

Your Business's **AI Team**

24/7 answering your calls,
your digital assistant calls customers,
books appointments, sends payment
reminders and initiates the sales process.



Calls



Answers



Understands



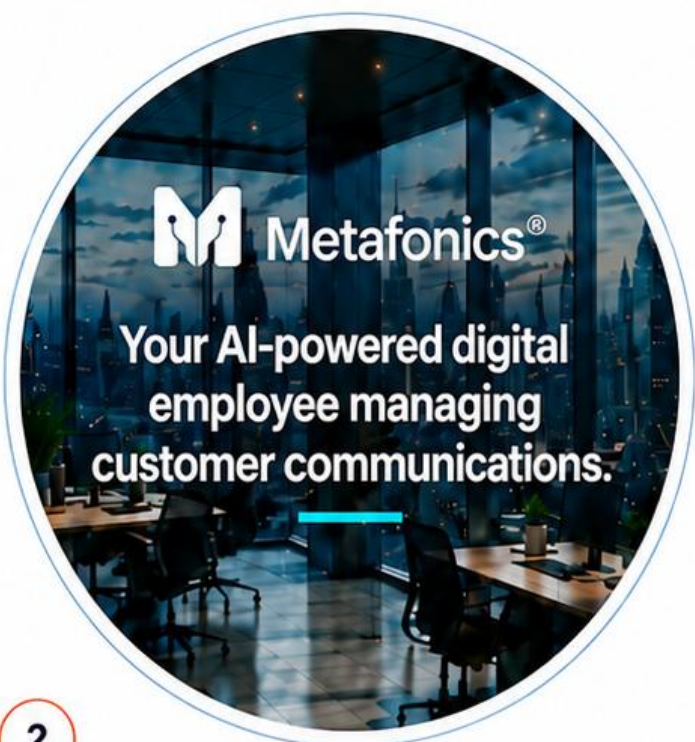
Follows up



Closes

What Exactly Does It Do?

- ✓ Metafonics calls your customers.
- ✓ Answers your phone calls.
- ✓ Conducts sales conversations with your customers according to your instructions, takes orders and collects requests.
- ✓ Routes your customers' product or service requests to your relevant marketing team.
- ✓ When necessary, the system sends you requests and complaints via SMS/WhatsApp.



- ✓ Metafonics records all conversations and presents them to you in a report.
- ✓ The system answers your customers' recurring questions patiently and carefully.
- ✓ You monitor the process and contact your customers directly when needed.

Turn Your Call Traffic Into **Revenue**



In Many Businesses

- ✗ Calls can go unanswered during busy periods.
- ✗ Customers wait on hold or give up on the call.
- ✗ As a result, sales opportunities are lost.



This Is Where Metafonics Steps In



Incoming Calls

- ✓ Answers customers' questions and provides the information they need.
- ✓ Initiates the sales process.
- ✓ Schedules appointments.
- ✓ Routes requests to the relevant department.



