



VOICE SOLUTIONS

ONECONNECT
HELLOBOT



Who are we?



We offer our experience and expertise in many areas such as: voice technologies, system integrations, artificial intelligence, and dedicated computer software development.

Thanks to our technological background, we can customize iteo voice solutions' products to meet your needs and integrate with your existing infrastructure such as CRMs, communication systems or touch panels.



2011

On the market for 12 years

280+

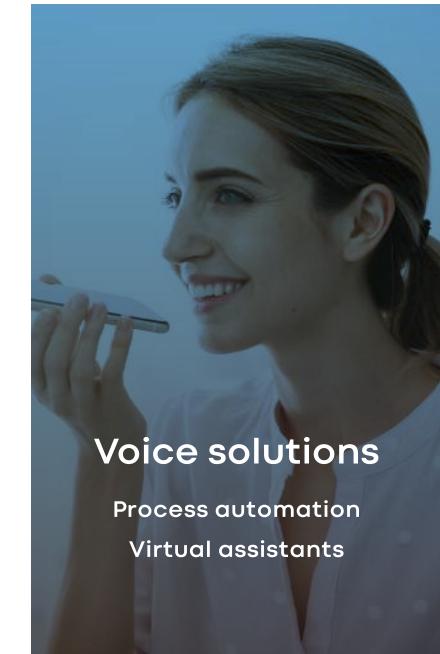
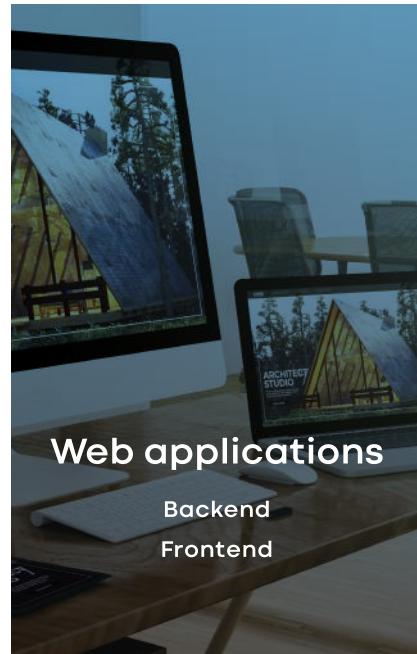
Delivered projects

8 in 3

8 offices in 3 countries

280+

People on board



Innovations and R&D

An element of innovation in every product

Cutting-edge, technologically advanced solutions are our thing. We are able to turn any modern technology into a useful, functional tool that automates processes in various industries.

We have been developing our voice services for 4 years, creating software for public companies, private enterprises and our own use.

Services:

- Artificial intelligence
- Machine learning
- Augmented reality
- Automation and robotics
- Personalized voice bots

What is Oneconnect?

A dispatch center that integrates all communication channels in your enterprise.

An intuitive panel for a dispatcher allows you to manage communications with multiple stakeholders in one place. It gives you an ergonomic coordinator workstation that combines phone calls, SMS messages, radio communications, and an incident log.



How it works?

Oneconnect is a web / desktop / cloud application.

As a web-based system, OneConnect is accessible via a web browser, so it does not require the purchase of additional hardware. At the same time, it can be adapted to specialized touch panels if the need arises. It can be integrated with other systems and expanded to include additional communication channels.

The software at the core of OneConnect is scalable and reliable, thanks to the careful and thoughtful efforts of developers and the R&D department.



System modules

- **Call handling**

Simultaneous handling of 5 incoming and outgoing phone calls, calls on hold and teleconferences with call waiting queue management.

- **Calls recording**

The ability to record all calls and messages with information about the date and time of recording. Thanks to the advanced search mechanism, you can find them in the system by entering the date or the name of the client.

- **Contact list**

Quickly handled follow-up calls to other company employees or customers, being a matter of selecting an appropriate contact from the phone book or using the search option.

- **IVR announcements with TTS functionality**

Personalized voice announcements that can be used to create information about a company, its products or services, as well as to convey important messages.

- **SMS messeges**

Text messages to individual users, predefined groups and numbers in a specific location.

- **Call notes**

The ability to create a note of each conversation held. The most important ones can be placed on the desktop in the form of "TO-DO pins".

- **Emergency calls**

Integration with an emergency button at any location or vehicle, giving an immediate voice call to the speakers at the control panel.

- **Audioconferences**

Efficient and quick creation of phone conferences for an unlimited number of people - just include callers in the call.

Features:

- simultaneous handling of 5 incoming and outgoing phone calls, calls on hold and teleconferences
- voice and text communication in GSM and radio communication
- SMS messages to individual users, predefined groups and to numbers in a specific location
- integration with an emergency button in any location or vehicle giving an immediate voice call to the speakers in the control panel
- call and message log, call recordings, billing
- announcement played while waiting for a call from the dispatcher

[Arrange a demo!](#)

Application architecture

DDD

The components were made using an approach called Domain-Driven Design (DDD) for analyzing and creating software for complex projects.

CQRS

We also used the architecture based on microservices, with the CQRS pattern.

Microservices

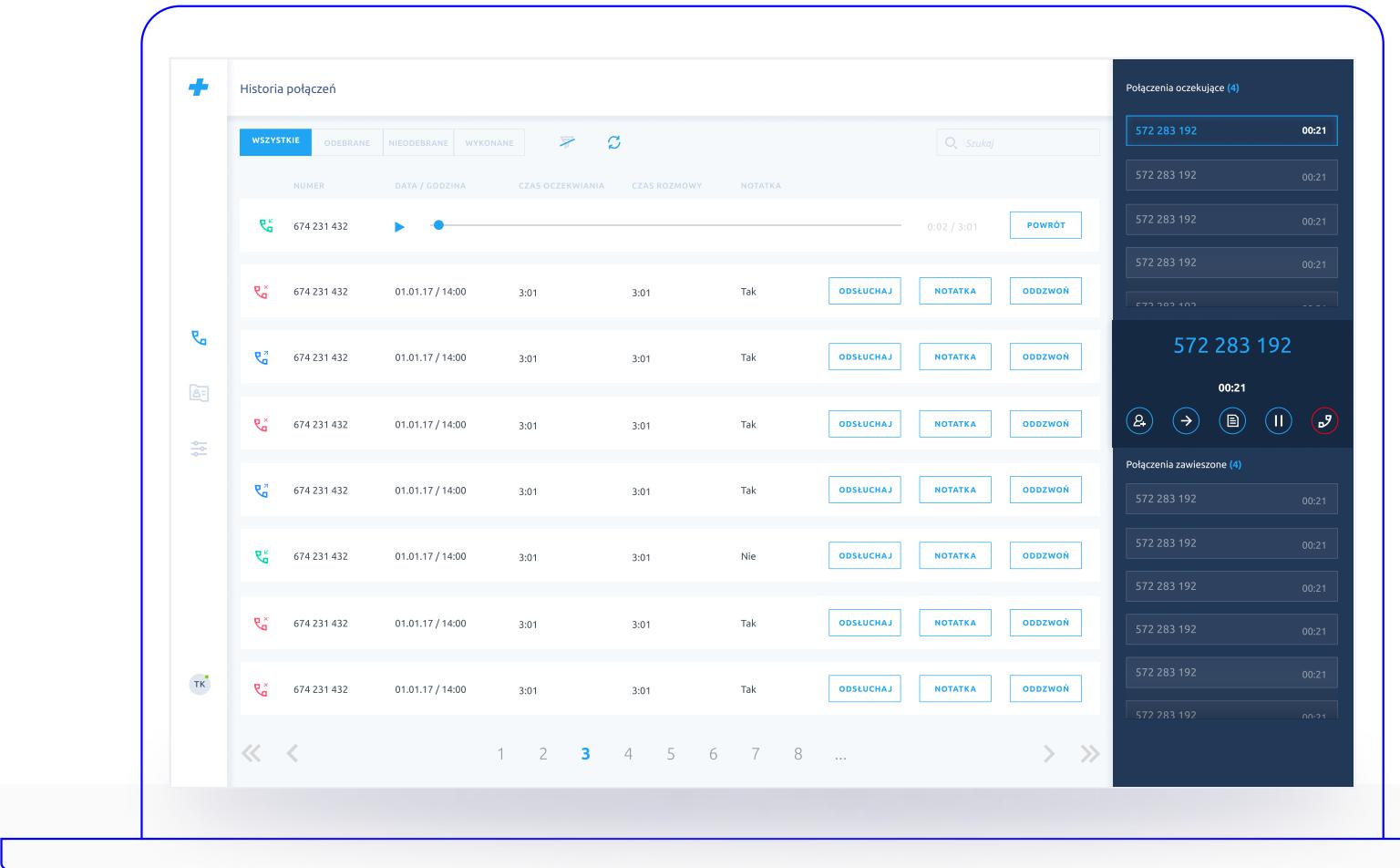
Microservices is a software development technique used as a variant of Service-Oriented Architecture (SOA). The most important advantage of this approach is the decomposition of an information system into smaller components, thus providing modularity. This makes the application easier to understand, develop, test and become more resistant to architectural erosion.

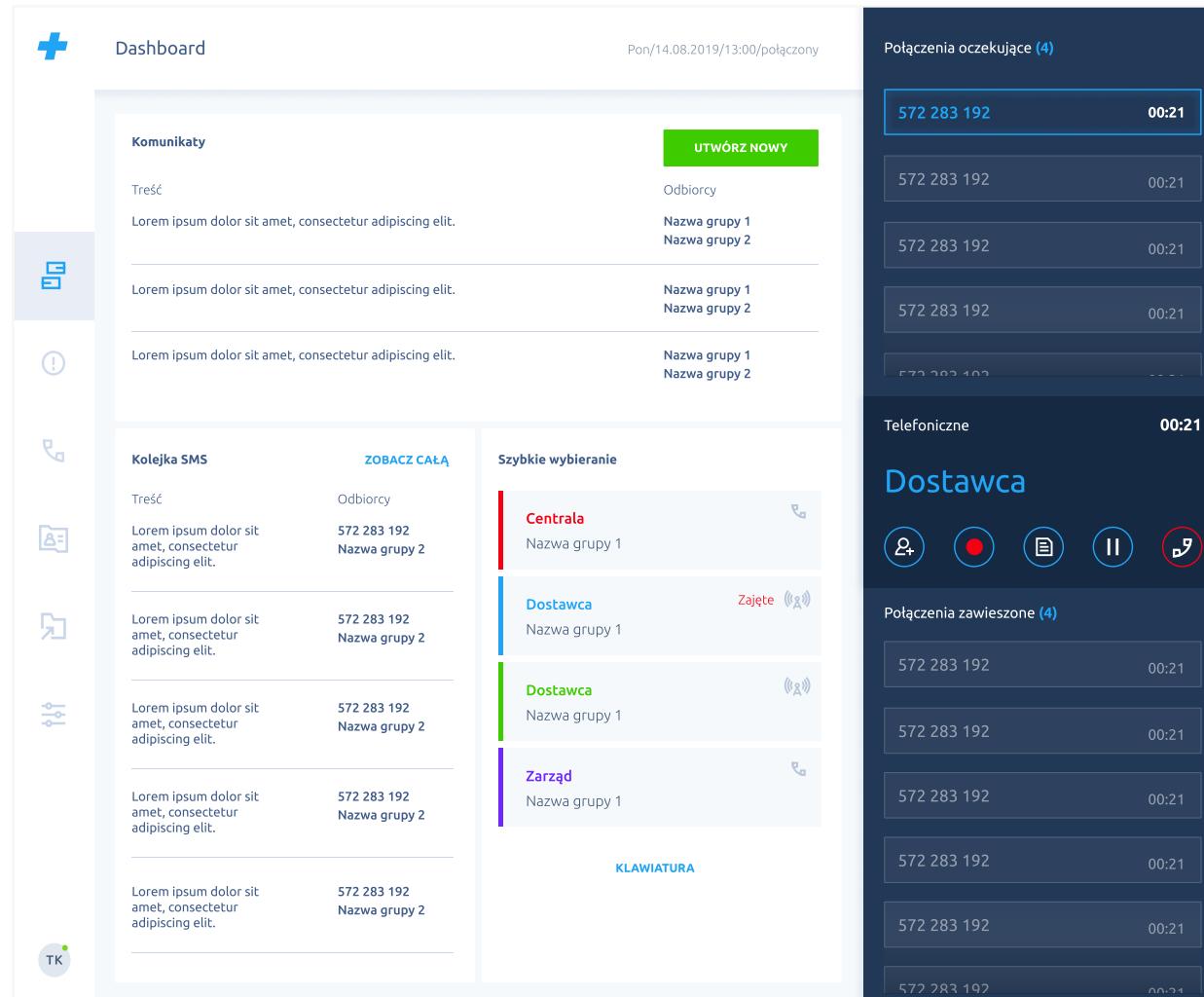
Katowice City Hall

A cutting-edge solution for dispatchers of the Katowice Municipal Police.

