

NLP – AI Auto-Attendant

**More natural conversations.
Smarter service experiences**

SolomonVoice



Direct Interaction: Callers simply speak their requests in natural language — no complicated menu navigation required — ensuring quick and seamless service.



Streamlined User Experience: Removes the need for traditional DTMF key inputs, providing a more intuitive and human-centered interaction.



Advanced Natural Language Processing (NLP): Precisely interprets caller intent and intelligently directs calls to the relevant department or individual.



Smart Directory Matching: Recognizes department names, full names, English names, and nicknames to ensure precise and reliable call transfers.



Optimized Operations: Shortens waiting time, improves service performance, and elevates customer satisfaction.



Unified Communication Integration: Seamlessly connects internal voice interactions with external calls, streamlining communication across the organization.



Precision Routing: Includes intelligent duplicate-name identification to avoid incorrect transfers and guarantee connection to the intended person.



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