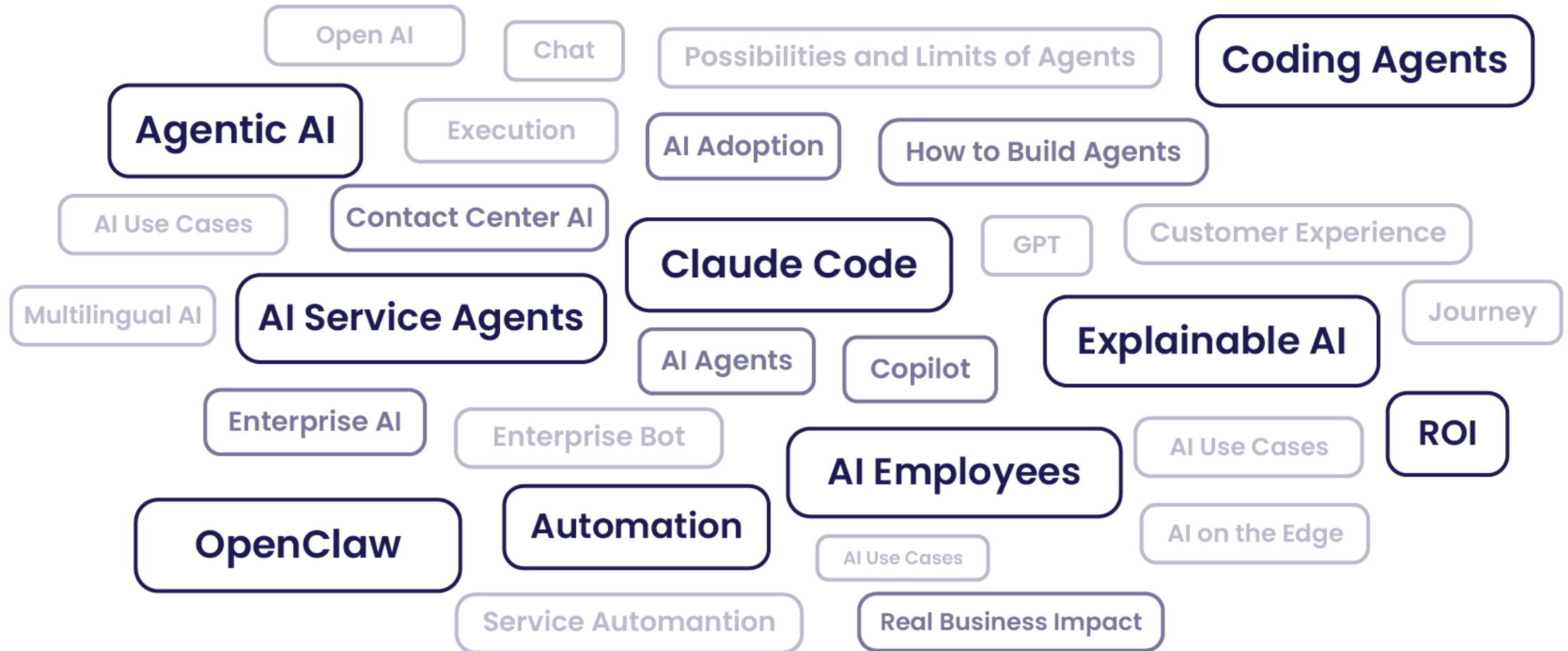
What's next, what's coming, and answers to your toughest questions.



The Future of AI

Vision, Agents, & What's Changing Now

The AI topics shaping enterprise priorities today



The Agentic Revolution



Live Demo

Building AIDA Voice in Real Time
GenAI insights and QA

Let's see the Tool in Action



AIDA Voice Demo

Emrah Inan

Technical Customer Success Head

GenAI & QA Demo

Jack Gavardari

Customer Success Manager



What this Means for Your Business

Real use cases, measurable impact, and business value.

MEET KEVIN



Kevin Schneider

HEAD OF CONTACT CENTER OPERATIONS



Zurich, Switzerland



Enterprise Banking
Solutions AG



10+ year's experience



Teams across
Switzerland and Europe

HIS GOALS

- Deliver fast, seamless customer experiences (high CSAT)
- Improve efficiency (higher FCR, lower handling time)
- Reduce costs through AI and automation
- Empower agents with better tools and insights

THE CHALLENGE



"I want to improve customer calls with AI... but I can't take on another system to babysit."