Efficient management of calls from residents contacting the Municipal Police gives them a sense of security. The coordinator gains an ergonomic workspace and reliable support. Dispatches are distributed efficiently. It is also possible to listen to call recordings and transmit text messages.

Scope: Design documentation, product implementation, maintenance.





The dashboard is organized into several main sections:

- Komunikaty**: A panel for messaging, showing a list of messages with preview text and recipient groups.
- Kolejka SMS**: A panel for SMS queues, listing messages with their content, recipient numbers, and group names.
- Szybkie wybieranie**: A panel for quick selection, featuring buttons for Centrala, Dostawca, and Zarząd, each associated with a specific group.
- Dashboard Buttons**: A vertical sidebar on the left containing icons for different system components: Komunikaty, Kolejka SMS, Szybkie wybieranie, and TK.
- Right Panel (Dark Mode)**: Displays two main sections:
 - Połączenia oczekujące (4)**: Shows four pending calls with numbers 572 283 192 and duration 00:21.
 - Dostawca**: Shows a list of calls from the 'Dostawca' group, all marked as busy ('Zajęte').
- Bottom Panel (Dark Mode)**: Shows a list of suspended calls ('Połączenia zawieszone') with the same details as the top panel.

Dashboard

After logging in, a user, depending on their role, can use functionalities grouped into 7 main panels that make it easier to discern the system.

Dashboard

Pon/14.08.2019/13:00/połączony

Komunikaty

Treść
Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Lore ipsum dolor sit amet, consectetur adipiscing elit.

Lore ipsum dolor sit amet, consectetur adipiscing elit.

UTWÓRZ NOWY

Odbiorcy
Nazwa grupy 1
Nazwa grupy 2

Nazwa grupy 1
Nazwa grupy 2

Nazwa grupy 1
Nazwa grupy 2

Kolejka SMS

Treść	Odbiorcy
Lorem ipsum dolor sit amet, consectetur adipiscing elit.	572 283 192 Nazwa grupy 2
Lorem ipsum dolor sit amet, consectetur adipiscing elit.	572 283 192 Nazwa grupy 2
Lorem ipsum dolor sit amet, consectetur adipiscing elit.	572 283 192 Nazwa grupy 2
Lorem ipsum dolor sit amet, consectetur adipiscing elit.	572 283 192 Nazwa grupy 2
Lorem ipsum dolor sit amet, consectetur adipiscing elit.	572 283 192 Nazwa grupy 2

Szybkie wybieranie

Centrala Nazwa grupy 1	Dostawca Zajęte Nazwa grupy 1	Dostawca Dostępny Nazwa grupy 1
Zarząd Nazwa grupy 1		

Połączenia oczekujące (4)

572 283 192	00:21
572 283 192	00:21
572 283 192	00:21
572 283 192	00:21

Telefoniczne

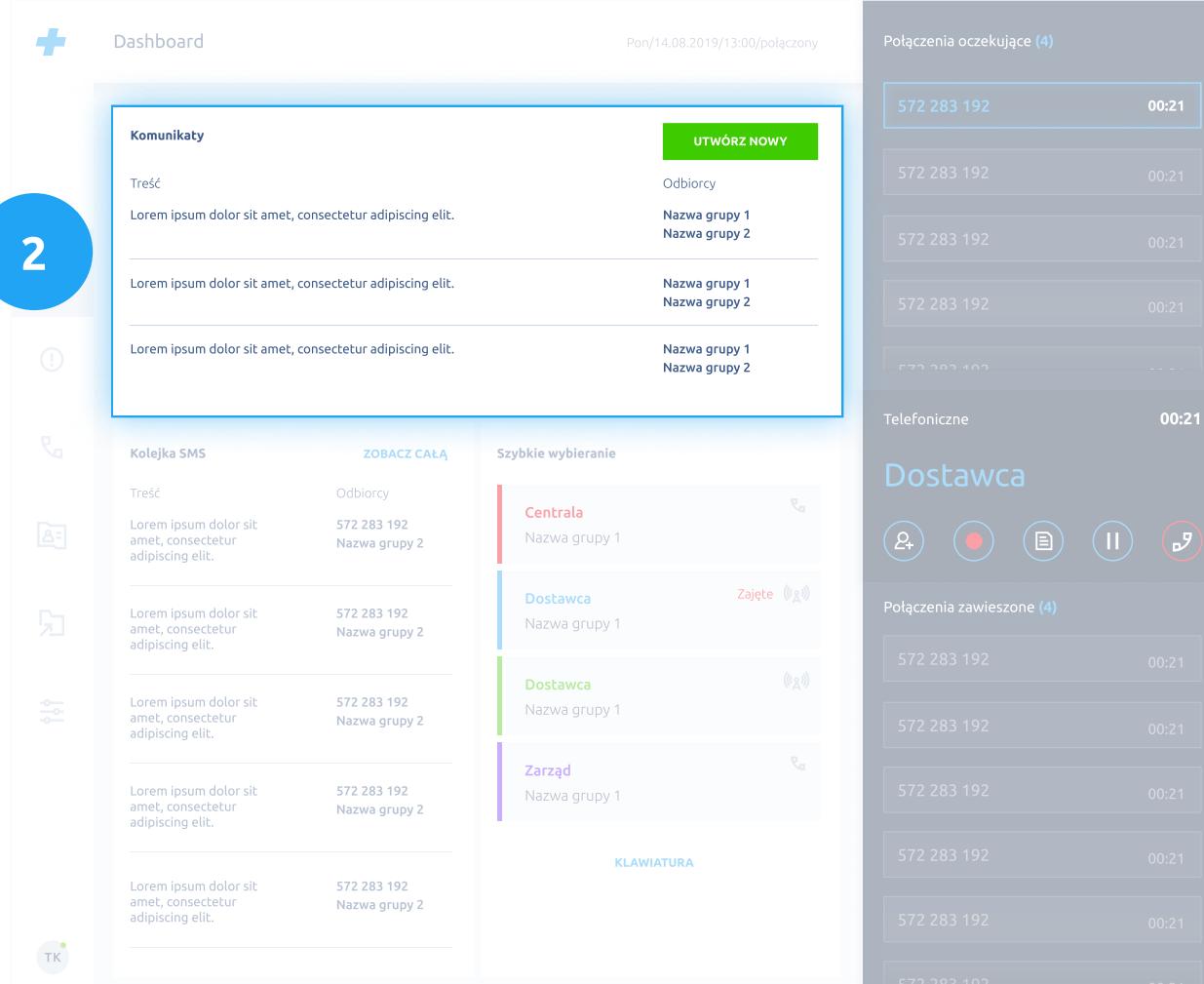
00:21

Dostawca

Polączenia zawieszone (4)

572 283 192	00:21
572 283 192	00:21
572 283 192	00:21
572 283 192	00:21
572 283 192	00:21

Workspace selection menu



The screenshot shows the 'Dashboard' interface of the iteo voice solutions platform. On the left, there's a sidebar with icons for 'Komunikaty' (Messages), 'Kolejka SMS' (SMS Queue), 'Dokumenty' (Documents), 'Skrypty' (Scripts), and 'TK'. A large blue circle with the number '2' is overlaid on the sidebar.

Komunikaty

UTWÓRZ NOWY

Treść
Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Odbiorcy
Nazwa grupy 1
Nazwa grupy 2

Treść
Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Odbiorcy
Nazwa grupy 1
Nazwa grupy 2

Treść
Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Odbiorcy
Nazwa grupy 1
Nazwa grupy 2

ZOBACZ CAŁĄ

Kolejka SMS

Treść
Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Odbiorcy
572 283 192
Nazwa grupy 2

Treść
Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Odbiorcy
572 283 192
Nazwa grupy 2

Treść
Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Odbiorcy
572 283 192
Nazwa grupy 2

Treść
Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Odbiorcy
572 283 192
Nazwa grupy 2

Szybkie wybieranie

Centrala
Nazwa grupy 1

Dostawca
Nazwa grupy 1
Zajęte

Dostawca
Nazwa grupy 1

Zarząd
Nazwa grupy 1

KLAWIATURA

Połączenia oczekujące (4)

572 283 192 00:21

572 283 192 00:21

572 283 192 00:21

572 283 192 00:21

572 283 192 00:21

Telefoniczne 00:21

Dostawca

Polączenia zawieszone (4)

572 283 192 00:21

572 283 192 00:21

572 283 192 00:21

572 283 192 00:21

572 283 192 00:21

572 283 192 00:21

572 283 192 00:21

The "messages" panel can contain information created by the system administrator. Their number can be random and they can be given a duration after which they will automatically stop being displayed.

The screenshot displays a software application with a light blue header bar. On the left, there's a vertical sidebar with icons for Dashboard, Komunikaty, Treść, Kolejka SMS, Szybkie wybieranie, Dostawca, and TK. The main content area is divided into several sections:

- Komunikaty**: A list of messages. The first message has a "UTWÓRZ NOWY" button. Below it is a "Treść" section with placeholder text.
- Odbiorcy**: A list of recipients grouped by name: Nazwa grupy 1 and Nazwa grupy 2.
- Kolejka SMS**: A list of SMS messages. Each message includes a "Treść" section with placeholder text and recipient details (Odbiorcy, phone number, group names).
- Szybkie wybieranie**: A section for quick dialing with four entries: Centrala, Dostawca, Dostawca, and Zarząd, each associated with a phone number and group name.
- Dostawca**: A large section for delivery management with a header "Telefoniczne" and a list of calls. Each call entry shows a phone number and duration (e.g., 00:21). Call status icons include a green circle with a plus, a red circle with a dot, a blue circle with a document, and a blue circle with a double arrow.
- Polączenia zawieszone (4)**: A list of 4 suspended connections, each with a phone number and duration (e.g., 00:21).

3

The call handling panel is always visible regardless of which area a user is currently working on. It allows you to assign a radio to the console, handle active calls and display the waiting queue. Calls can be put on hold and hung up, rerouted, disconnected or made into a teleconference at any time.