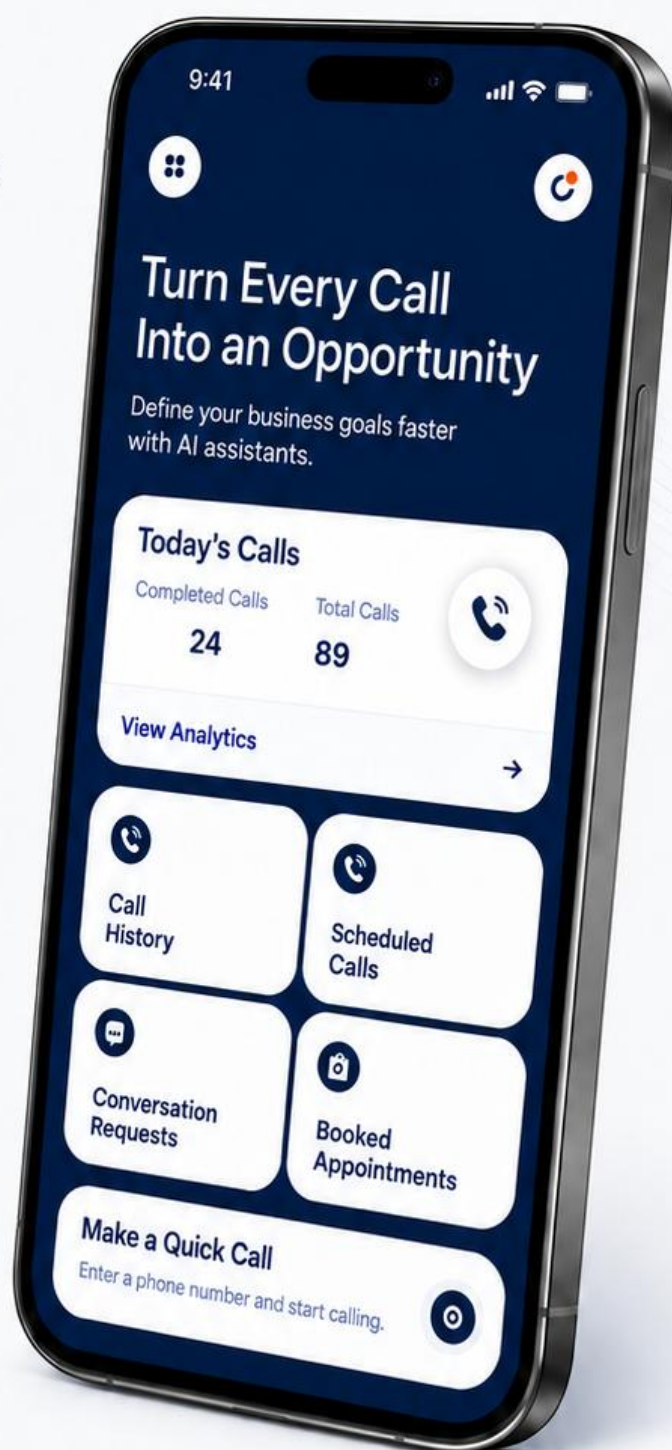
Outgoing Calls

- ✓ Calls your potential customers.
- ✓ Markets your products and services.
- ✓ Announces your campaigns.
- ✓ Makes payment collection calls.
- ✓ Measures customer satisfaction.

How Does It Work?

Focus on growing your business. Let the assistant manage sales, appointments and payment collection for you.

- 1 The AI-powered voice assistant integrated with your phone line operates 24 hours a day, 7 days a week.
- 2 The assistant automatically calls your existing customer list and introduces your products and services. It answers questions, filters interested customers and forwards only qualified prospects to you.
- 3 Using scenarios tailored to your industry, it speaks to customers in a way that fully reflects your company culture.
- 4 It calls customers to remind them of upcoming or overdue payments and speeds up the collection process.
- 5 Schedules and confirms appointments, and manages cancellations and changes.
- 6 Answers calls during and outside business hours, minimizing missed calls.



How Does the Assistant Talk to **Your Customer**?

The Metafonics AI Assistant speaks naturally with your customers, understands their needs and helps resolve them.



 Listen to this conversation



Hello, I'd like to book a maintenance appointment for my two air conditioners. 16:00

I'd be happy to help, Emily. Which district would you like service in? 16:00



Ataşehir. I'm available after 4 PM on weekdays. 16:01

We have availability in Ataşehir tomorrow. Would 4–5 PM work for you? 16:01



Yes, that works. 16:02

Your appointment is booked. Our service team will call about an hour beforehand to confirm your address and location. Is there anything else I can help you with? 16:02



No, thank you. 16:03

Thank you, Emily. Have a great day. 16:03



The Assistant **Calls,** Understands and **Guides**

The Metafonics AI Assistant makes calls, speaks naturally with your customers, understands their needs and guides them appropriately.

**1**

ANSWERS

When a customer calls you, the assistant answers immediately.

2

ANALYZES

Your AI assistant converses naturally with your customer, like a person, and clarifies their request.

3

IDENTIFIES

After identifying the customer's request or complaint, it classifies it by priority.

4

INFORMS

After identifying the customer's needs, the assistant sends key details from the conversation to you or authorized team members via SMS/WhatsApp.

5

BOOKS APPOINTMENTS

When a customer requests a meeting, it checks your appointment calendar and arranges a meeting with you.