- Voice automation feels too complex to implement
- Disconnected tools create fragmented customer experiences
- Struggles to integrate voice with existing systems
- Hard to deliver natural, human-like conversations at scale
- Needs multilingual support including for Swiss German
- Scaling operations increases complexity and overhead

After past AI initiatives fell short, Kevin now needs a voice solution that delivers real results—without added complexity or operational strain.

THE SOLUTION

INTRODUCING

AIDA Voice

Real-time, enterprise-ready
AI Voice in one platform

*"It works in a demo, and in real
contact center operations"*

LESS SETUP · BETTER PERFORMANCE · FASTER ROLLOUT

 Enterprise Bot



Sub-Second Latency

No awkward pauses, flows like a real phone call



Human-Like Voice

Natural pacing, tone & synthesis, human-like



Noise Cancellation

Built-in to handle background noise by default



Multilingual + Code Switch

One bot speeds up context-switching in 100+ languages



Intelligent Call Triage

Intent detection → instant and accurate routing



No Vendor Lock-In

Pick the best model for the use case (any LLM, STT, TTS provider)



Deep Voice Analytics

Outcomes, transfers, costs in a single view



Enterprise Security

SOC2, HIPAA-ready architecture

THE IMPACT



"Now I can scale voice operations without scaling complexity."

30–60%

Lower Contact Center Costs

20–40%

Higher First Call Resolution

25–50%

Reduced Average Handling Time

60%

Less new agent onboarding time

- ✓ Customers get help immediately
- ✓ Agents handle the hard parts
- ✓ Deeper visibility into voice performance
- ✓ Results in minutes, not months

THE NEXT CHALLENGE



*"I know something is wrong...
but I can't see where."*



Only reviewing ~1% of calls

- Reviews only a fraction of calls → lacks full visibility
- Spends hours manually preparing reports for leadership
- Escalations are rising, but root causes are unclear
- Suspects performance issues but can't pinpoint where
- Lacks real-time insights across teams and operations
- Hard to track compliance gaps and process deviations

99% of what's happening in the contact center goes unseen.

ENTER






GenAI Insights

AI-powered QA & conversation intelligence across 100% of interactions

"GenAI Insights helps Kevin see exactly where the problem lies..."

WHAT CUSTOMERS CARE ABOUT MOST

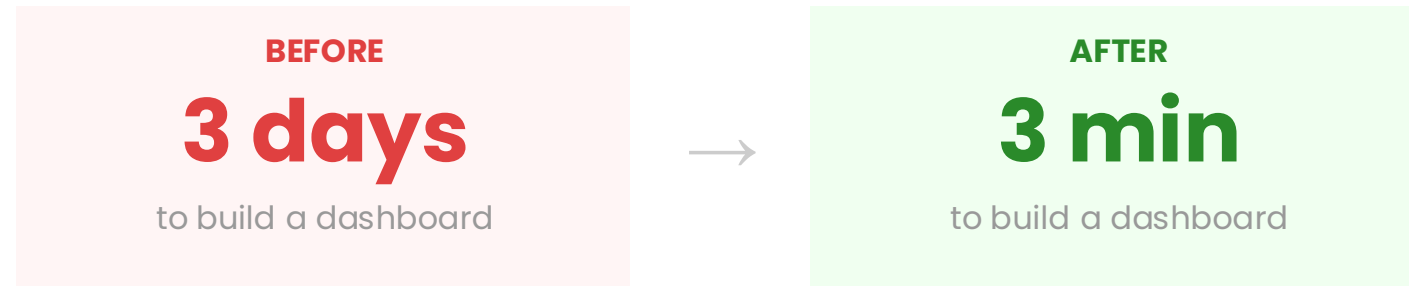
| | | |
|---|--|--|
|  <p>Ask Your Data Anything</p> <p>Natural language queries → instant visual answers</p> |  <p>Create KPIs On The Fly</p> <p>Define metrics in plain language, deploy instantly</p> |  <p>Team & Agent Performance</p> <p>Compare, analyze, reports in seconds</p> |
|---|--|--|

| | |
|--|---|
|  <p>100% Interaction Analysis</p> <p>No call goes unchecked</p> |  <p>Customized QA Dashboards</p> <p>Create views for what you want to see</p> |
|  <p>Live Call Scoring</p> <p>Watch quality scores change in real time</p> <p><small>Coming soon</small></p> |  <p>Root Cause Detection</p> <p>See why escalations happened</p> |
|  <p>Real-Time KPIs</p> <p>FCR, escalation, sentiment</p> |  <p>End-to-End Visibility</p> <p>Human + bot interactions unified</p> |

