

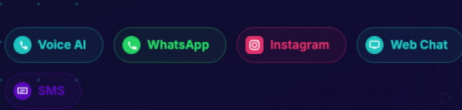


MULTICHANNEL · AI-POWERED · ENTERPRISE

# Orbit

## Call Center

AI customer attention across every channel — unified, context-aware and ready to scale.



Dr. Yehoshua Cosmos Avatar

Implementation starting from 30,000 AED

- 01 All channels, one AI layer**  
Voice · WhatsApp · Social · Web · SMS
- 02 CRM & ERP fully integrated**  
Salesforce · SAP · HubSpot · Oracle
- 03 Human escalation with context**  
Full interaction history on every handoff

**DR. Y · ORBIT AI**  
Hello! How can I assist you today?

**PROCESSING · CRM**  
Found your account. Checking order status...

**WHATSAPP · SENT**  
Summary sent to your WhatsApp. Have a great day!

✓ Resolved · 12s avg response

THE CHALLENGE

# Customer service goes beyond answering calls.

Customers reach you through WhatsApp, social media, web, phone and SMS. You need one unified system that handles them all — with full context.



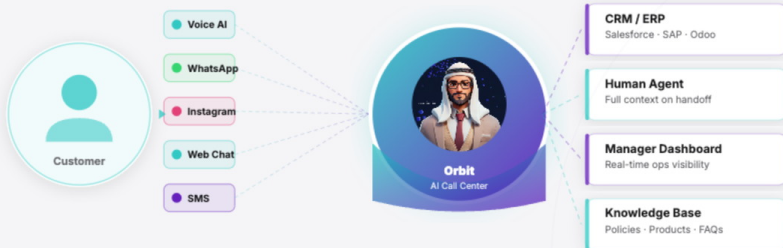
## Current Problems

- ✗ Repetitive calls overload human teams
- ✗ Leads get lost between channels
- ✗ Agents work without full customer context
- ✗ Managers lack a clear daily overview
- ✗ CRM and ERP updates depend on manual work

## AI People Solves

- ✓ AI handles repetitive interactions automatically
- ✓ Complex funnels guide customers step by step
- ✓ Human teams receive full interaction context
- ✓ Managers see the operation in real time
- ✓ CRM and ERP stay connected to every workflow

### HOW ORBIT CONNECTS IT ALL



72%

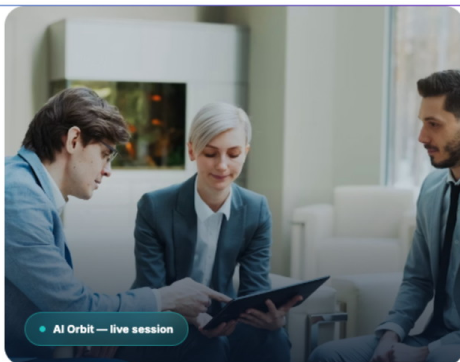
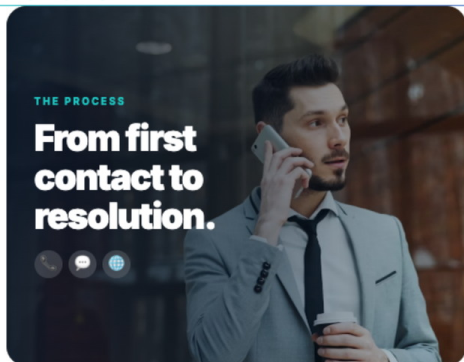
of calls are repetitive queries

3x

faster resolution with AI context

0

context lost during escalation



01

**Customer contacts via any channel**

WhatsApp, phone, social media, web chat or SMS — triggers AI instantly.

INPUT

02

**AI identifies intent and channel**

NLP classifies the request and recognizes the communication channel in real time.

AI

03

**AI verifies customer data**

Identity and account information retrieved from connected systems across all channels.

AI

04

**AI responds in the customer's channel**

Answers in WhatsApp, voice, web or SMS — matching the customer's preferred medium.

AI

05

**AI checks CRM / ERP / knowledge base**

Retrieves product, policy or account data to resolve the query.