6

FOLLOWS THROUGH

Customer requests and complaints are routed to the right people and departments in your business, and the assistant follows up on the process.

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Smart Analytics Center

Call Analytics



Total Calls

1.248



Completed

1.109



Appointments

184



Sales Opportunities

327



Total Duration

67,7 hours

Call Outcomes



- Reached59%
- Not Reached41%

Call Direction



- Incoming59%
- Outgoing41%

Follow-up Status



- Completed76%
- Follow-up Needed24%



Call Summary

The customer received information about product pricing and delivery times, then requested a quote. The sales team was scheduled to follow up the same day.

Topic: Product Info

Outcome: Quote Request

Priority: High



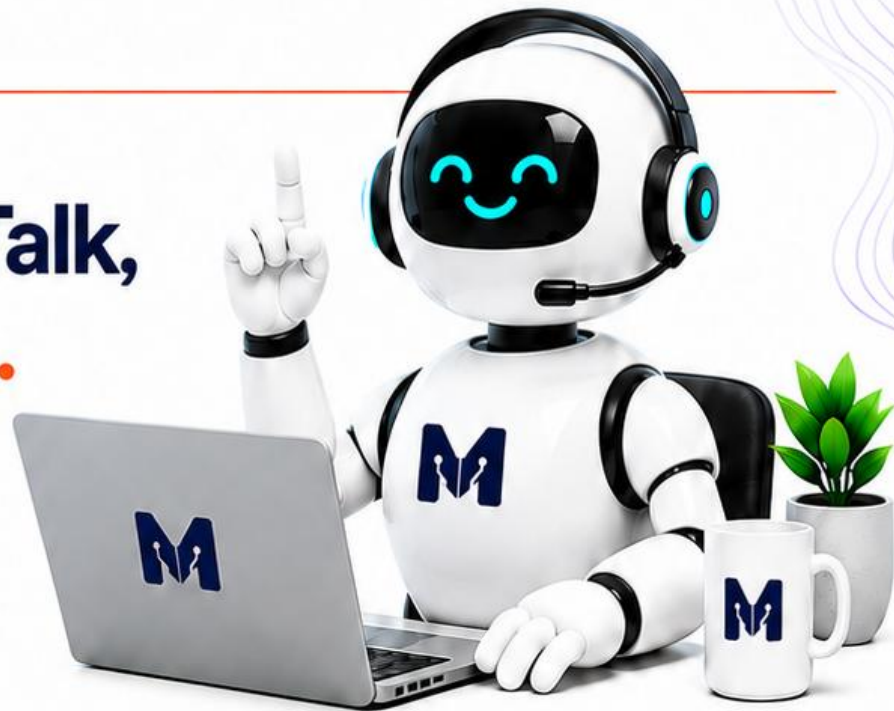
Call Reports

Direction	Topic	Duration	Status
Incoming Call	Product Info	03:25	Completed
Outgoing Call	Appointment	02:10	Scheduled
Incoming Call	Tech Support	04:18	Follow-up Needed

It Doesn't Just Talk, It Takes Action.

You set the rules.

Metafonics takes action at the right time based on the call outcome and follows up on the process for you.



AI That **Understands** Customer Decision-Making

Metafonics analyzes every conversation, identifies the customer's decision stage and automatically takes the most appropriate action.

Your team can focus on the right customer at the right time, spending time on real opportunities rather than irrelevant leads.



Customers Ready to Decide



- ✓ Asks specific questions about the product or service.
- ✓ Wants to know pricing, delivery and payment terms.
- ✓ Requests a quote or an appointment.
- ✓ Expects a quick response and is close to deciding.



ACTION

The request is sent to the relevant team, and the customer is called as a priority.



Undecided Customers



- ✓ Shows interest but does not decide.
- ✓ Says, 'I'll think about it and get back to you.'
- ✓ Is unsure about pricing or terms.
- ✓ Compares alternatives.