THE IMPACT



"Now, Kevin has answers for everything at his fingertips."



- ✓ **Decisions in minutes**, not days
- ✓ Escalations reduced with **early issue detection**
- ✓ **Agent performance improved** with targeted coaching
- ✓ **Critical risks and opportunities flagged** automatically
- ✓ **Full visibility** across 100% of interactions

Same team. Same budget. Exponentially better visibility and decisions.

What matters is ROI!

Contact Center AI ROI Calculator

by Enterprise Bot

Your data stays private

How It Works

Reset

Save

Import/Export



Net Annual Benefit

\$304,276.52



Payback Period

7.0 months



3-Year Net Benefit

\$648,065.36

Global Assumptions

Labor Cost

Agent Concurrent Minutes

AI Platform Costs

Voice Bot Costs

Agent Assist Costs

Chat & Email Costs

Company & Use Cases



Voice

On

Cost Saved / Month

\$21,143.76

Time Saved / Month

42,442 min

Annual Savings

\$253,725.09

Volume/Month

10000

AHT (minutes)

6.17

ACW (minutes)

1

% Needing ID&V

70

Use Cases



1. Smart Triage via AI

Minutes Saved/Month
2,400

Savings/Year
\$14,347.45



2. User Authentication (ID&V) via AI

Minutes Saved/Month
2,100

Savings/Year
\$12,554.02



3. Agent Assist

Minutes Saved/Month
4,262

Savings/Year
\$25,481.07

Try our calculator yourself and unlock the value of AI!

Roadmap Deep Dive & Open Q&A

What's next, what's coming, and answers to your toughest questions.

What's **coming ahead**

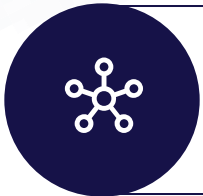
Feature

Benefits



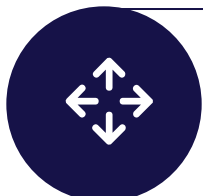
Real-time Live translate

Real-time translation enables agents to support any customer in any language, improving clarity, speeding resolution, expanding geographical reach, and promoting inclusiveness through accessible, multilingual customer service.



LLM Insights








GenAI Insights deliver instant transcripts, summaries, sentiment, intent detection, adverse-event flags, keyword search, up-sell opportunities, and unified omni-channel dashboards—boosting support quality, compliance, and agent performance.



Security and Guardrails

Robust security and AI guardrails ensure compliant interactions, prevent unsafe outputs, protect sensitive data, enforce policy controls, and maintain trustworthy, risk-free customer and agent experiences across all channels.