+ Dashboard

Pon/14.08.2019/13:00/połączony
4

Komunikaty

Treść	UTWÓRZ NOWY
Lorem ipsum dolor sit amet, consectetur adipiscing elit.	Odbiorcy
Lorem ipsum dolor sit amet, consectetur adipiscing elit.	Nazwa grupy 1 Nazwa grupy 2
Lorem ipsum dolor sit amet, consectetur adipiscing elit.	Nazwa grupy 1 Nazwa grupy 2

Kolejka SMS

Treść	ZOBACZ CAŁĄ
Lorem ipsum dolor sit amet, consectetur adipiscing elit.	Odbiorcy 572 283 192 Nazwa grupy 2
Lorem ipsum dolor sit amet, consectetur adipiscing elit.	572 283 192 Nazwa grupy 2
Lorem ipsum dolor sit amet, consectetur adipiscing elit.	572 283 192 Nazwa grupy 2
Lorem ipsum dolor sit amet, consectetur adipiscing elit.	572 283 192 Nazwa grupy 2

Szybkie wybieranie

Centrala Nazwa grupy 1	Dostawca Zajęte (0/0)
Dostawca Nazwa grupy 1	Dostawca Dostępny (0/0)
Zarząd Nazwa grupy 1	KLAWIATURA

Połączenia oczekujące (4)

572 283 192	00:21
572 283 192	00:21
572 283 192	00:21
572 283 192	00:21

Telefoniczne 00:21

Dostawca

(2)
(1)
(0)
(1)
(0)

Połączenia zawieszone (4)

572 283 192	00:21
572 283 192	00:21
572 283 192	00:21
572 283 192	00:21

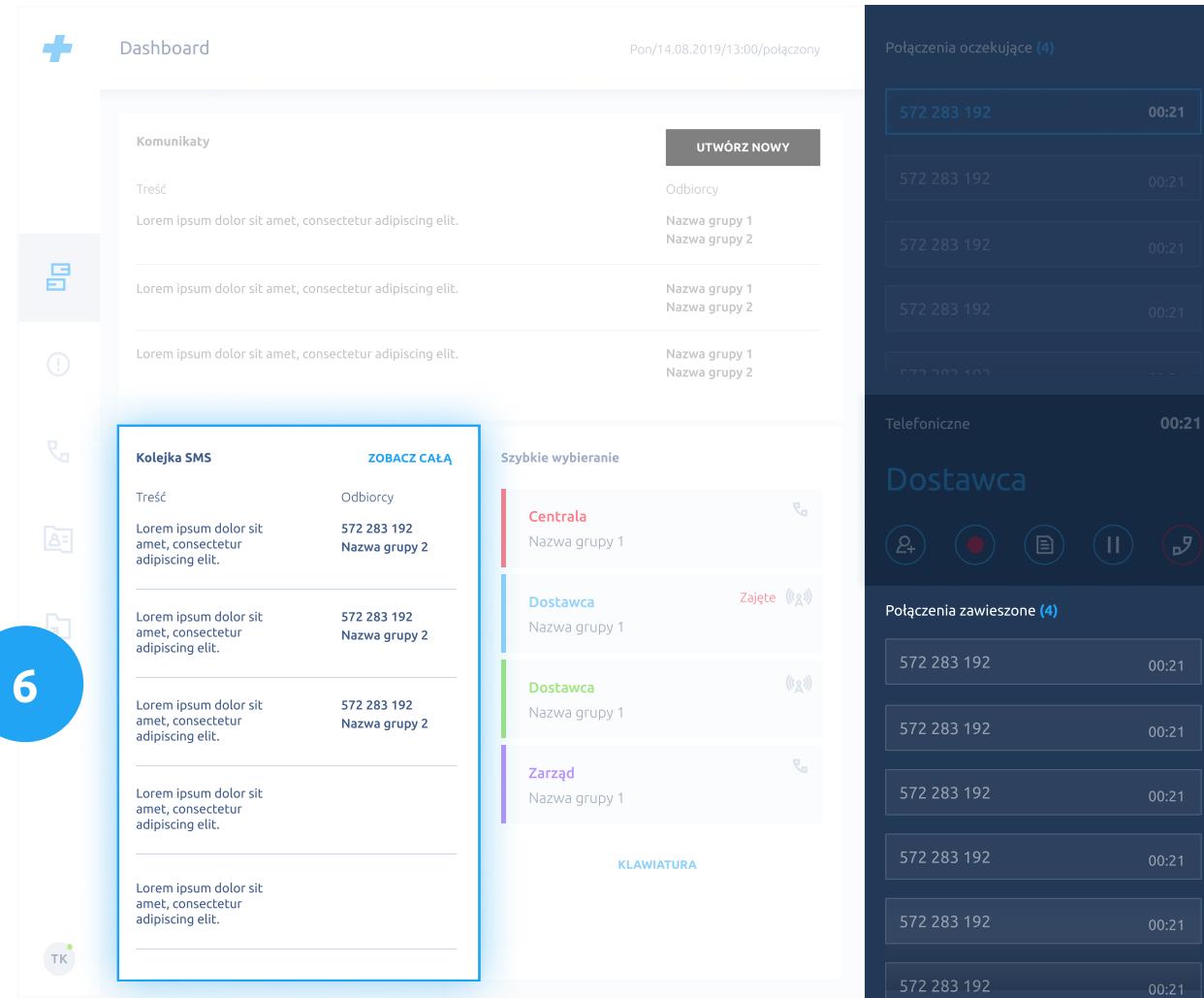
A panel for managing a given call to control it (hang up, redirect, add to teleconference, add a note).

The dashboard displays a central workspace with several panels:

- Komunikaty**: A list of messages with preview snippets and a "UTWÓRZ NOWY" button.
- Odbiorcy**: A list of recipients grouped by name.
- Kolejka SMS**: A list of SMS messages with a "ZOBACZ CAŁĄ" button.
- Szybkie wybieranie**: A section for quick selection with categories like Centrala, Dostawca, Dostawca, and Zarząd.
- Telefoniczne**: A list of telephone calls with duration information.
- Dostawca**: A summary section for delivery.
- Łączność**: A section for connectivity.
- Połączenia oczekujące (4)**: A list of pending connections.
- Połączenia zawieszone (4)**: A list of disconnected connections.

On the left, there is a vertical sidebar with icons corresponding to the main sections: Komunikaty, Odbiorcy, Kolejka SMS, Szybkie wybieranie, Telefoniczne, Dostawca, Łączność, Połączenia oczekujące, and Połączenia zawieszone.

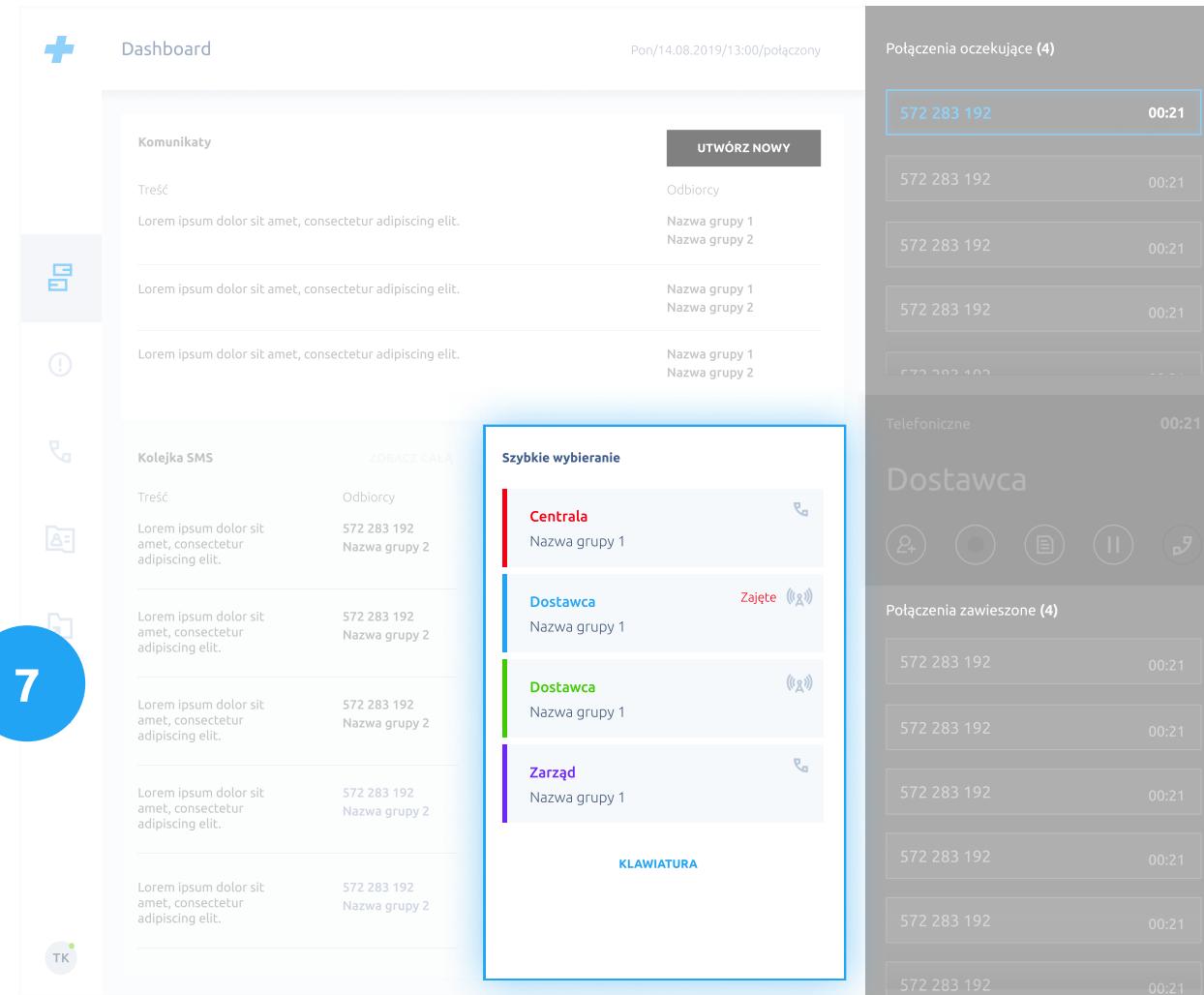
Received and held calls panel allows you to manage calls.



The screenshot shows the software's main dashboard with several panels:

- Dashboard:** Shows a blue plus icon, the word "Dashboard", the date "Pon/14.08.2019/13:00/połączony", and a "UTWÓRZ NOWY" button.
- Komunikaty (Messages):** A list of messages with "Treść" (Content) and "Odbiorcy" (Recipients). One message has "Nazwa grupy 1" and "Nazwa grupy 2".
- Kolejka SMS (SMS Queue):** A list of messages with "Treść" and "Odbiorcy". One message has "572 283 192" and "Nazwa grupy 2".
- Szybkie wybieranie (Quick Selection):** Categories include "Centrala" (with "Nazwa grupy 1"), "Dostawca" (with "Nazwa grupy 1" and a red "Zajęte" (Occupied) indicator), "Dostawca" (with "Nazwa grupy 1" and a green signal icon), and "Zarząd" (with "Nazwa grupy 1").
- Klawiatura (Keyboard):** A placeholder for a keyboard icon.
- Połączenia oczekujące (4) (Calls Pending (4)):** A list of four pending calls, each with a duration of "00:21".
- Telefoniczne (Telephonic):** A list of four active calls, each with a duration of "00:21".
- Dostawca (Carrier):** A section with icons for users, a red circle, a document, a pause, and a speaker.
- Połączenia zawieszone (4) (Calls on Hold (4)):** A list of four calls on hold, each with a duration of "00:21".

The "Messages" panel allows you to view all messages (both received and sent), create and send them, as well as select their type, depending on whether they are to be SMS or radio messages. When creating content, you can use ready-made templates and select a recipient from the contact list.



The screenshot shows the iteo voice solutions dashboard. On the left, there's a sidebar with icons for Dashboard, Komunikaty, Kolejka SMS, and TK. A blue circle with the number 7 is overlaid on the sidebar. The main area has tabs for 'Dashboard' (selected), 'Komunikaty', and 'Kolejka SMS'. The 'Dashboard' tab shows a 'UTWÓRZ NOWY' button and a list of three messages. The 'Kolejka SMS' tab shows a 'ZOBACZ CAŁĄ' button and a list of five messages. A modal window titled 'Szybkie wybieranie' (Quick Selection) is open in the center, displaying four contacts: 'Centrala' (Nazwa grupy 1), 'Dostawca' (Nazwa grupy 1, marked as 'Zajęte'), 'Dostawca' (Nazwa grupy 1), and 'Zarząd' (Nazwa grupy 1). Below the modal is a 'KLAWIATURA' button. To the right, there are sections for 'Połączenia oczekujące (4)' and 'Telefoniczne' (00:21), each listing four calls. Below that is a section for 'Dostawca' with icons for user, group, list, pause, and search. At the bottom is a section for 'Połączenia zawieszone (4)'.