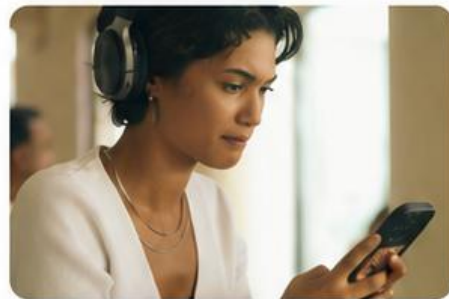


ACTION

Follow-up is initiated, with reminders and information provided at set intervals.



Customers Needing Follow-up



- ✓ Could not be reached or has not responded.
- ✓ Expects additional information after the call.
- ✓ Expresses dissatisfaction in their tone.
- ✓ Has concerns about the product or service process.



ACTION

The request or complaint is routed to the relevant department, and follow-up begins.

Customer Communication & Follow-up In One System

Metafonics records every conversation, follows up and keeps communication with your customers seamless.



Updates via WhatsApp

Shares location, product or service information, quotes, contracts and required documents with your customers.



Books Appointments and Sends Reminders

Schedules meetings, service visits, deliveries and consultations, and sends timely reminders.



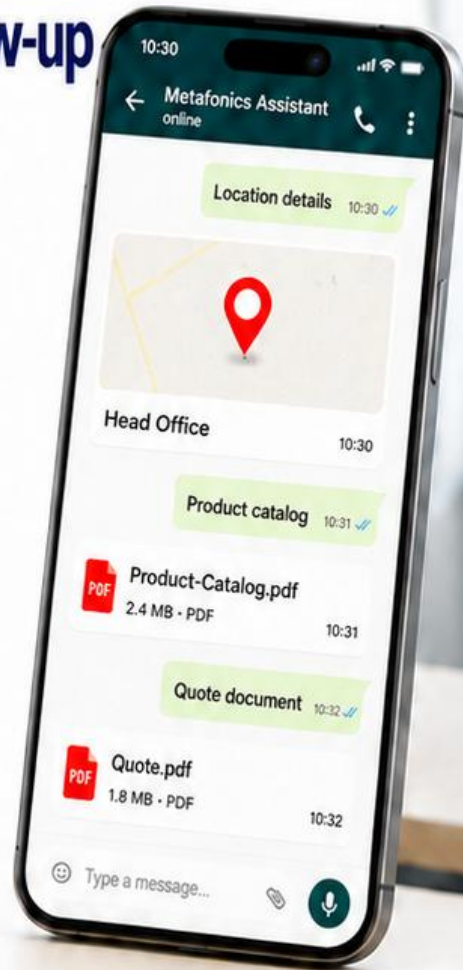
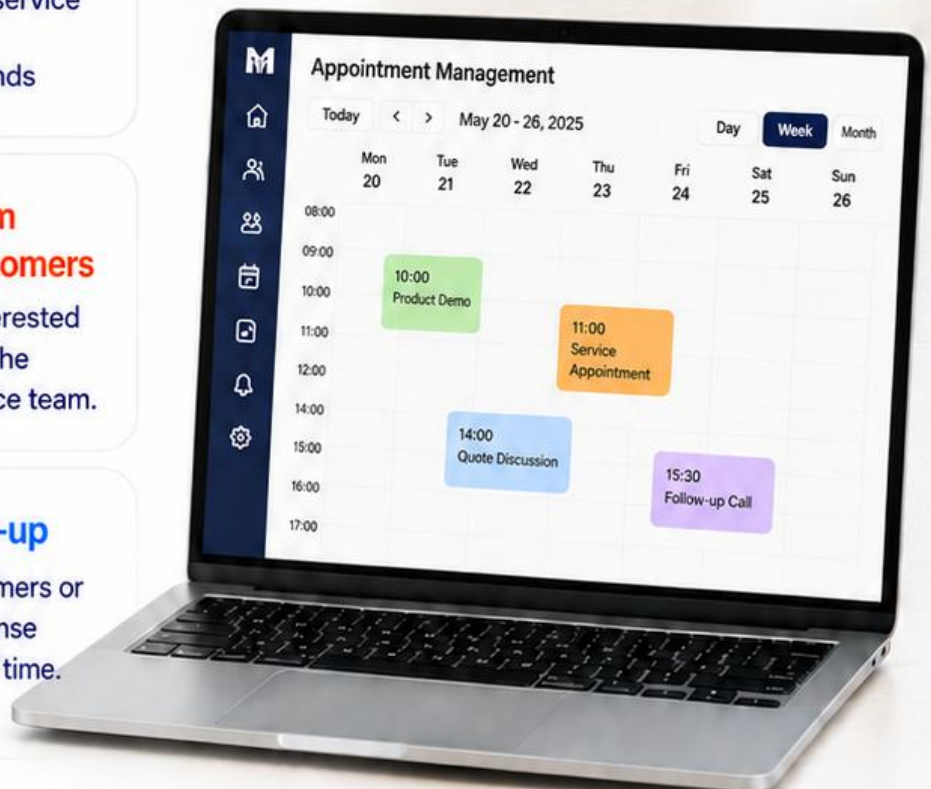
Notifies Your Team of Interested Customers