Key Roadmap Topics 2026

| Category | Current State | Q1 - 2026 | Q2 - 2026 | Q3 - 2026 | Q4 - 2026 |
|--|--|---|--|--|--|
|  AI Capabilities | <ul style="list-style-type: none"> ✓ Real time omnichannel automation and agent assist with ML, Flows, LLM and Agentic options . | <ul style="list-style-type: none"> ✓ Agentic AI v2 (improved tool calling), Teams of agents. | <ul style="list-style-type: none"> • Real time agents for chat. • Teams of agents v2. | <ul style="list-style-type: none"> • Agentic automation for Emails ERA • Customer Context Personalisation v1 • Agent Grid | <ul style="list-style-type: none"> • Analyse, evaluate and update agent loop, self monitoring in agent grid. |
|  Agent Assist | <ul style="list-style-type: none"> ✓ AI based next best action in Genesys, Salesforce, NICE, Outlook and more with GenAI and knowledge Management. | <ul style="list-style-type: none"> ✓ Prompt auto improvement (Reinforcement learning improvement loop) | <ul style="list-style-type: none"> • Browser automation | <ul style="list-style-type: none"> • AI assisted "Act inside Enterprise Systems". | <ul style="list-style-type: none"> • AI assisted "Act inside Enterprise Systems" v2 |
|  Voice Capabilities | <ul style="list-style-type: none"> ✓ Cascaded Pipeline and Real time voice agents. | <ul style="list-style-type: none"> ✓ Real time voice translations v1, Auto background noise reduction v2 with Krisp, Native & AI-coastic | <ul style="list-style-type: none"> ✓ Improved turn management to reduce latency to below 0.5s without context loss. | <ul style="list-style-type: none"> • Real time voice translations v2, Emotinal Intelligence for voice agents. | <ul style="list-style-type: none"> • Adaptive voice for brand personas (custom voices). |
|  Integrations | <ul style="list-style-type: none"> ✓ Genesys, NICE, Twillio, Salesforce, Sharepoint, Confluence, Google Maps, BMC Remedy. | <ul style="list-style-type: none"> ✓ Realtime Genesys integration Teams Integration | <ul style="list-style-type: none"> • MCP integrations v2MCP integrations V2. | <ul style="list-style-type: none"> • New integrations based on client feedback and demand. | <ul style="list-style-type: none"> • New integrations based on client feedback and demand. |
|  LLM & RAG | <ul style="list-style-type: none"> ✓ Open ready selection of all major LLM's including Open AI, Azure OpenAI, Gemini, Anthropic Claude, Llama and more. | <ul style="list-style-type: none"> ✓ LLM updates and On Premise readiness. | <ul style="list-style-type: none"> • LLM based Video extraction. | <ul style="list-style-type: none"> • LLM updates. | <ul style="list-style-type: none"> • LLM updates. |
|  Security & Scale | <ul style="list-style-type: none"> ✓ Guardrails for LLM, Prompt injection, security, blacklisting. | <ul style="list-style-type: none"> ✓ Guard Rails for agents V1. | <ul style="list-style-type: none"> • Guard Rails for agents v2. • Guard Rails for real time agents v1. | <ul style="list-style-type: none"> • Guard Rails for real time agents v2. | <ul style="list-style-type: none"> • Best model routing, Simulated conversations with agent grid. |
|  Misc. | <ul style="list-style-type: none"> ✓ AI LLM Insights and Base dashboards with volumes. | <ul style="list-style-type: none"> ✓ Launch of SME product and Hospital Report Generation Module | <ul style="list-style-type: none"> • Behavioural insights & automation v1 | <ul style="list-style-type: none"> • Additional sources for insights, Conversational Quality Scoring (CQS v1). | <ul style="list-style-type: none"> • Natural language analytics queries & automated evaluations feeding into "analyse, evaluate and update agent loop". |

Enough About AI, Let's Talk About the People Behind it.

We're growing our team to support customers better, scale globally, and build the future of enterprise AI.

