



Press Release

Barcelona, February 27th 2023
French Tech Pavillon Booth 5B61-3

TALKR.ai disrupts the phone channel with its CallBots for Corporate and Personal use Do you want to converse with ChatGPT over the phone?

Thanks to its Assistants TALKR.ai offers an improvement of customer relationship, sales and marketing, and a valorization and optimization of collaborators' work and of the processes up to 35-65%.

At the occasion of MWC 2023 TALKR.ai internationally introduces its Assistants as a Service over the phone for Corporate and Personal Use.

An example of assistant as a service is the telephone assistant (CallBot) for call centers or telephone secretariats. It takes 100% of the calls 24/7, qualifies them and processes them with an automation of more than 35% to 85% on certain questions and requests.

The Assistants as a Service are Plug & Play, available off the shelf and are easy to deploy with a very high return on investment (ROI).

TALKR.ai offers two categories of Voice Assistants as a Service: Corporate Assistants and Personal Assistants

Corporate Assistants are dedicated to telephone and Call Centers.

Inbound calls: TALKR.ai reinvents and transforms the classic IVR (Interactive Voice Response) into true conversational phone assistants - adding not only natural language and voice AI to better understand the user's needs, but also going further in the service rendered with immediate responses and processing of requests. Thanks to the CallBot, companies respond immediately and automatically to customers, avoiding waiting time of up to 3-5 minutes. The most important thing is the automatic processing of the request which allows to divide by 2 the incoming tickets and thus to optimize the processes of the company.

Outbound calls: The company's Assistant calls users on all automatic reminder topics: appointment confirmation, delivery confirmation, unpaid reminder, and gives key information.

Flagship example: the Medical Appointment Confirmation Assistant to validate 100% of medical appointments and avoid "no shows".

These Assistants are designed and adapted for all fields of activity: Industry, Health, Retail, Transport, Services, Energy, Banking and Insurance.

With 7 years of experience in the field of multi-channel virtual assistants, TALKR.ai counts among its customers: Naval Group, Ministry of the Interior, Chronopost, Total Energies and many SMEs and ETIs and wishes to democratize and make assistants accessible to all for a better performance of companies.

Personal Assistant on the phone

TALKR is preparing for the early 2023 launch of TYA Assistant - a personal phone assistant dedicated to everyone's cell phone that becomes your personal assistant. This assistant, currently in beta, picks up your phone if you don't answer, replaces your voicemail, qualifies, sorts and answers calls, identifies the caller and personalizes the answer, informs you of urgent or important calls and takes your appointments directly in your calendar.



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TALKR.ai

TALKR.ai is a French scale-up of Bot, Voice & Phone Solutions.

Expert in user experience and conversational automation, TALKR.ai's solutions help organizations improve interactions with different audiences through intelligent virtual assistants by creating real automated conversations and adopting a conversational assistant that can do more than answer simple questions both by voice and chat in a unique omnichannel experience for end users.

TALKR.ai is a pioneer in France since 2016 in the field of bots. The company develops a unique technology and its own Natural Language Engine (NLU/NLP). This technology is the basis of its NO CODE TALKR.ai Platform which represents a framework - an end-to-end "factory" to easily design omni-channel bots: Telephony, Web, Social Networks, Connected Speakers, IoT. The main advantage of the platform lies in its ease of use, as it was designed for businesses and gives companies the opportunity to expand their teams.

This platform is the only one in France that has integrated Telephony and has the quality Bot Orchestrator: the ability to upgrade existing Chatbots on the VOICE channel for telephony and connected speakers, as well as to orchestrate bots created with other technologies.

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Katya Lainé is an entrepreneur, Co-founder and CEO of TALKR.ai.

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Katya Lainé is also a member of the Board of Directors of **Numeum**, the professional organization of digital companies in France, which represents 2,300 companies, 560,000 jobs and 85% of the sector's turnover. She is **President of its AI Commission**, as well as **lead of the Ethical AI initiative** <https://ai-ethical.com/en/>.

Katya Lainé represents France as an International Expert in AI for the **GPAI**: The Global Partnership on Artificial Intelligence, which brings together 25 member countries, and is a member of the Innovation & Commercialization working group.

Katya Lainé is Co-founder and Vice President of the **Voice Lab**, the association that works to federate the voice ecosystem and create an alternative offer of Voice Tech solutions in Europe with a Marketplace of voice services.