AI

06

**Complex case escalates to the right human**

Routed with priority. Agent receives full multichannel context.

HUMAN

07

**Human sees complete multichannel history**

Agent views the entire journey — across all channels — with suggested next steps.

HUMAN

08

**Summary updates across all systems**

Structured data flows to CRM, dashboards and reporting — regardless of original channel.

OUTPUT

**The AI does not replace your team blindly.** It filters, assists, routes and gives your people more time for high-value cases.

## CAPABILITIES

# Multichannel by design. Unified by AI.

Eight integrated channels. One intelligent orchestration layer.



## AI Voice Attention

Handles inbound calls, answers FAQs and guides customers through any process.



## WhatsApp Business

Native integration with WhatsApp Business API for seamless messaging.



## Social Media

Instagram, LinkedIn and other social platforms unified in one interface.



## Web Integration

Website chat, contact forms, and interactive web widgets.



## SMS Messaging

Continues the conversation via text, confirmations and follow-up messages.



## CRM / ERP Integration

Connects every customer interaction directly to your business systems.



## Smart Escalation

Transfers complex cases to the right person with full context across all channels.



## Unified Analytics

Track performance across all channels in one real-time dashboard.

All modules work together as a unified orchestration layer — not isolated features.

## INTEGRATIONS

# Connected to the platforms your business already uses.

Orbit plugs into your existing tools — no rip-and-replace, no disruption.

## ● MESSAGING &amp; SOCIAL CHANNELS



## ● CRM



## ● ERP



## ● SUPPORT &amp; AUTOMATION

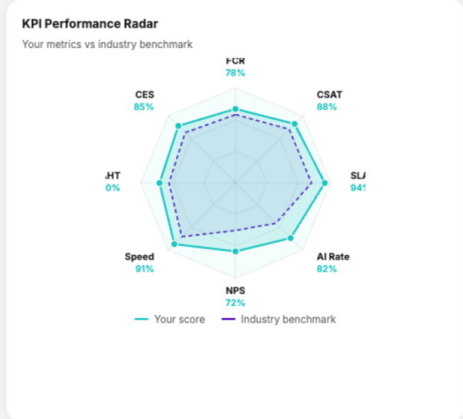
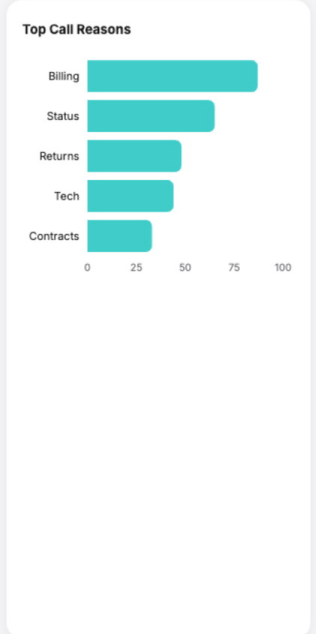
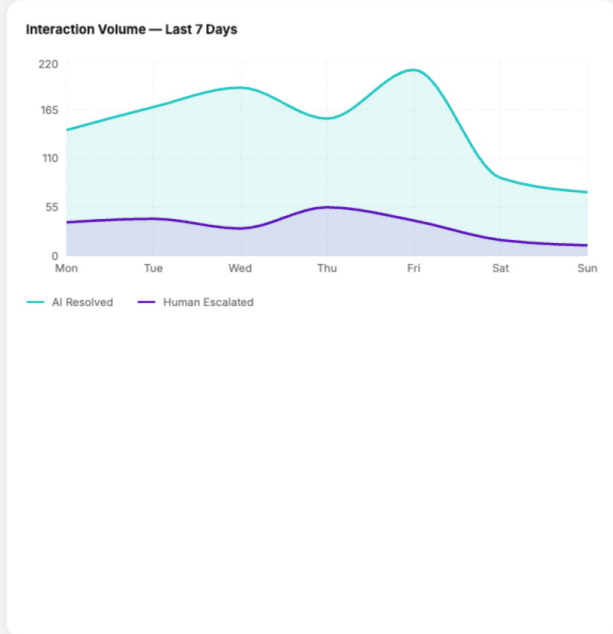
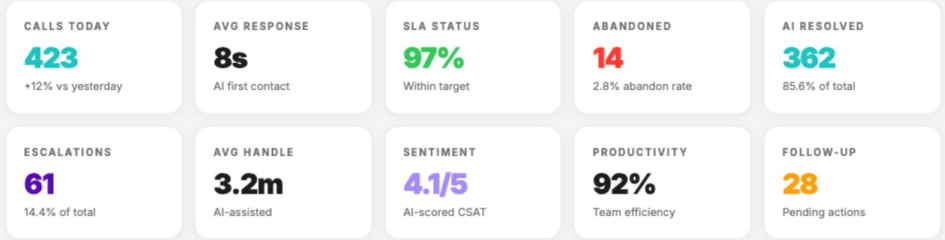
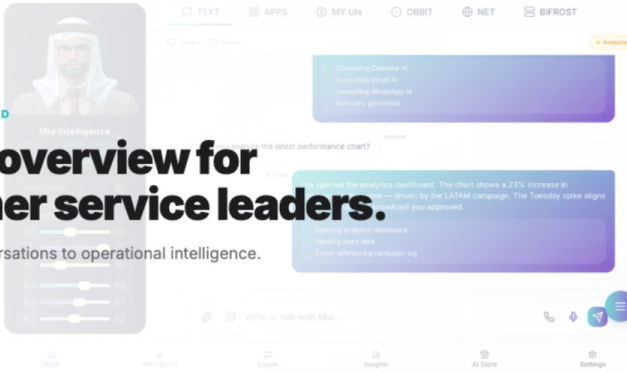