The "Favorites" panel contains 11 contacts, which can be used in the form of a so-called "speed dial". A single click is enough to connect us with a selected person.

MZA

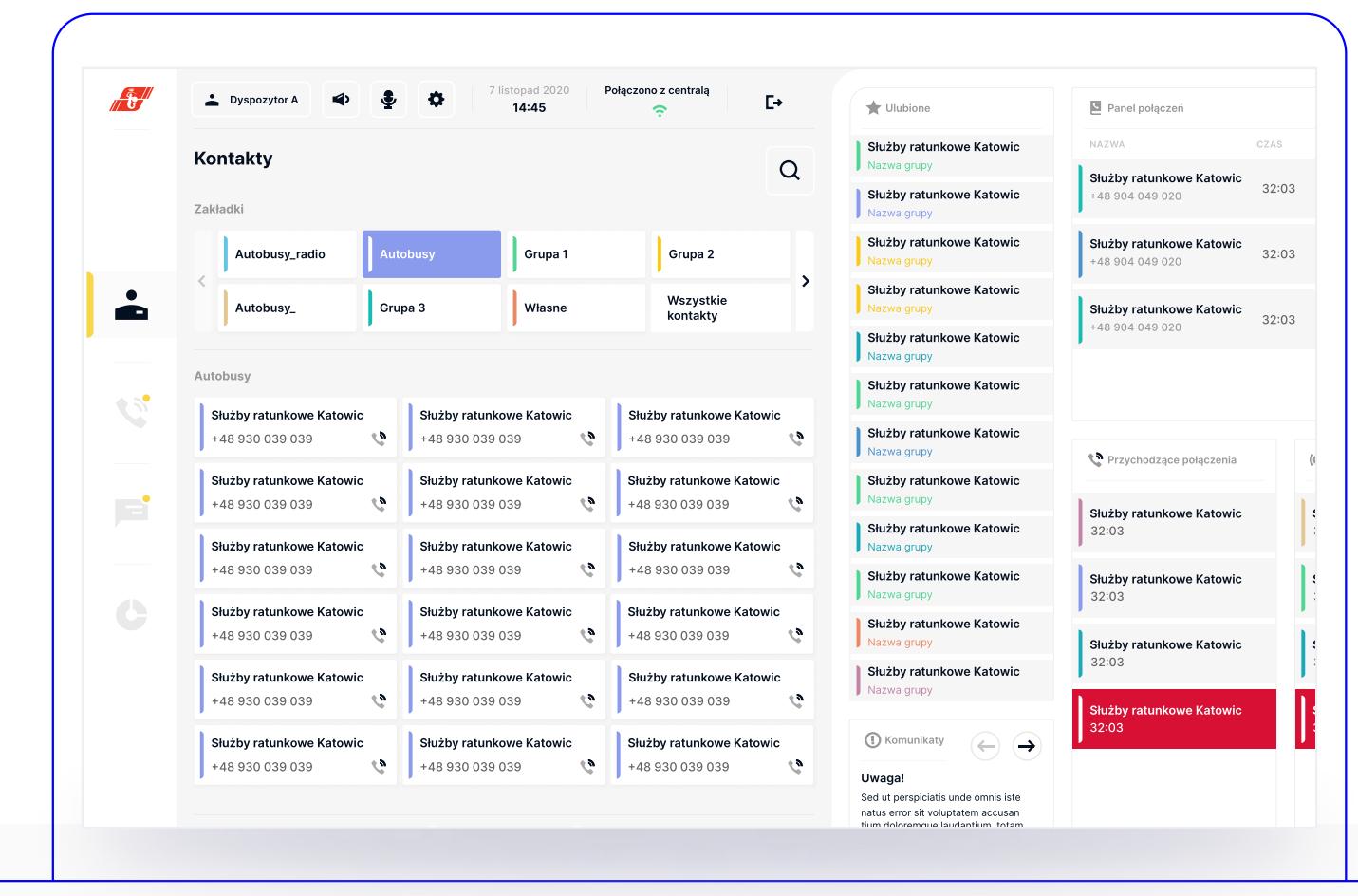
Comprehensive Dispatcher Communication System for Municipal Bus Company in Warsaw.

MZA, a company that operates 1,500 buses in the Polish capital, needed a reliable tool for communication and crisis management. It combines various channels: radio, phone lines, SMS, video calls, messages, notes, accessible to dispatchers via a web browser on any device. The system also allows easy creation of reports and billing.

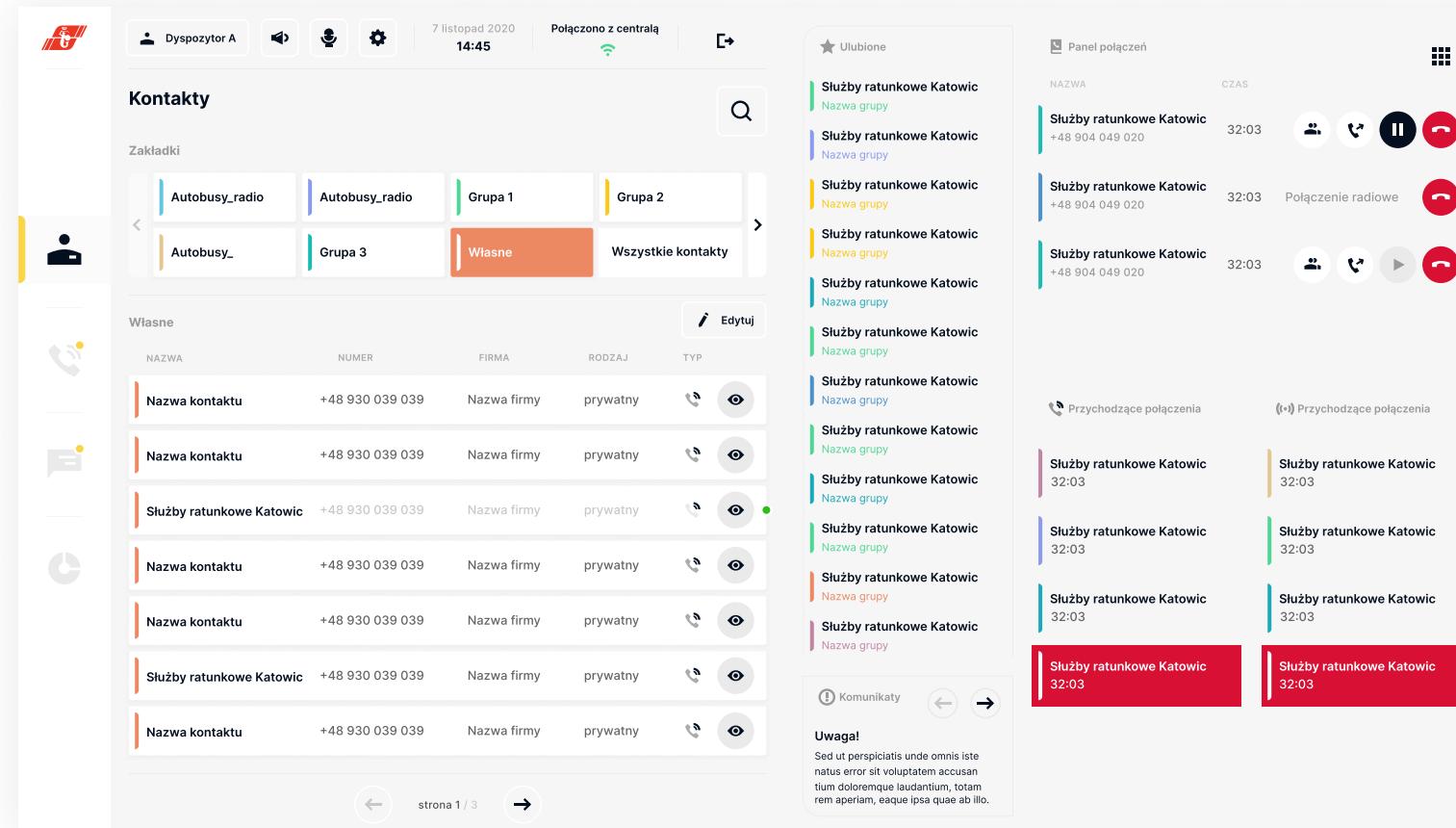
Scope: Consulting, UX, UI, Backend, Frontend development, QA.



TRANSPORT POLAND

The screenshot displays the MZA communication system interface. At the top, there are tabs for 'TRANSPORT' and 'POLAND'. The main area shows a 'Kontakty' (Contacts) section with a sidebar for navigation. The 'Autobusy' tab is selected. Below it, a grid lists emergency services in Katowice, each with a phone icon and a red 'Uwaga!' (Attention!) status indicator. To the right, there are sections for 'Ulubione' (Favorites), a 'Panel połączeń' (Call panel) showing recent calls to emergency services, and a 'Przychodzące połączenia' (Incoming calls) section. A bottom note in Latin reads: 'Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusan tum dolorum faciat ipsum totam'.

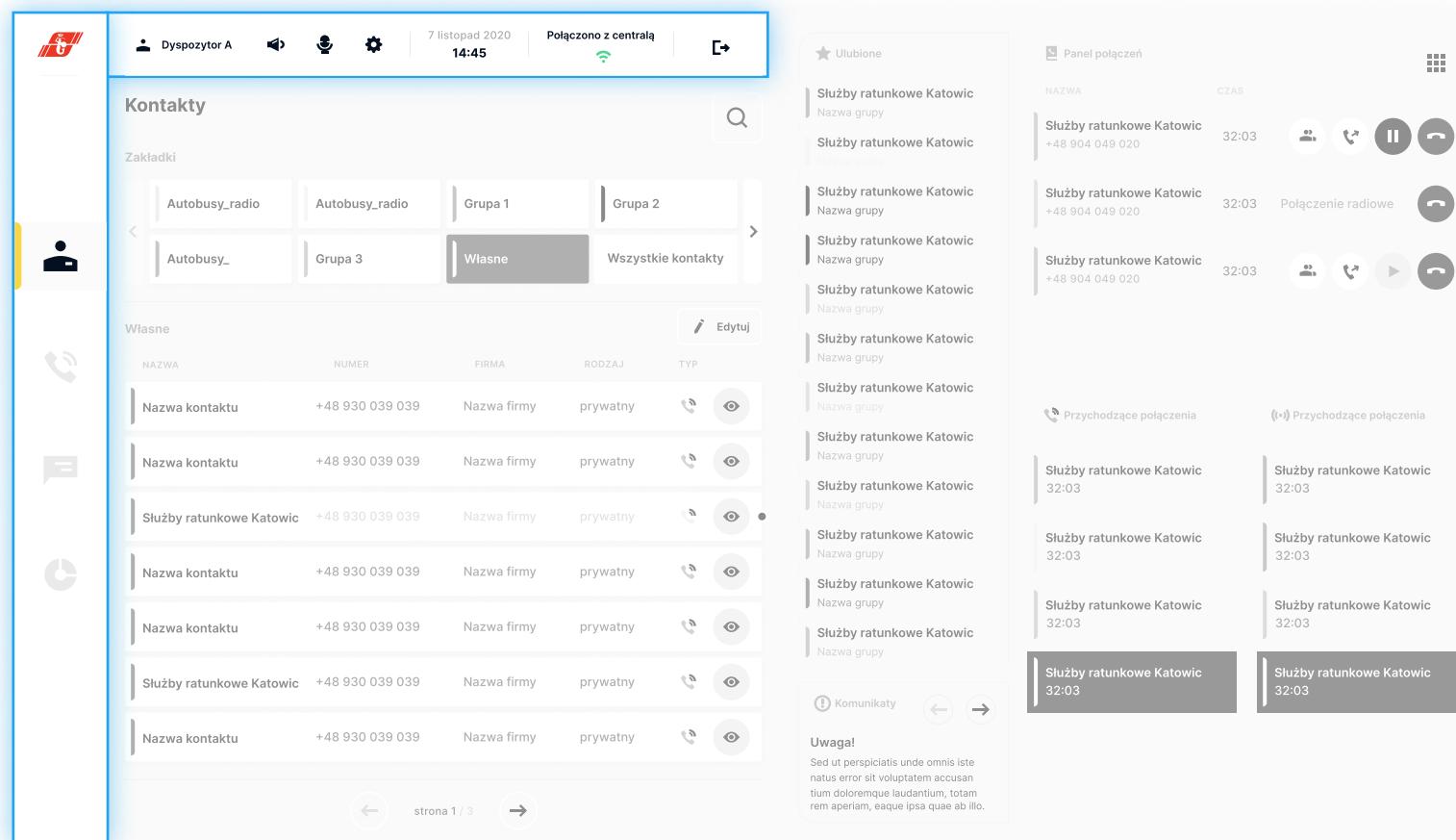


The screenshot displays the main dashboard interface for managing contacts and calls. On the left, there's a vertical sidebar with icons for navigation. The main area is divided into several panels:

