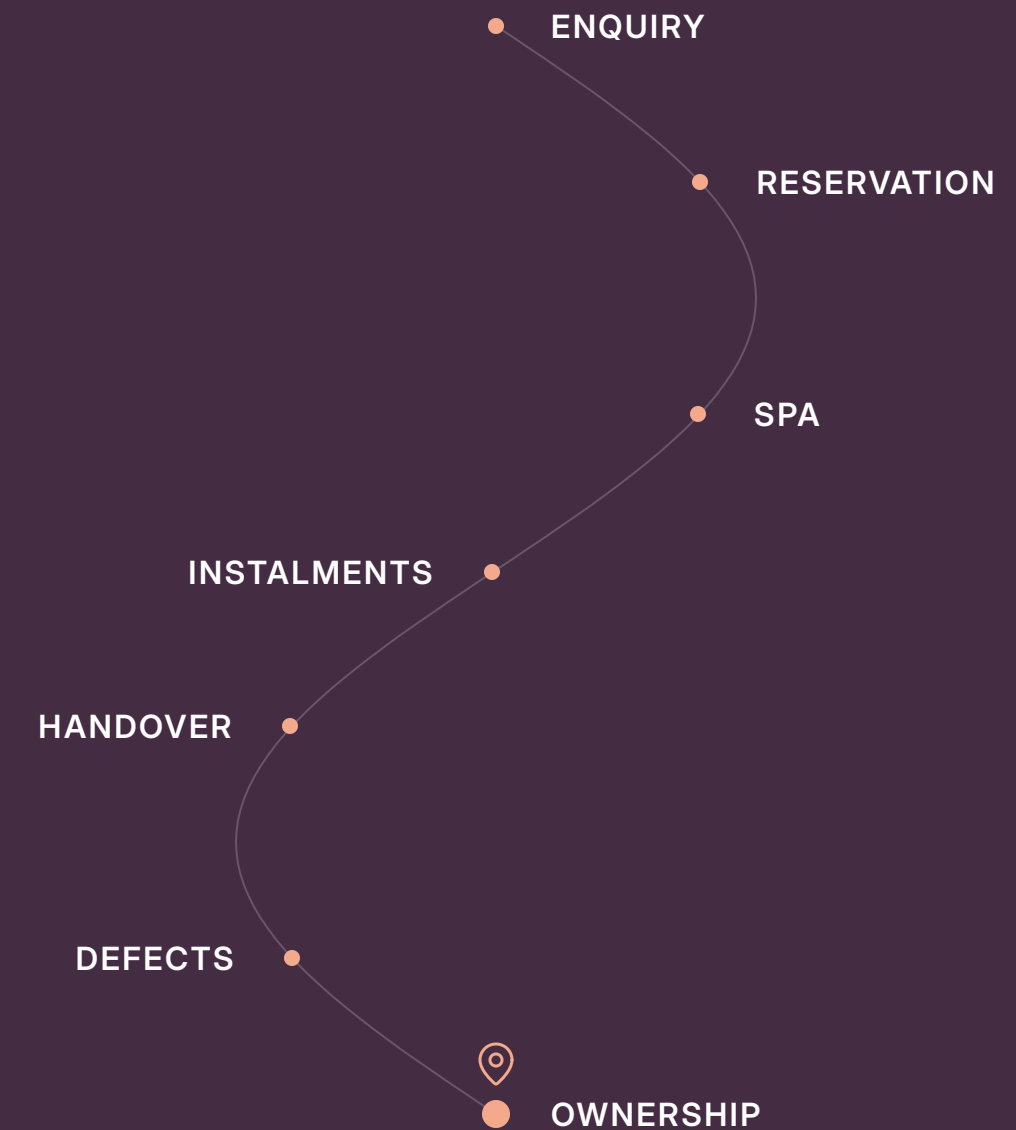


Telonic

# Customer intelligence, built for property.

Telonic builds specialised AI agents that understand how a property business operates, and act on that understanding across every customer interaction.



## SPECIALISE

Built around your projects, units, plans and milestones.

## CENTRALISE

Telephony, WhatsApp, SMS, email and web, one agent.

## COMPLETE

CRM, ERP and property records updated every time.

# Property relationships outlast the systems built to manage them.



An off-plan purchase runs for years, across sales, collections, handover and community management. The outcomes that matter most are decided in conversations no single team owns and no single system records in full.

## Revenue.

Demand converts or decays within hours, often outside working hours.

## Cash.

Collections depend on buyers understanding what is due, against which milestone.

## Reputation.

Handover concentrates complaints and regulatory exposure, and decides whether a buyer returns.

# Domain first. Conversation second.

General-purpose agents have made conversation inexpensive. They have not made it correct. In property, a correct answer depends on the contract, the payment plan, the construction milestone, the regulatory position and the buyer's history, held in different systems and governed by different rules.

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**Telonic agents begin from the domain, not the dialogue.**

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We build specialised agents for property, run them across every channel from one record of each buyer, and finish the work each conversation creates inside your own systems.

01

Specialise.

The agent knows property: its entities, workflows and rules.

- Built for property workflows
- Knows where each buyer is
- Your policies built in

02

Centralise.

Every channel and department works from one record of each buyer and unit.

- One buyer, every channel
- One history, every department
- See what conversations produce

03

Complete.

The work each conversation creates is done inside your own systems.