Custom integrations via API or middleware — Twilio, VoIP/SIP, proprietary ERP and legacy systems.  
Integration scope and cost depend on technical requirements, channels and volume.

MANAGER DASHBOARD

# A daily overview for customer service leaders.

From isolated conversations to operational intelligence.



- ### Key KPIs — What they measure
- FCR** First Contact Resolution — % resolved without callback **Bench: 72%**
  - CSAT** Customer Satisfaction Score — post-interaction rating **Bench: 80%**
  - SLA** Service Level Agreement — calls answered within target **Bench: 80%**
  - AI Rate** % of interactions fully resolved by AI, no human **Bench: 60%**
  - NPS** Net Promoter Score — likelihood to recommend (0-100) **Bench: 50**
  - Speed** Response Speed — first reply within target time **Bench: 80%**
  - AHT Eff.** Handle Time Efficiency — faster = higher score **Bench: 70%**
  - CES** Customer Effort Score — low effort = high score **Bench: 75%**

## COMMERCIAL SCOPE

# Implementation starting from 30,000 AED.

A professional package to design, configure and launch your multichannel AI-powered customer attention operation.

## Included in the starting implementation

- ✓ Discovery session
- ✓ Use case definition
- ✓ Conversation flow design
- ✓ Initial AI configuration
- ✓ Basic knowledge base setup
- ✓ Basic CRM/ERP Integration planning
- ✓ Manager dashboard structure
- ✓ Human escalation logic
- ✓ Testing and Initial training

## Optional / based on volume

- + Platform licenses
- + Voice traffic & phone numbers
- + WhatsApp Business API costs
- + Social media Integration fees
- + SMS gateway costs
- + Advanced CRM/ERP connectors
- + Custom API development
- + Advanced QA / WFM
- + Multilingual expansion
- + Ongoing optimization

## Not a generic bot

- ◆ **Built around your business process**  
Not a template. Designed around your flows.
- ◆ **Designed for real customer journeys**  
Sales, onboarding, support, collections.
- ◆ **Connected to your operational systems**  
CRM, ERP, telephony — all integrated.

