

SOLUTION FOR CONTACT CENTERS

Automated customer conversations, embedded in your operations.

We provide a software solution and a dedicated team that runs call and messenger automation. AI agents are integrated into your tools and tech stack and taken live in production, under your security and governance.

Designed for companies handling **10,000+ conversations a month** in **repeatable scenarios**

2M+ conversations handled

12 markets

10 languages

Businesses that get the highest ROI

Companies handling 10,000+ conversations a month in repeatable scenarios - by phone and in messengers.



Customer service centers

Inbound support lines and overflow queues

- Order, account and status inquiries
- Tier-1 FAQ and troubleshooting
- Ticket triage and routing to the right queue
- After-hours and peak-hour overflow
- CSAT and NPS survey calls



E-commerce customer centers

Order flow from checkout to delivery

- Order confirmation and shipping data verification
- Delivery status and failed-delivery rescheduling
- Returns and refund intake
- Post-purchase upsell and cross-sell
- Post-delivery satisfaction surveys



Hospitality contact centers

Hotels, resorts and central reservation offices

- Reservation booking, changes and cancellations
- Availability, rates and policy inquiries
- Pre-arrival confirmation and upsell of extras
- Post-stay feedback and review requests



Recruiting & staffing departments

High-volume hiring and candidate pipelines

- First call to new applicants within seconds
- Screening and pre-qualification questions
- Document collection and follow-ups
- Re-engaging past candidates for new openings

RESULTS

Results we have achieved for our clients

Five businesses across 12 markets and 10 languages - three examples below.



One interface and a dedicated team behind it

Your team manages every automation from one place, on top of your stack - vendors stay swappable.