Instantly forwards interested customers' details to the relevant sales or service team.



Continues Follow-up

Calls undecided customers or those awaiting a response again at the scheduled time.



Which Industries Use It?



HEALTHCARE & CLINICS



Books appointments, sends reminders and provides information.



AUTOMOTIVE & SERVICES



Books service appointments and follows up on maintenance.



REAL ESTATE



Provides property details, analyzes requests and schedules appointments.



TOURISM & HOSPITALITY



Manages reservations and maintains guest communication.



E-COMMERCE & RETAIL



Answers questions about orders, deliveries and products.



FINANCE & INSURANCE



Tracks applications, policies and payment processes.



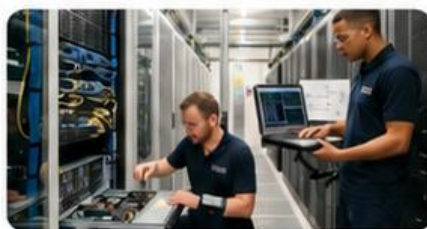
BEAUTY & PERSONAL CARE



Manages appointments and promotional updates.



TECHNICAL SERVICE & SUPPORT



Logs faults and tracks the service process.



EDUCATION & TRAINING CENTERS



Handles information and enrollment requests and makes follow-up calls.

How Does Setup Work?

The Metafonics AI Assistant is configured to meet your business needs. Setup is usually completed within **3–7 business days**, and the system is ready to use.



1



PHONE LINE & CALL ROUTING

Your existing number is connected to the system, or a new line is set up. Call routing is configured.



2



AI CONFIGURATION

The assistant is tailored to your business based on your products, services and workflows.



3



MESSAGING INTEGRATIONS

Appointment, reminder and information workflows are set up using SMS and WhatsApp notifications.



4



CUSTOM CALL FLOWS

Request, sales, appointment, support and payment collection scenarios are tailored to your needs.



5



TESTING & LAUNCH

All scenarios and routing rules are tested. After your approval, the system goes live.