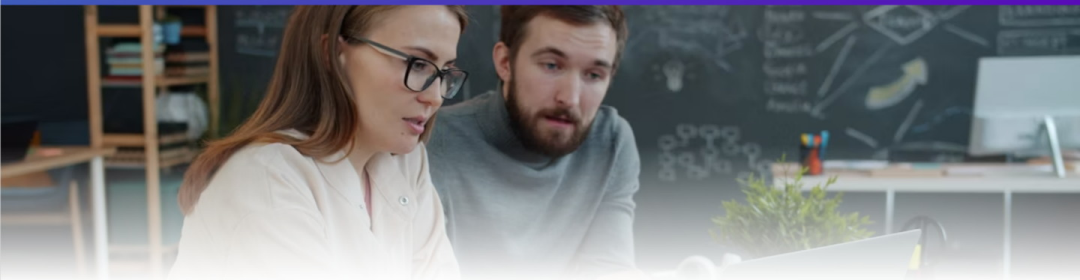
STARTING FROM

**30,000 AED**

Professional AI call center implementation

Platform licenses, channel costs (WhatsApp, SMS, voice), social media API fees and enterprise connectors may vary depending on scope, channels and volume.

# Automatic resolution when possible. Human attention when it matters.



Orbit Call Center by AI People helps your business scale customer attention across all channels — without losing context, control or quality.



We now have an AI agent that stays on the call with the client, qualifies their needs in real time, and simultaneously sends an SMS with property listings — while the conversation is still happening. Our agents only jump in when the buyer is ready. The results are remarkable.



**Henry**

Head of Marketing · Glam Homes 🏠



01

## True multichannel orchestration

An intelligent hub connecting WhatsApp, voice, social media, web, SMS, CRM, ERP and human teams — all working as one unified operation.

02

## Context across all channels

Every interaction — WhatsApp, phone call, social message, web chat — shares full context. Zero information lost between channels.

03

## Unified visibility

One dashboard for all channels. Track performance, SLA, sentiment and team efficiency in real time — regardless of where customers connect.

REQUEST A DISCOVERY SESSION

**Let us map your multichannel customer journey and design your Orbit architecture.**

[business@alpeople.io](mailto:business@alpeople.io)

AI People - AI Knowledge Networks  
We Preserve Your Human Legacy



Scan to speak  
with an advisor online  
[alpeople.app](https://alpeople.app)

## INDUSTRIES

# Built for every industry that serves customers.

Orbit adapts to the language, flows and regulations of each sector.



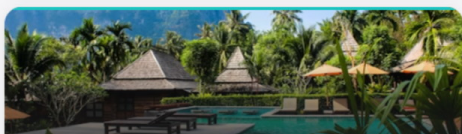
## Real Estate & Property

Qualify leads on call, send listings via SMS/WhatsApp instantly, automate viewing scheduling 24/7.



## Banking & Finance

Handle balance enquiries, fraud alerts, loan pre-qualification and branch appointments without queues.



## Tourism & Hospitality

Manage bookings, concierge requests, cancellations and upsells across voice and messaging channels.



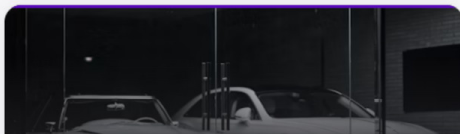
## Healthcare

Appointment scheduling, prescription reminders, lab results and clinic FAQs — handled with care.



## Retail & E-Commerce

Order tracking, return requests, product support and post-sale follow-ups across all channels.



## Automotive

Service bookings, test drives, warranty queries and parts availability — resolved without hold time.



## Logistics & Transport

Real-time shipment updates, delivery rescheduling and claims — proactively pushed to customers.



## Government & Public Sector

Citizen enquiries, permit status, fee payments and appointment booking at high volume.

Every implementation is custom-designed for your industry flows, terminology and compliance requirements.



PRODUCT

# Orbit Call Center

Question?

## Let's talk!



Scan to speak with your AI advisor online

[business@aipeople.io](mailto:business@aipeople.io)

[aipeople.app](https://aipeople.app)



[@aipeople.legacy](https://www.instagram.com/aipeople.legacy)



[@aipeople](https://twitter.com/aipeople)



[AI People](https://www.linkedin.com/company/aipeople)



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