- Kontakty (Contacts):** This panel shows a list of contacts under the "Własne" tab. Each contact entry includes fields for Name, Number, Firm, Type, and actions (Edit, Delete). There are also tabs for "Autobusy_radio", "Grupa 1", "Grupa 2", "Autobusy_...", "Grupa 3", and "Wszystkie kontakty".
- Ulubione (Favorites):** A sidebar listing favorite contacts from the "Własne" group.
- Panel połączeń (Call Log):** Shows a history of calls from the "Własne" group, each with a duration and options to end or forward the call.
- Przychodzące połączenia (Incoming Calls):** A list of incoming calls from "Służby ratunkowe Katowic" at 32:03.
- Uwaga! (Attention!):** A message box containing a Latin placeholder text: "Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam, eaque ipsa quae ab illio."

Dashboard

After logging in, a user, depending on their role, can use functionalities grouped into 5 main panels that make it easier to discern the system.



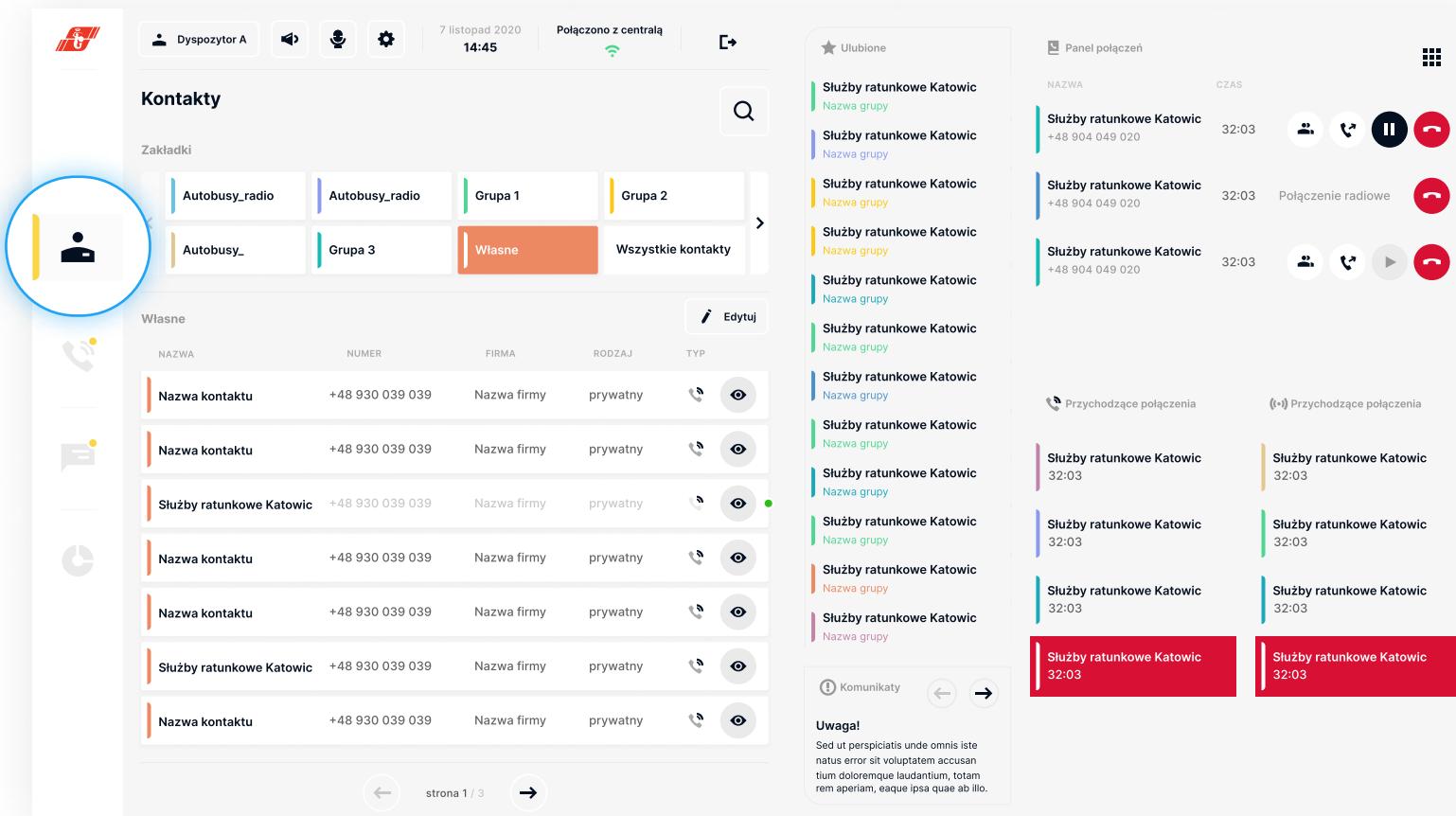
The screenshot displays the user interface of the iteo voice solutions software. On the left is a vertical sidebar with icons for navigation: a person (Profile), a phone (Calls), a speech bubble (Messages), and a gear (Settings). The main area is divided into several sections:

- User Panel:** Top right, shows "Dyspozytor A", a volume icon, a microphone icon, a settings gear, the date "7 listopad 2020", the time "14:45", a signal strength icon, and a connection status "Połączono z centralą".
- Header:** Shows the title "Kontakty" and a search bar.
- Left Sidebar:** Labeled "Zakładki" (Tabs), showing categories: "Autobusy_radio", "Autobusy_radio", "Grupa 1", "Grupa 2", "Autobusy_...", "Grupa 3", "Własne" (selected), and "Wszystkie kontakty".
- Contact List:** "Własne" tab selected. It lists contacts with columns: NAZWA, NUMER, FIRMA, RODZAJ, and TYP. Each contact has edit and delete icons.
- Right Sidebar:**
 - Ulubione:** Favorites section listing "Służby ratunkowe Katowic" multiple times.
 - Panel połączeń:** Call list showing three entries from "Służby ratunkowe Katowic" with duration "32:03" and various call control icons.
 - Przychodzące połączenia:** Incoming calls section showing two entries from "Służby ratunkowe Katowic" with duration "32:03".
 - Uwaga!**: A note: Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam, eaque ipsa quae ab illo.

Side menu and user panel

The menu allows you to select a work area.

The user panel includes information about a user's role and account details, as well as the option to adjust the sound volume or mute the microphone.



The screenshot shows the 'Kontakty' (Contacts) panel of the iTeo system. At the top, there are tabs for 'Dyspozytor A', audio/microphone/gear icons, the date '7 listopad 2020', time '14:45', and a signal strength icon. Below the tabs is a search bar and a 'Własne' (Personal) contact list.

Zakładki (Tabs):

- Autobusy_radio
- Autobusy_radio
- Grupa 1
- Grupa 2
- Autobusy_
- Grupa 3
- Własne

Własne (Personal) Contact List:

NAZWA	NUMER	FIRMA	RODZAJ	TYP
Nazwa kontaktu	+48 930 039 039	Nazwa firmy	prywatny	
Nazwa kontaktu	+48 930 039 039	Nazwa firmy	prywatny	
Służby ratunkowe Katowic	+48 930 039 039	Nazwa firmy	prywatny	
Nazwa kontaktu	+48 930 039 039	Nazwa firmy	prywatny	
Nazwa kontaktu	+48 930 039 039	Nazwa firmy	prywatny	
Służby ratunkowe Katowic	+48 930 039 039	Nazwa firmy	prywatny	
Nazwa kontaktu	+48 930 039 039	Nazwa firmy	prywatny	

Ulubione (Favorites):

- Służby ratunkowe Katowic (Nazwa grupy)

Panel połączeń (Call Panel):

NAZWA	CZAS
Służby ratunkowe Katowic +48 904 049 020	32:03
Służby ratunkowe Katowic +48 904 049 020	32:03
Służby ratunkowe Katowic +48 904 049 020	32:03

Przychodzące połączenia (Incoming Calls):

NAZWA	CZAS
Służby ratunkowe Katowic +48 904 049 020	32:03
Służby ratunkowe Katowic +48 904 049 020	32:03
Służby ratunkowe Katowic +48 904 049 020	32:03

Komunikaty (Messages):

Uwaga!
Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam, eaque ipsa quae ab illo.