Our AI Packages



STARTER

— 2 ASSISTANTS —



Reception Assistant



Appointment & Follow-up Assistant



1 User



Call up to 500 people per day



Call summaries and reports



Basic call flows



PROFESSIONAL

— 4 ASSISTANTS —



Reception & Information Assistant



Appointment & Follow-up Assistant



Sales & Quotation Assistant



Payment Reminder Assistant



3 Users



Call up to 750 people per day



Appointment and follow-up management



Detailed call reports



Business-specific call flows



PREMIUM

— 8 ASSISTANTS —



Reception Assistant



Appointment & Follow-up Assistant



Sales & Quotation Assistant



Payment Collection Assistant



Customer Satisfaction Assistant



Technical Support Assistant



Customer Win-back Assistant



Campaign & Information Assistant



5 Users



Call up to 1,000 people per day



SMS / WhatsApp integration



Appointment and follow-up management



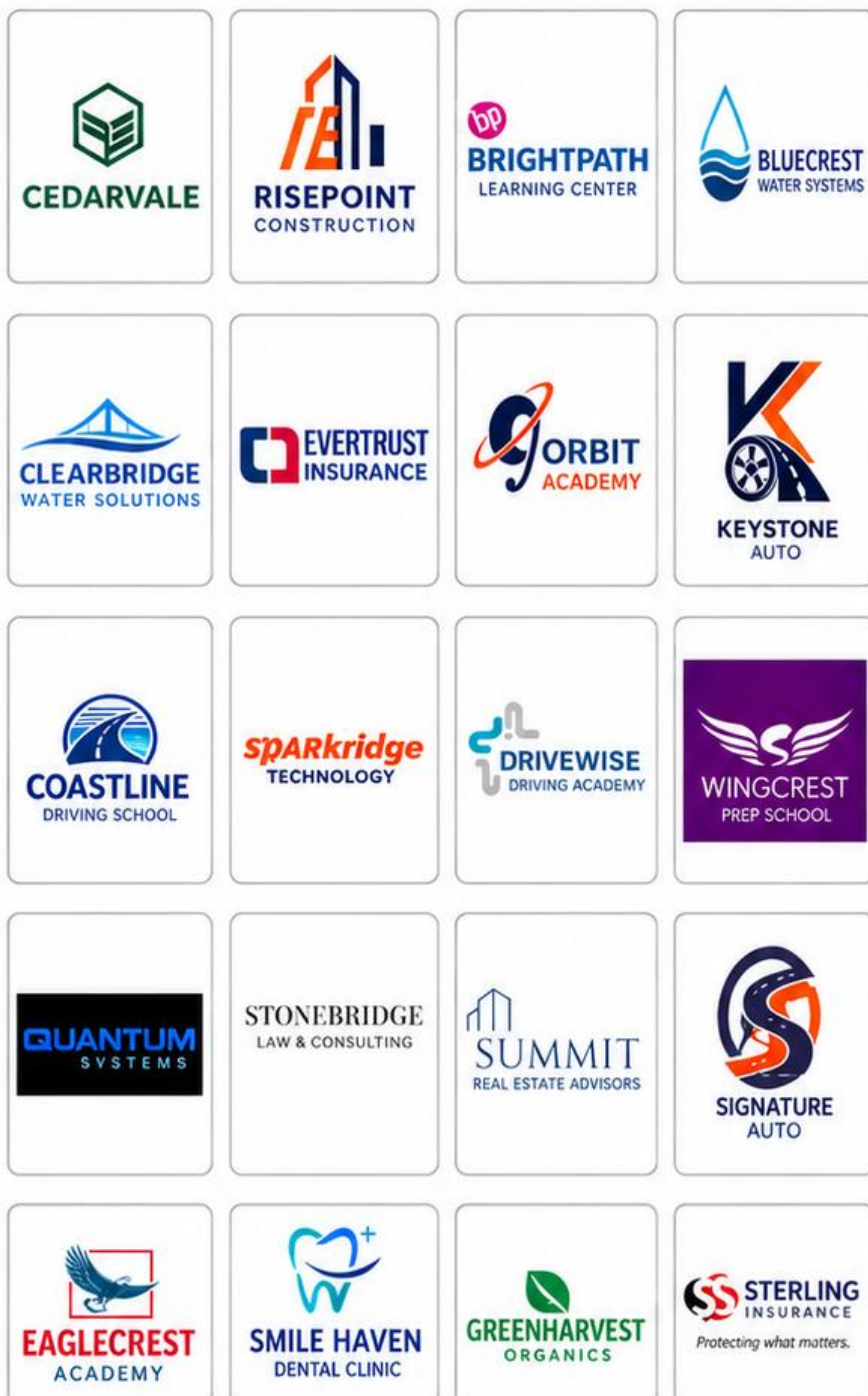
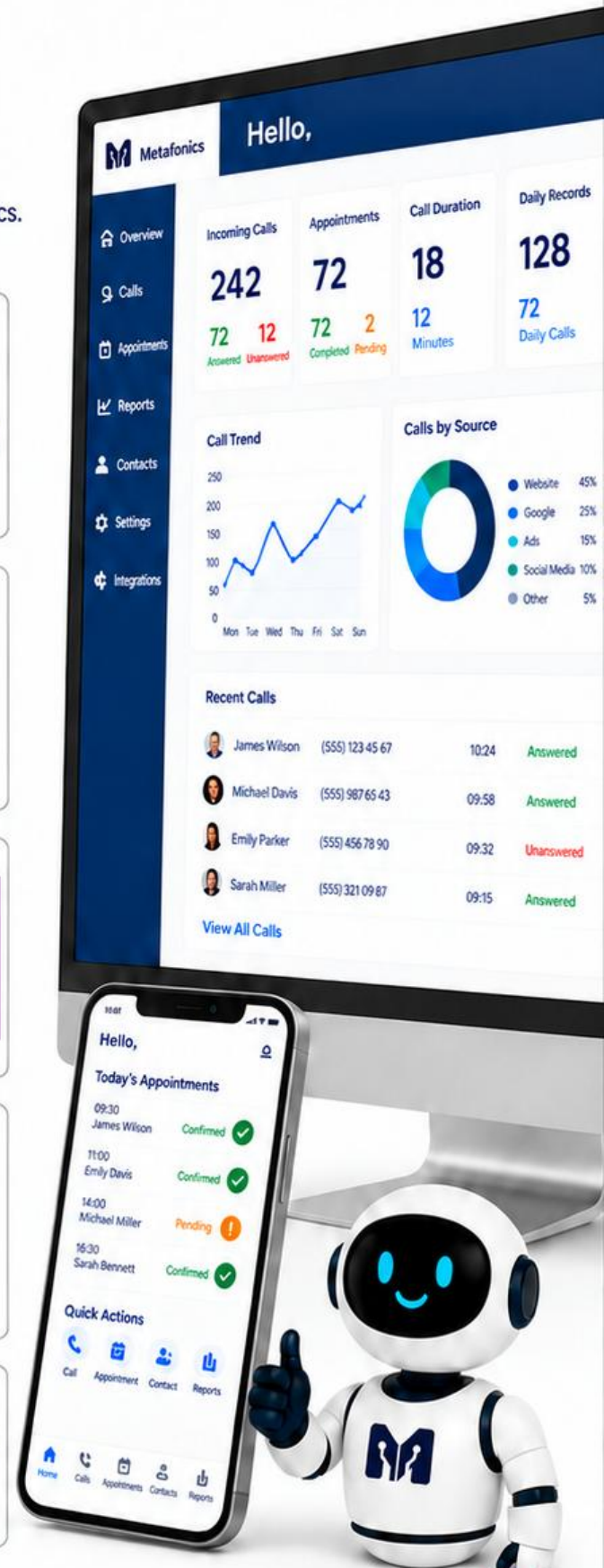
Detailed call reports