Pillars of Enterprise Bot



Toni Ventura

Head of Sales | EMEA



Alex Deghelt

Head of Delivery

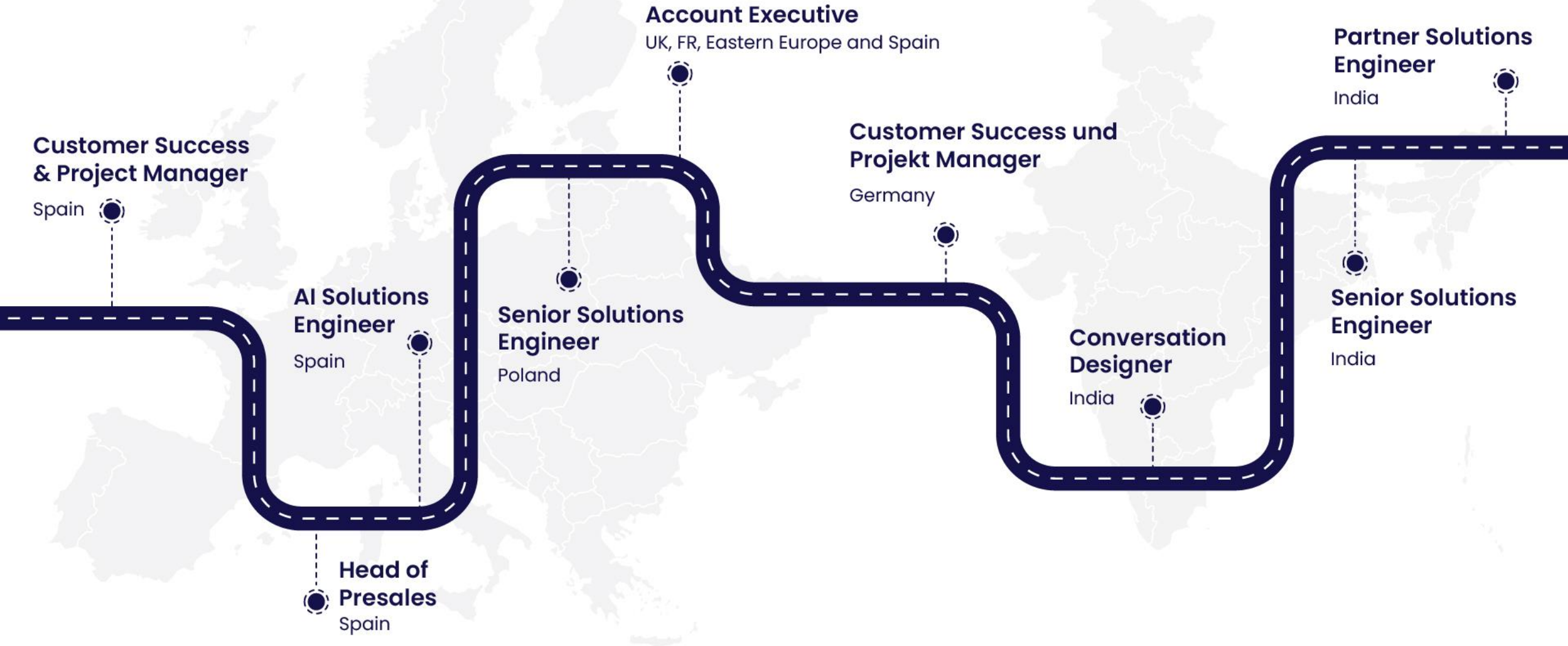


Alex Clarus

Head of Partner Management

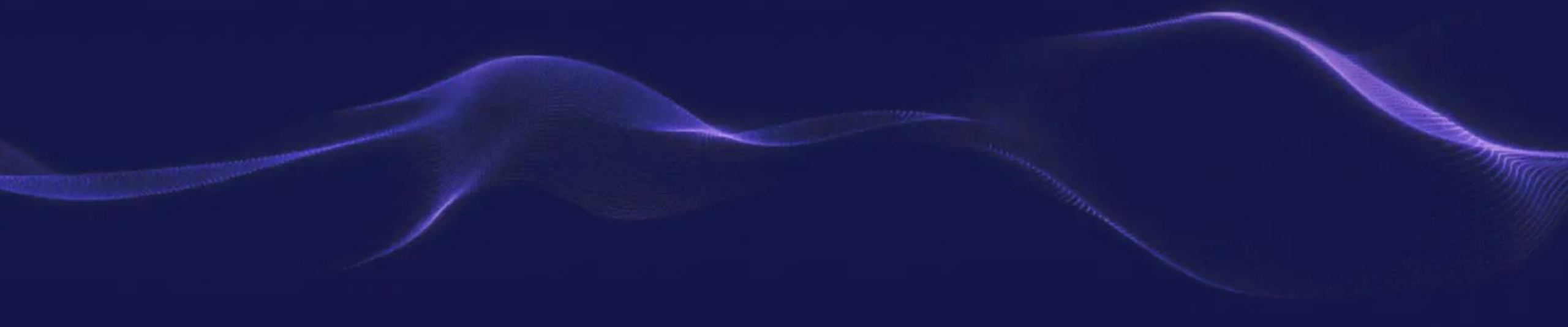
We're Expanding

Open Positions



The Future of CX Belongs to **AI Agents** that Deliver Outcomes, Not Just Answers.

Are you Ready to Take the Leap?



Q&A

Ask us anything, we're here to help!