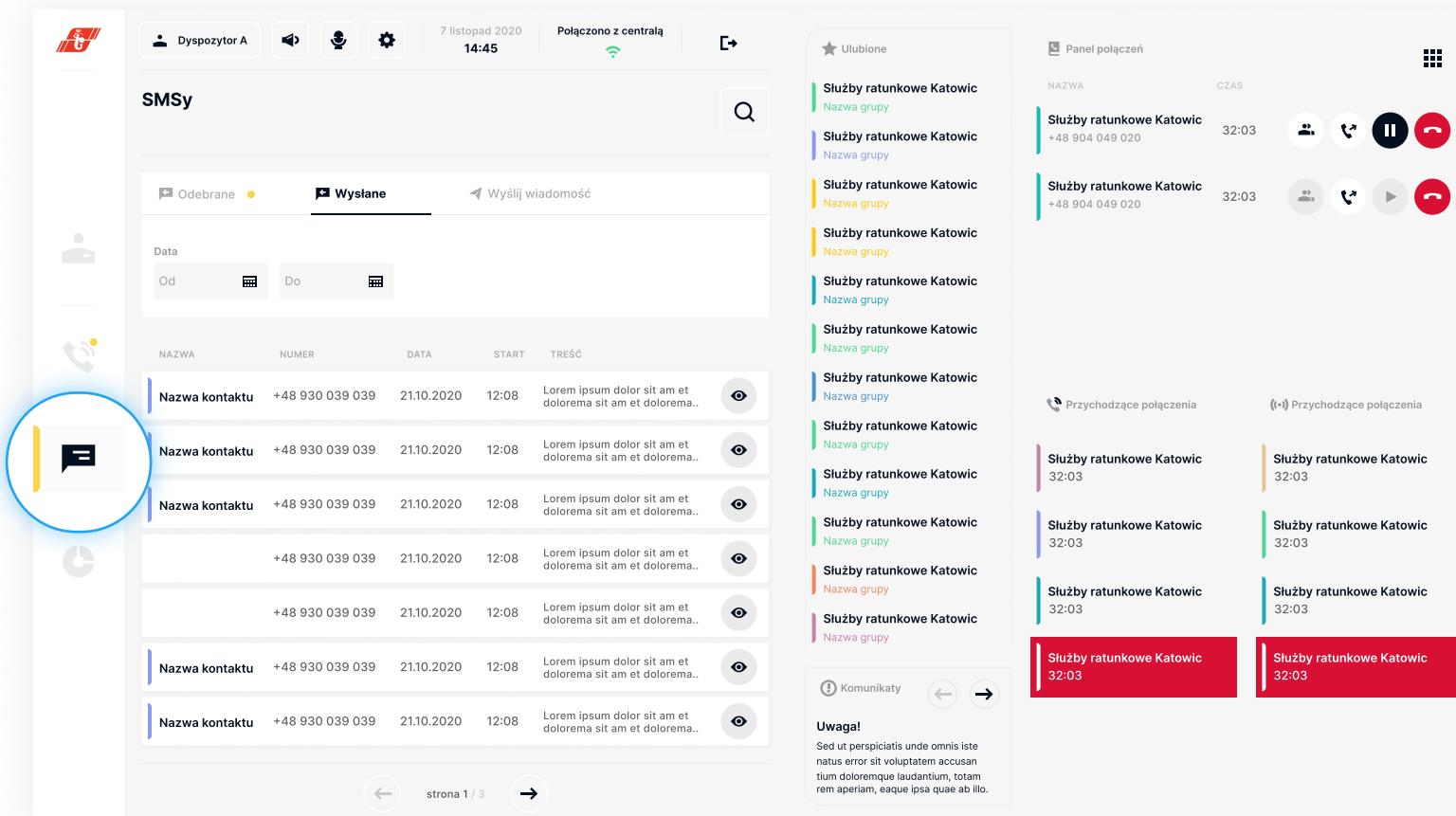
Contact list

The "Contacts" panel consists of personalized tabs that group contacts according to specific criteria, providing quick access to selected numbers and the ability to use a convenient search engine.

The screenshot shows a software interface for managing emergency calls. The top bar includes the logo of the emergency service, user information ('Dyspozytor A'), and system status ('Połączono z centralą' at 14:45). The main area is titled 'Połączenia' (Connections) and displays a list of incoming calls ('Odebrane') from various sources, such as 'Slużby ratunkowe Katowic' and 'Nazwa kontaktu'. Each call entry includes the contact name, phone number, date, time, and several action buttons. The sidebar on the left contains icons for users, groups, reports, and settings. The right side shows a detailed view of the selected call from 'Slużby ratunkowe Katowic' at 32:03, with options to accept or decline the call.

Calls

The "Calls" panel allows you to filter incoming and outgoing calls, phone and radio calls, missed and received calls, emergency calls, as well as your own calls. From this level you can check the list of archived calls and listen to their recordings.



The screenshot shows the 'SMSy' tab selected in the top navigation bar. Below it, there's a search bar and a date range selector ('Od' to 'Do'). The main content area is titled 'Wysłane' and lists ten messages. Each message row contains the recipient's name ('Nazwa kontaktu'), phone number, date ('21.10.2020'), start time ('12:08'), and a truncated message content ('Lorem ipsum dolor sit am et dolorema...'). To the right of each message is a small circular icon with an eye symbol. At the bottom of the list are navigation arrows and the text 'strona 1 / 3'. On the far left, there's a vertical sidebar with icons for users, calls, and reports. The right side of the interface features a sidebar titled 'Ulubione' with a list of favorite contacts ('Służby ratunkowe Katowic') and a 'Panel połączeń' section showing two incoming calls from 'Służby ratunkowe Katowic' at 32:03.

Messeges

The "Messages" panel allows you to view all messages (both received and sent), create and send them, as well as select their type depending on whether they are to be SMS or radio messages. When creating content, you can use ready-made templates and select a recipient from the contact list.

The screenshot shows a mobile application interface for emergency services reporting. At the top, there's a header with the logo of a red and white emergency vehicle, followed by navigation icons for 'Dyspozytora A' (Dispatcher A), volume, microphone, settings, the date '7 listopad 2020' (7 November 2020), the time '14:45', a signal strength indicator, and a connection status 'Połączono z centralą' (Connected to central office). Below the header is a search bar with a magnifying glass icon.

The main section is titled 'Raporty' (Reports) and contains several filter options:

- Rodzaj połączenia:** Telefoniczne, Radiowe, Tylko połączenia alarmowe.
- Status połączenia:** Nieodebrane, Wykonane, Odebrane, Konferencyjne.
- Zakres czasu:** Two date pickers set to '10.10.2020' and a 'Wyczść' (Clear) button.

A large blue button at the bottom center is labeled 'Pobierz raport' (Download report).

At the bottom, there's a note: 'Pobierz wyfiltrowane dane w formacie .csv' (Download filtered data in CSV format).

On the right side, there are two columns of reports:

- Ulöubione (Favorites):** A list of reports from 'Służby ratunkowe Katowic' (Emergency Services Katowice) with the label 'Nazwa grupy' (Group name) next to each entry.
- Panel połączeń (Call panel):** A table showing incoming calls with columns 'NAZWA' (Name) and 'CZAS' (Time). The first few rows show calls from 'Służby ratunkowe Katowic' at 32:03.
- Przychodzące połączenia (Incoming calls):** A list of incoming calls from 'Służby ratunkowe Katowic' at 32:03.
- Przychodzące połączenia (Incoming calls):** Another list of incoming calls from 'Służby ratunkowe Katowic' at 32:03.

At the very bottom, there's a footer with navigation arrows and the text 'strona 1 / 3' (Page 1 / 3).

Reports

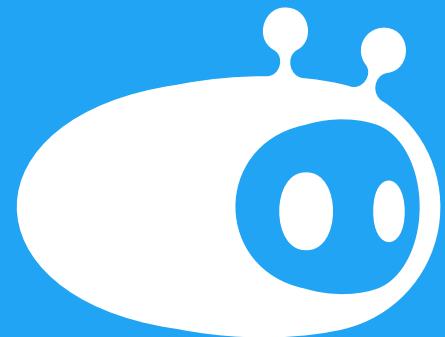
The "Reports" panel allows filtering the calls to be included in the report (incoming/outgoing, phone/radio, missed/received, emergency only) and the time interval to be covered. The report can be downloaded in a .csv file.

References

"Our Dispatcher Communication System is a powerful tool that integrates all communication channels in order to provide an ergonomic work environment for Central Traffic Dispatchers and safety for MZA drivers. Cooperation with iteo began with the creation of a detailed design, proceeded very smoothly thanks to clear communication and ended with a successful technical implementation. The project team's high competence and positive work culture enabled a partnership relationship. The result is a stable and trustworthy tool tailored to the specifics of our enterprise. We recommend cooperation with iteo!"

Jacek Lenartowicz,

Head of Transportation Management Department, MZA in Warsaw



hellobot

CREATED BY

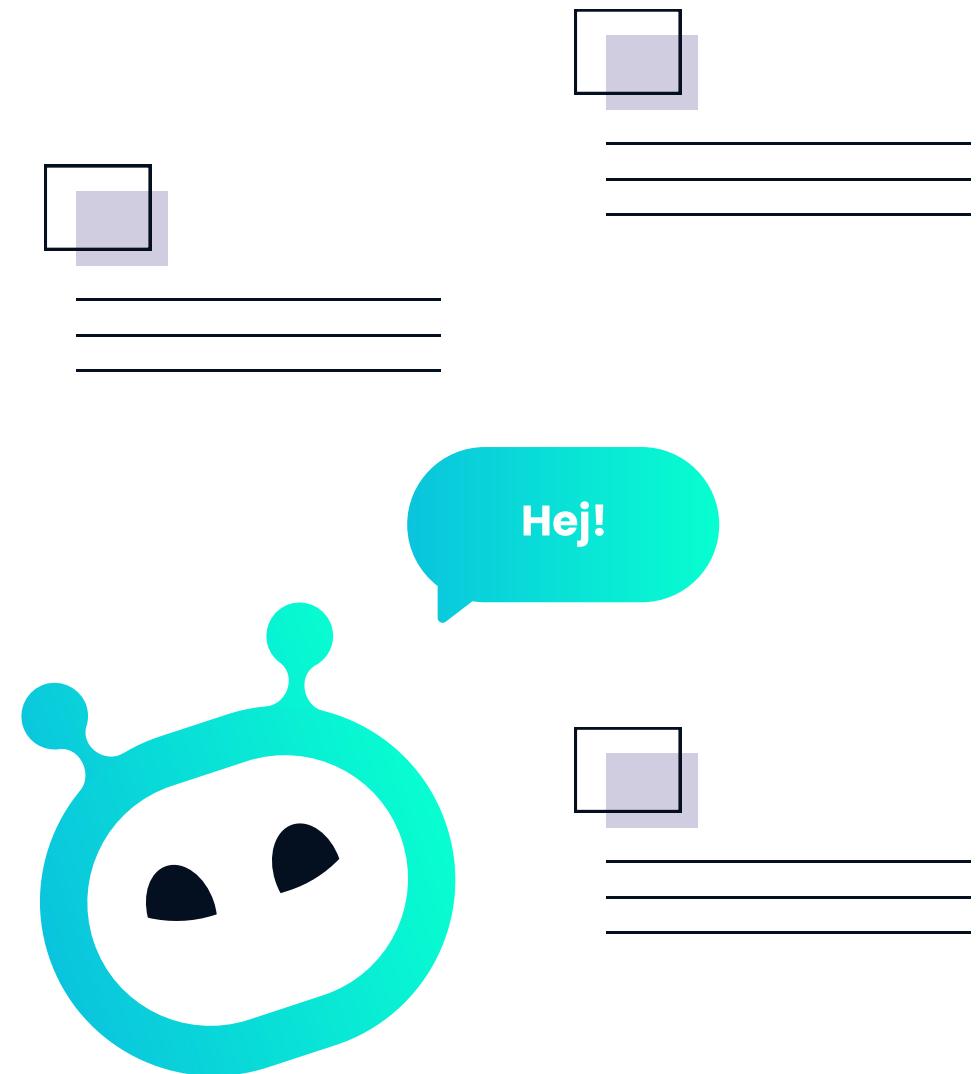


Hellobot

- Advanced Voice Bot

A voice bot is a software that uses a voice interface to communicate with humans through natural speech.

Communicating through speech is one of the basic interactions that occur in our lives. This makes any voice solution in a call center natural to us, with interactions that are simple and do not require learning how to use additional tools and systems.



Why using Hellobot?

24h

Availability and readiness

Hellobot works for three. Literally. It can serve as many customers as you need at any given moment, without waiting on line.

100%

Flexibility

Hellobot will fit into your corporate culture and communication style. Its dialogues are personalized and its calendar will always be open. The AI module ensures continuous learning of the bot.



100%

Productivity

Hellobot is always polite and knows what to say. It is quick to deploy, its knowledge grows with each call and motivation remains constant.

up to 60%

Of cost optimization of your call-center

You will reduce the cost of maintaining repetitive processes. Your employees will be able to focus on complex tasks that match their competencies.

Our technologies

Benefits of call center automation

What can you expect?

- **Consistent customer experience in every contact.**
No matter how many times a customer contacts your team, conversations are always conducted to the required standard.
- **24/7 availability** - Our voice bot can answer and make calls automating call center processes at any scheduled time, even 24 hours a day.
- **Cost optimization** - Reducing the cost of handling a single contact in the telephone channel compared to handling by a consultant in a call center.
- **Comfort in accessing information** - Voice bots supporting customers give access to the knowledge base in a much more accessible way than in text form.
- **Ease of deployment and integration** profiled for a specific industry and process - voice bots minimize deployment time and generate benefits faster than any other solution on the market.
- **Competitive advantage through automation and scalability.** By deploying voice bots, you join innovative companies in the market, clearly signaling your aspirations for superior customer service to your customers
- **Scalability** - You can freely increase the number of working bots and supported processes, without tedious and lengthy recruitment and training processes.
- **Quality of service** - Our voice bots don't make mistakes, ensuring that the process is carried out according to the required path and in a standardized manner.