Advanced call flows

Some Brands That Trust Us

Businesses across industries strengthen customer communication with Metafonics.



What Do Our Customers Say?

Businesses across industries use Metafonics to make customer communication faster, more organized and measurable.



SARAH BENNETT

Sterling Insurance • Insurance



"We now reach customers faster during quote and policy renewal periods. Regular appointment and reminder calls have significantly reduced our team's workload."



JAMES WILSON

Signature Auto • Automotive



"Service appointments, maintenance reminders and after-sales calls are now much more organized. Missed calls have decreased, and we can respond to customers faster."



DANIEL HARRIS

Smile Haven Dental • Healthcare



"Appointment requests, confirmations and post-treatment follow-up calls are managed in one system. We maintain consistent patient communication while saving our operations team time."



DAVID MILLER

Clearbridge Water • Water Treatment



"Site visit and service requests are quickly classified and sent to the right team. Filter replacement and maintenance reminders have made customer follow-up much more organized."



MICHAEL ANDERSON

Orbit Academy • Education



"Prospect inquiries, appointments and follow-up calls are now better organized. We reach the right prospects faster and have reduced our operational workload."



MATTHEW COLLINS

Sparkidge Technology • Technology



"Customer requests and technical support calls are collected in one place. Call summaries help our teams assess and resolve requests faster."



Metafonics®

Try Your AI Assistant Live in Your Business

Let's experience a real customer conversation together, with a scenario tailored to your business.



CONTACT US

Mobile / WhatsApp

+1 408 205 64 52

metafonics.com



info@metafonics.com



metafonics.com



metafonics-ai



metafonics.ai



@metafonics



Chicago / US

Better communication, more opportunities.