

G A I A<sup>®</sup>  
INTERNATIONAL

BORN IN 2020 **VOIP**

# VOIP

BY GAIA<sup>®</sup>

The **AI virtual agent** that integrates with your VoIP system, answering calls naturally, routing contacts and managing **requests in real time.**

**Automatically answers calls** using natural language **24/7.**  
**Manages appointments, orders, and requests.**





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# PROBLEMS

THAT COMPANIES LIKE YOURS  
FACE MOST OFTEN

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## 01 LONG WAIT TIMES

**Busy lines**, long waiting times, and unresponsive customer service cause your **clients to lose trust**, pushing them to look for alternatives.

## 02 OVERLOADED TEAM

If your team is **overwhelmed by repetitive calls** and lacks structured, effective support, the risk is high: **frustrated clients, missed opportunities, and a damaged company image**.

## 03 EVERY ENTREPRENEUR'S NIGHTMARE

**Employees don't answer all incoming calls** and when they do, they may handle them incorrectly, causing **the company to lose valuable opportunities**.

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# THE SOLUTION?

# VOIP

BY GALIA



**Automatically Answers:**  
Provides **information about products, services,** opening hours, and promotions eliminating complex voice menus.



**Always Operational:**  
Responds at all times, **even outside business** hours. Reduces the need for dedicated phone operators.



**Customizable:**  
**Adapts responses** to your company's specific needs.



**Simultaneous Responses:**  
**Reduces waiting times** and optimizes call management, eliminating frustrating delays with instant answers.

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# HOW IT WORKS

- 01** The customer calls your company number.
- 02** Voip by GAIA responds with a personalized message.
- 03** It interprets the request and provides the most appropriate response based on the data it has been trained on.
- 04** If necessary, it routes the call to a human operator.



# ADVANCED FEATURES

## OF VOIP BY GAIA



**Appointment Management:**  
Allows booking tables,  
services, or consultations.



**Sends Reminders and Confirmations:**  
Facilitates purchases or orders from  
digital menus, with integrated payment.



**Integrable with Third-Party  
Solutions:**  
tramite API (CRM, ERP, gestionali,  
ecc.)





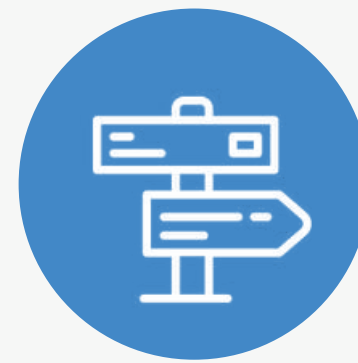
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# INTERACTIVE CONVERSATION



## **Understands and Assists:**

The AI understands and recognizes context and intent, responding in a natural and coherent way.



## **Real-Time Responses:**

The avatar processes questions and responds instantly, eliminating waiting times and ensuring a smooth conversational flow.



## **Conversation Contextualization:**

Stores and analyzes interactions to enhance customer service performance.

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**GAIA** is capable of understanding and **responding in multiple languages**, ensuring smooth and natural conversations with users, **regardless of the language spoken by the interlocutor.**





*Thanks*

You're not just investing in **GAIA**.  
**You're saving all the time you no longer waste.**

[www.gaiainternational.co.uk](http://www.gaiainternational.co.uk)  
[supporto@innovationgroup.me](mailto:supporto@innovationgroup.me)