How to use Hellobot?

Virtual consultant

Perfectly serving your customers

What processes can Hellobot handle?

- Taking telephone orders at restaurants
- Vindicating and collecting payment deadline declarations
- Confirmation of appointments
- Other processes - customized project

[Arrange a demo!](#)

Debt Collection

Debt collection processes are an extremely delicate and difficult subject. For this reason, using machines in contact with creditors to remind them of arrears and analyze the results is the best idea to optimize and improve the process. Supporting soft debt collection staff in:

- **Payment reminders**
- **Collection of repayment declarations**
- **Verification of the repayment term**
- **Analytical report on the activities carried out**

Debt Collection

Why Is It Worth It?

- Increasing the effectiveness of monitoring and early recovery by automating processes, integrating with call centers and other electronic channels
- Low cost of handling a mass process
- Easily achievable scalability
- Difficult issues are better solved in contact with a machine
- Reassigning consultants to more complex topics
- Higher deposit efficiency

Bot

Thank you, we were able to correctly verify your identity. We have noted the information that there is an overdue amount of 120 USD on your account. By what date will the amount due be paid?

Client

I will pay by the end of next week.

Bot

Unfortunately, the declared deadline exceeds 7 days.
By what date will the amount due be paid?

Client

Ok, I will pay within this period.

Bot

I understood that the balance will be paid by May 8. Do you confirm the declaration of payment by this date?

Client

Yes.

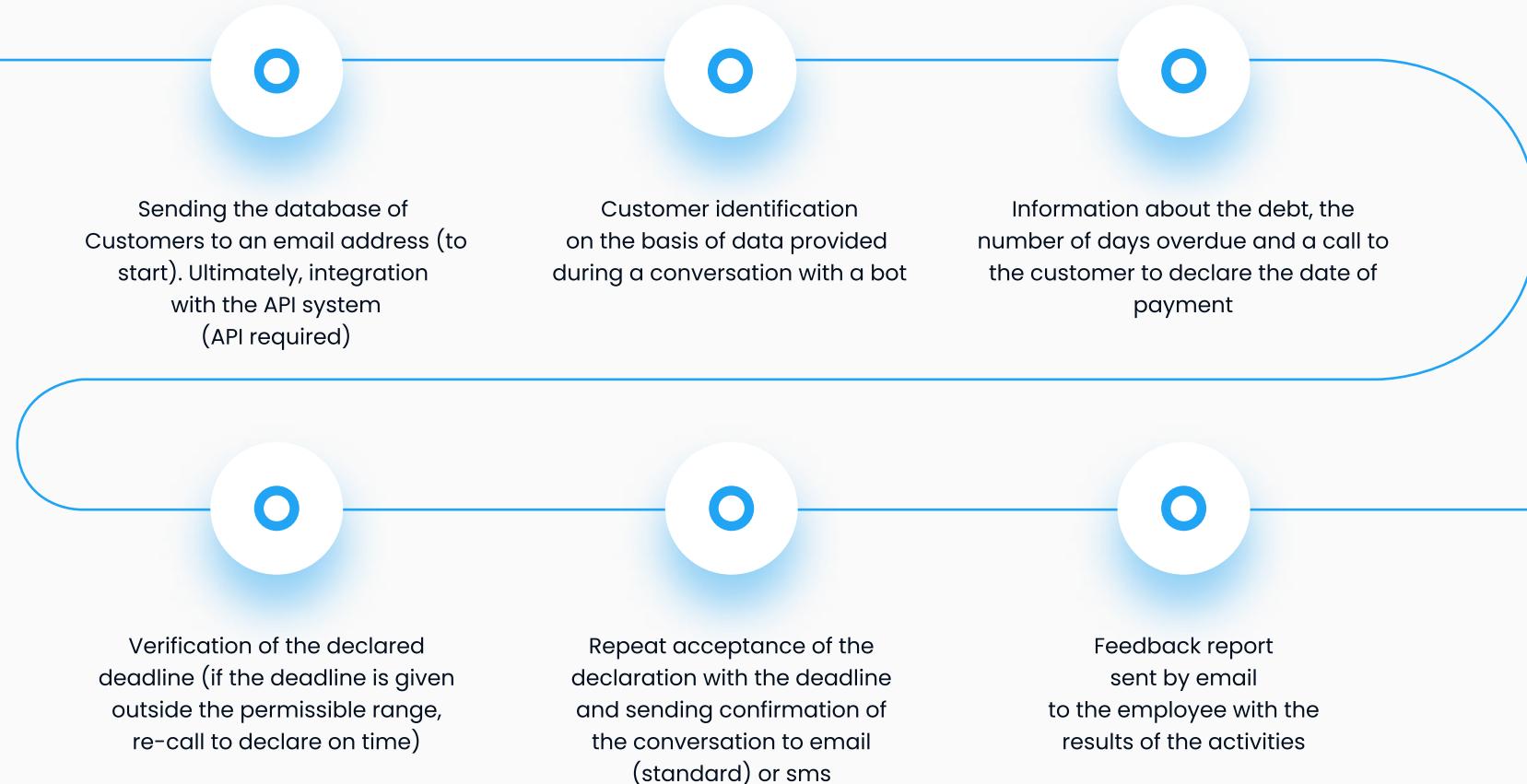
Bot

Thank you. After the call, you will receive confirmations of our arrangement via SMS and Email.

Client

All right, thanks.

Debt collection



Confirmation of the visit

Failure to confirm appointments, regardless of industry, often affects productivity.

Lack of information on the customer's side results in appointments not being rescheduled or canceled, making it impossible to organize work in an appropriate manner. Automating appointment confirmation with Hellobot allows avoiding unearned hours, as earlier information about a canceled or rescheduled appointment enables another client to be entered in its place, or that time to be allocated to other activities.

Confirming appointments means greater efficiency for the team and increased satisfaction for the customers served.

Bot

Hi, I am a virtual assistant of YourCompany. You have a scheduled appointment on 09.02.2023 at 5:30 p.m. Do you confirm your arrival at the scheduled time?

Client

I can't make it.
I can't come.



Bot

I understand. You are unable to attend your appointment. Would you like to schedule another time or cancel your appointment?

Client

I want to change to Thursday at 3 pm.



Bot

Unfortunately, the date given is not available. Please provide a date on which you can come to visit us, I will look for available hours.

Client

Thursday and Friday.



Bot

Available times on Thursday, February 10th are: 6:15 pm, while on Friday, July 11: 12:30 p.m. and 2:15 p.m. Which date can I sign you up for?

Client

Friday 12:30 pm.



Bot

Understood. Your new appointment is February 11 at 12:30 pm. After the call you will receive a confirmation of our findings by SMS. Thank you.

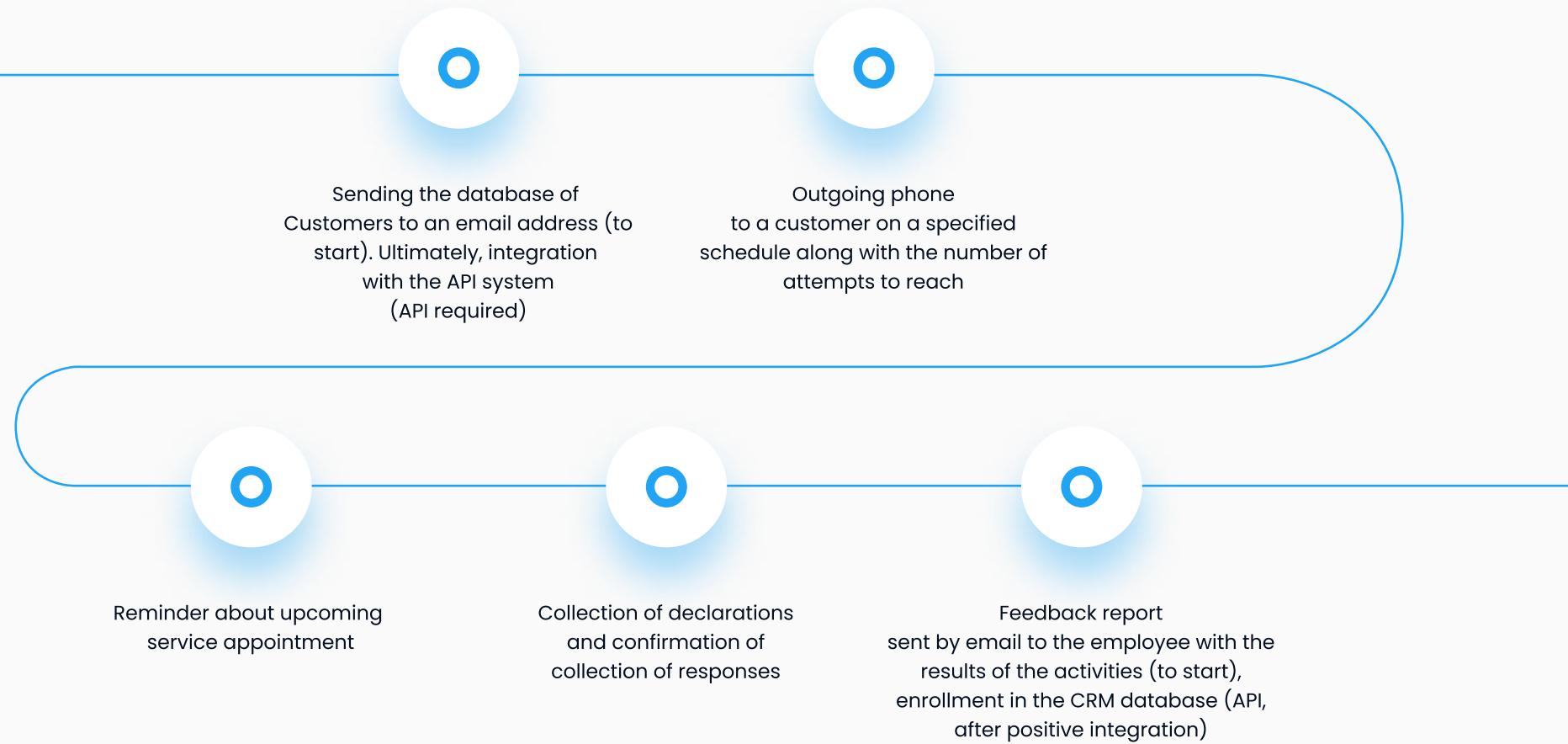
Client

Thanks.



WHY IS IT WORTH IT?

- Increasing efficiency by maximizing the time spent on visits
- Always up-to-date on your appointment calendar and the ability to make changes on the fly
- Confirming appointments anytime and with multiple customers simultaneously through automation
- Simplifying the process and easing the burden on employees to take over other processes
- Comprehensive service to approve, reschedule and cancel appointments
- Clarifying the process so that it takes as little time as possible



Food ordering

Ghost kitchen, dark kitchen, shadow kitchen, or virtual restaurant are terms that have come into use relatively recently. Behind them, however, is a service used by more and more restaurants, especially in the age of selling takeout meals and remote communication with customers.

Although some restaurants use platforms to order food, the costs are so high that many are opting to automate the service internally. And this is where a voice bot comes to the rescue - a solid support for virtual restaurants in the times of unpredictable restaurant closings and openings.

Food ordering

Why Is It Worth It?

- Taking more orders at the same time without a busy line
- Giving up expensive middlemen
- A customer can speak freely and in their own words - the bot understands natural speech, catches the information that has already been given, and knows what it needs to ask more about
- Several different texts designated for one action will make the conversation varied, as with a person
- You can start with small processes, building them as a module, and then combine them into one large scenario. You can also reuse modules in multiple dialog sites.
- The address is automatically extracted from the sentence. You can decide what Hellobot should do if the address provided by a user was incorrect.
- Redirect to online payment during the call:
Your caller will receive an SMS with a link.