COMPANY TOOLS

**CRM**
Salesforce · HubSpot

**CCaaS & dialer**
Genesys · Five9 · Talkdesk

**Telephony & SIP**
Avaya · Cisco · 3CX

**Helpdesk & ticketing**
Zendesk · Freshdesk · Jira

**Custom APIs & data**
SAP · Shopify · Snowflake

**NE**

NEXT DIALOG

Operations platform + forward-deployed team

Define automatable scope

Design & maintain conversations

Integrate with company tools

Orchestrate several vendor tools

Test and monitor quality

Run and support production

**Forward-deployed team**
Integration · launch · 24/7 ops

AUTOMATION VENDORS

**Voice models**
ElevenLabs · Retell AI · Vapi

**LLM providers**
OpenAI · Anthropic · Gemini

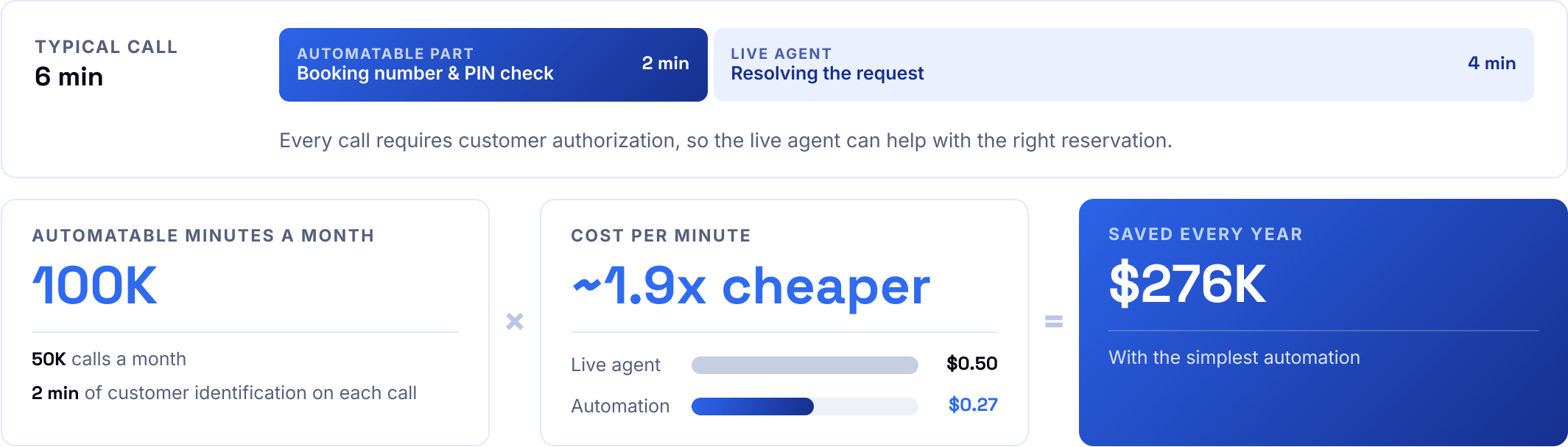
**Carriers**
Twilio · Telnix

**Messaging APIs**
WhatsApp · Viber · Telegram

**Cloud hosting**
Google Cloud

Hospitality phone support: customer identification

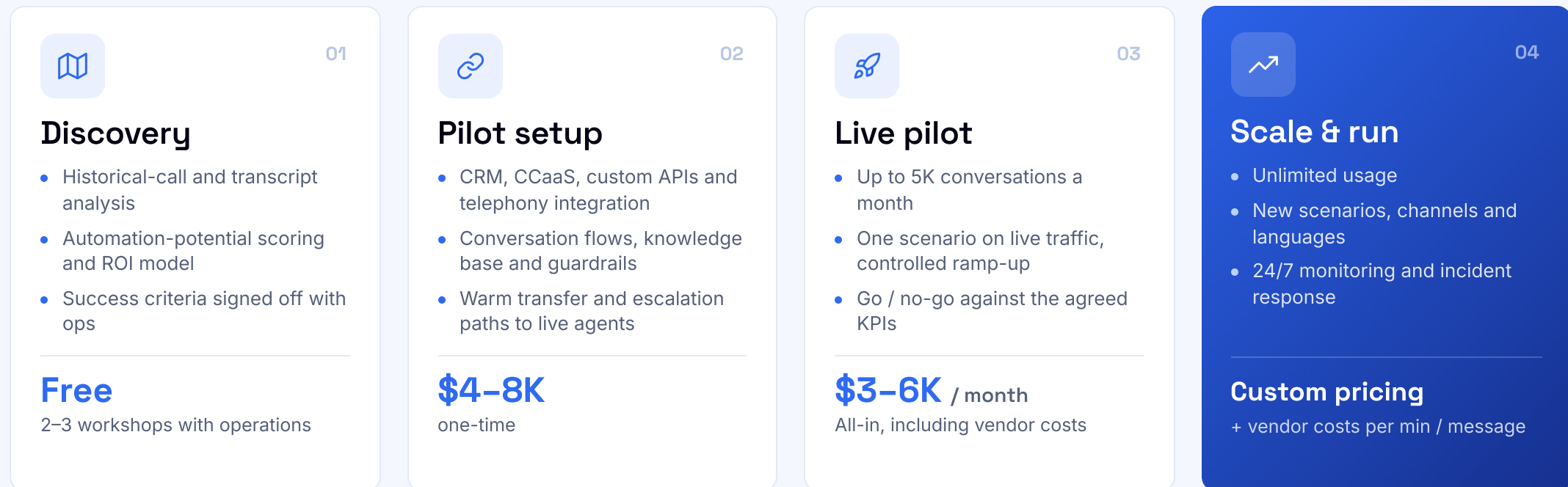
An online booking platform, 50K support calls a month on reservation changes, cancellations and stay issues.



i This case deliberately shows the simplest automation scenario - a large share of request handling can be automated too. Live agent at ~\$0.50 per talk minute: fully loaded seat in Poland ~\$25 per hour ([2026 benchmark](#)) at ~80% talk time; automation at ~\$0.27 per minute all-in.

Dedicated process - from automation discovery to ongoing operations support

Our forward-deployed team integrates, launches and scales your AI agents on every channel. Your team works with a ready-to-use system and runs its business operations.



Want to see how much you can save on customer voice conversations?

Let's calculate your potential savings.



darek@vilmar.biz | vilmar.biz