Bot

Hi, I am the virtual assistant of Pizzeria Verrazzano. What kind of pizza would you like to order?

Client

What do you have?



Bot

Available pizzas include capriciosa, Hawaiian and margherita.

Client

Ok, one Capricosa please.



Bot

On what kind of dough?

Client

Thin, italian.



Bot

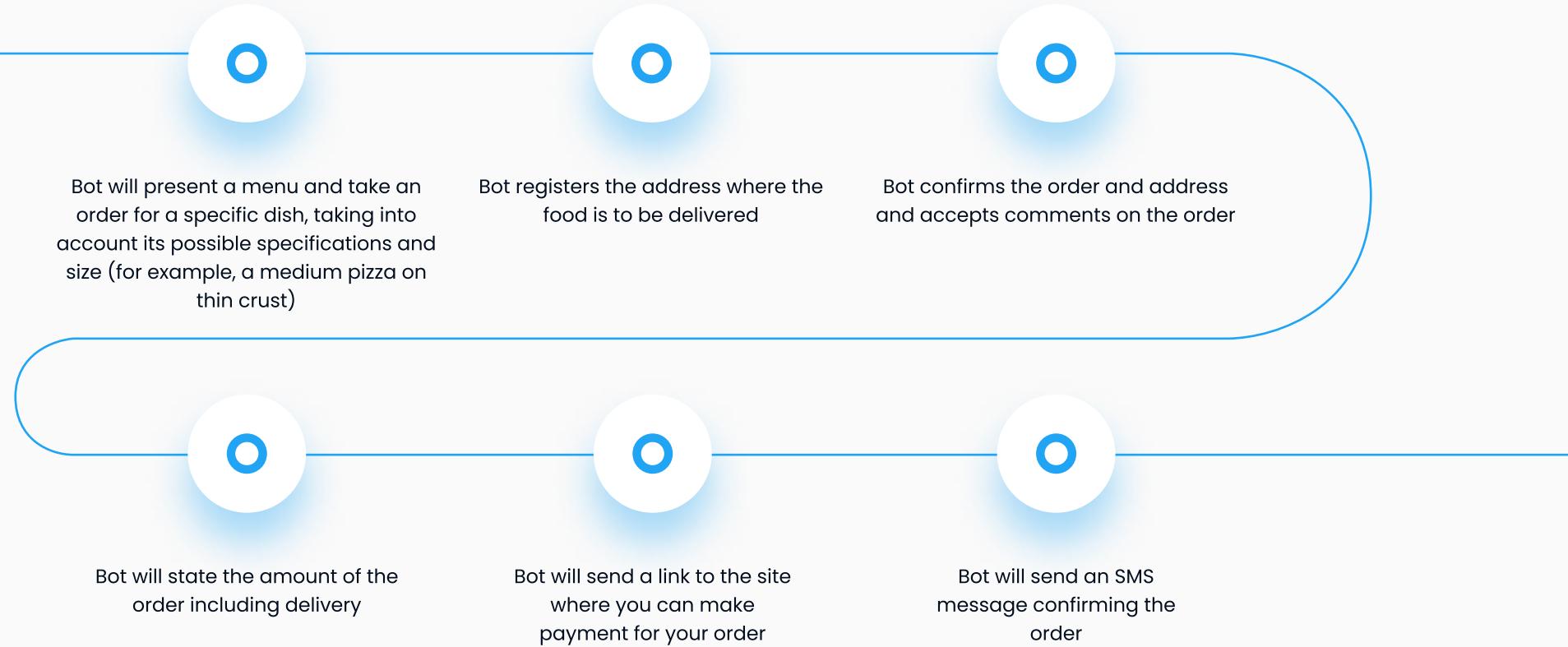
I wrote down that your order is a Capricosa on thin dough, the order will cost 32 zloty. Can we proceed to determine the delivery address?

Client

Yes, my address is...



Food ordering process



Lellek Group

A smart bot relentlessly making phone calls to customers scheduled for service.

Optimize your uptime with automated confirmation of customer appointments. When you talk to Hellobot, you can confirm an appointment, cancel it or reschedule it and get an email confirmation. The bot also supports fleet customers, whom it informs about the status of the vehicle in service.

Scope: Product workshops, backend, AI and machine learning, numerous integrations, QA.



VOICEBOTS

POLAND



[SEE CASE STUDY >](#)

References

As a leader in innovation in the Polish car dealership market, we decided to automate our customers' telephone service in the area of confirming vehicle service appointments, informing when the car is ready for pick-up and surveying customer satisfaction.

Hellobot has met our expectations both in terms of cost optimization and improving the quality of service to our Customers.

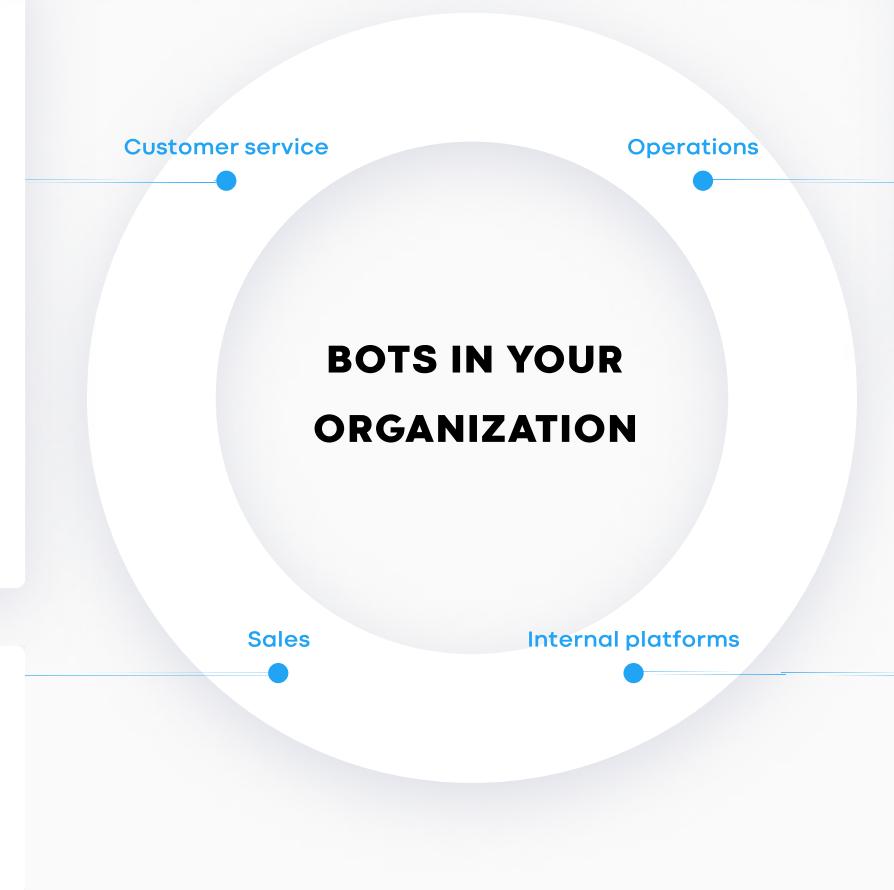
Grzegorz Lellek, CEO of Lellek Group

Business process automation ideas

In every organization there are many processes involving contact with a customer in the voice channel. Our specialty is to select areas with high potential for automation. The proposed solutions always support a positive customer experience, improve the service system and minimize maintenance costs.

- Making appointments, calls
- User account status information
- Satisfaction survey
- Checking statuses (cases, requests, complaints)
- Payments status, reminders
- Online reservations
- Call routing (smart, voice IVR) Identity verification
- Reporting incidents and damages
- Accepting complaints and recording returns
- Making an appointment for a service technician

- Soft and hard debt collection, e.g. in combination with RPA
- Collection of repayment statements
- Information before shutting down services



- Warming up sales leads
- Updating databases such as address databases
- Informing about a product or offer
- Advertising modules connected to the conversation
- Ordering products and services
- Mass information before the end of services (presales)
- Pre-screening of creditworthiness
- Simple customer surveys: NPS, CATI

- Help desk i.e. solving technical issues, such as: password resets, tutorials, answering machine with logging of requests in ticket systems, assigning PINs, FAQs, etc.
- HR: arranging and confirming attendance at recruitment interviews, filling out post-interview surveys

Any questions?

Let's talk!

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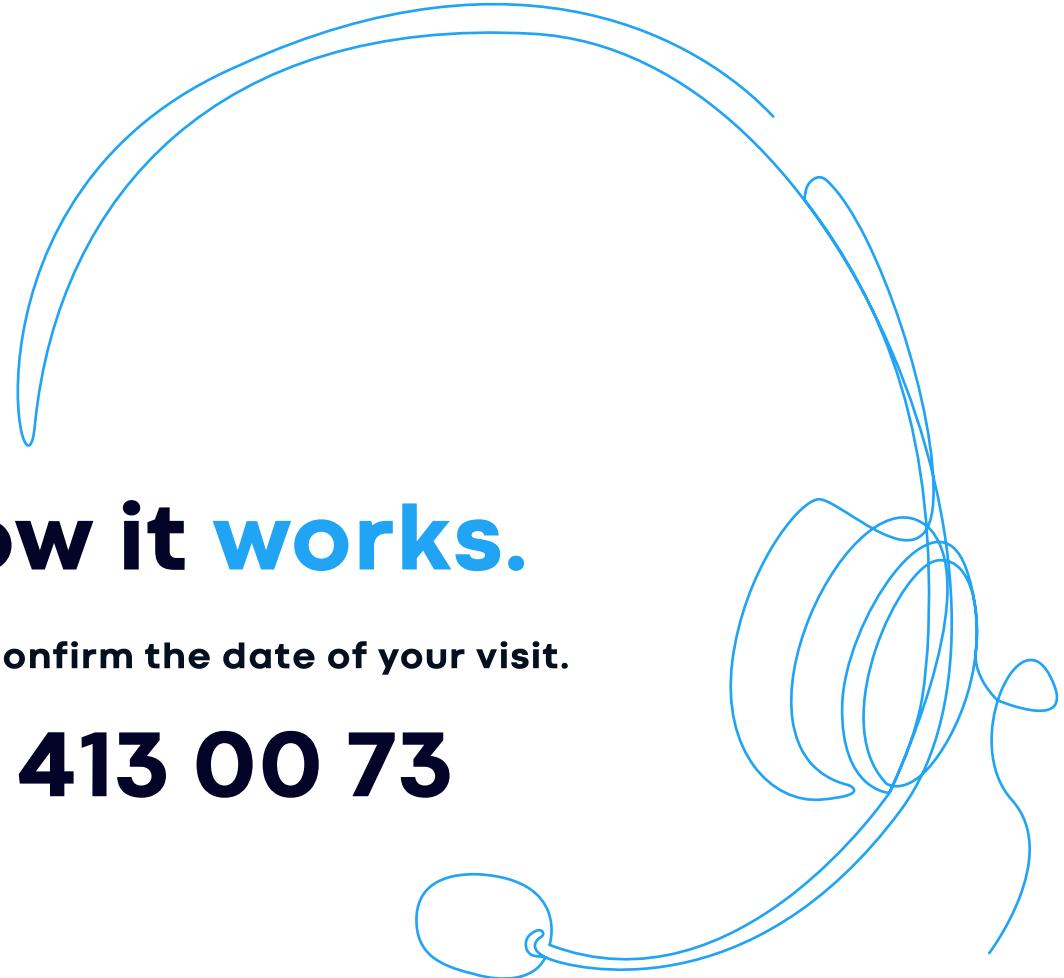
Michał Góźdź

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Check how it **works**.

Call our hellobot and confirm the date of your visit.

0048 32 413 00 73