- Outcome recorded every time
- Systems updated as it happens
- Escalations arrive complete

5

channels: telephony, WhatsApp, SMS, email and web/app

4

forms of Arabic, plus English and many other languages

24/7

including public holidays

1

continuous record for each buyer and unit

4

ways to host: UAE, Saudi Arabia, on-premise or your own cloud

01 · SPECIALISE

# A working model of the property business.

Every deployment starts from a structured model of how property operates, extended to your portfolio, contracts and policies.

## 1 Entities.

WHAT THE MODEL KNOWS

Projects, units, sale agreements, payment plans, milestones, snagging and service charges.

## 2 States and dependencies.

WHAT MUST HAPPEN FIRST

An instalment falls due when a milestone is certified. Handover needs dues cleared, documents issued and inspection done.

## 3 Obligations.

WHO OWES WHAT, AND BY WHEN

What the developer and the buyer owe each other at every stage, and by when.

## 4 Behaviour.

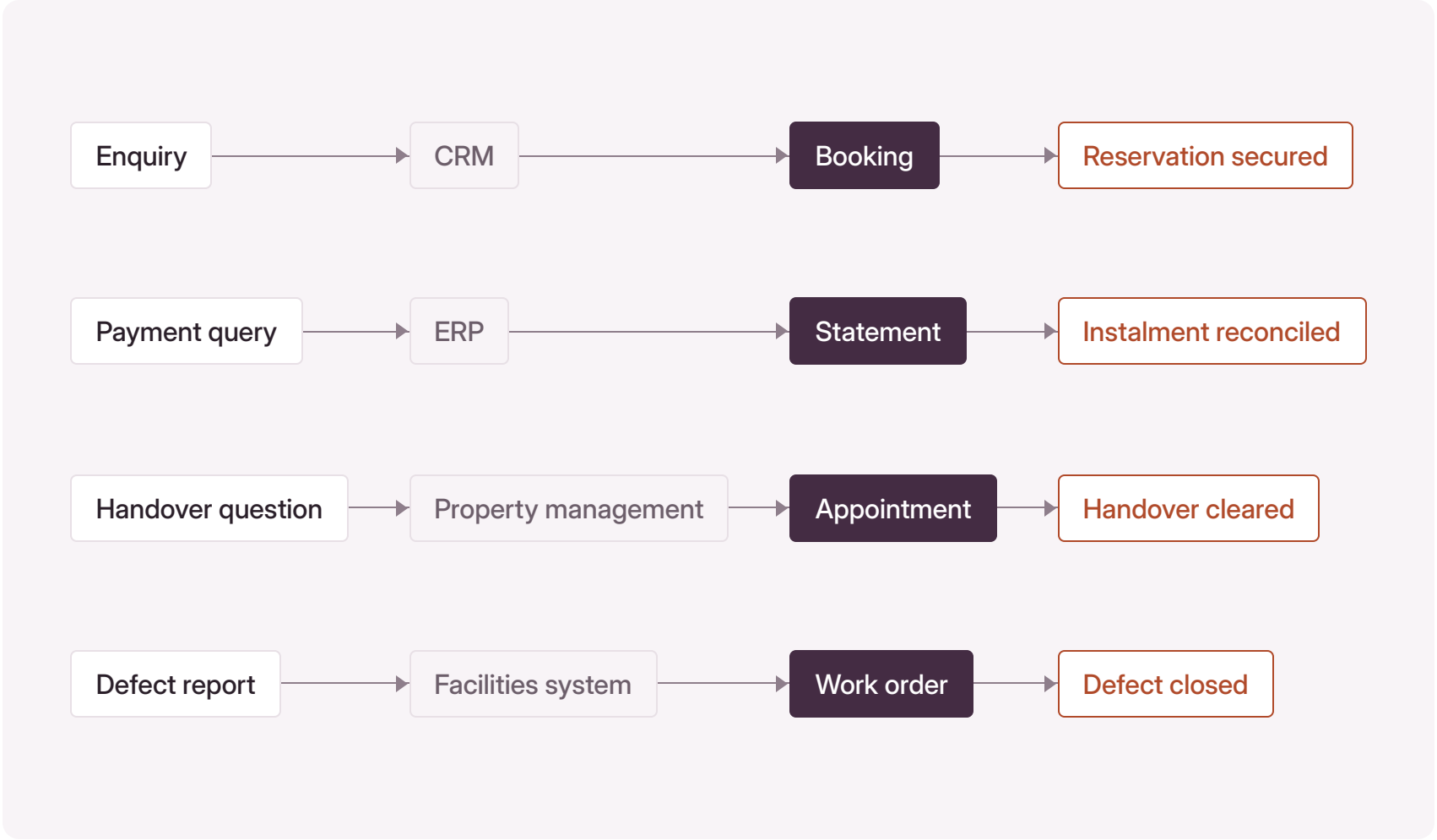
WHO IS ASKING, AND WHY

Investors, end users, overseas buyers and brokers ask the same question for different reasons.

The model deepens with every deployment. Your data stays in yours; what carries forward is the understanding of the domain.

# Designed around outcomes, not exchanges.

Telonic comes from telos, a structure that behaves to serve a specific purpose, or oriented toward an ultimate end. Each interaction is mapped to the obligation it serves, and is complete only when that obligation has moved: a reservation secured, an instalment reconciled, a handover cleared, a defect closed. An agent that not only responds, but resolves.



## Reasons across systems.

Assembles the answer from your CRM, ERP, property management platform and approved documents within the conversation itself.

## Acts within its authority.

Completes the transaction in the system of record: the booking, the statement, the appointment, the work order.

## Measured on completion.

Performance is reported on obligations completed and time to completion, not on messages answered.

# Every conversation has a method.

- 01

Hear what they mean.

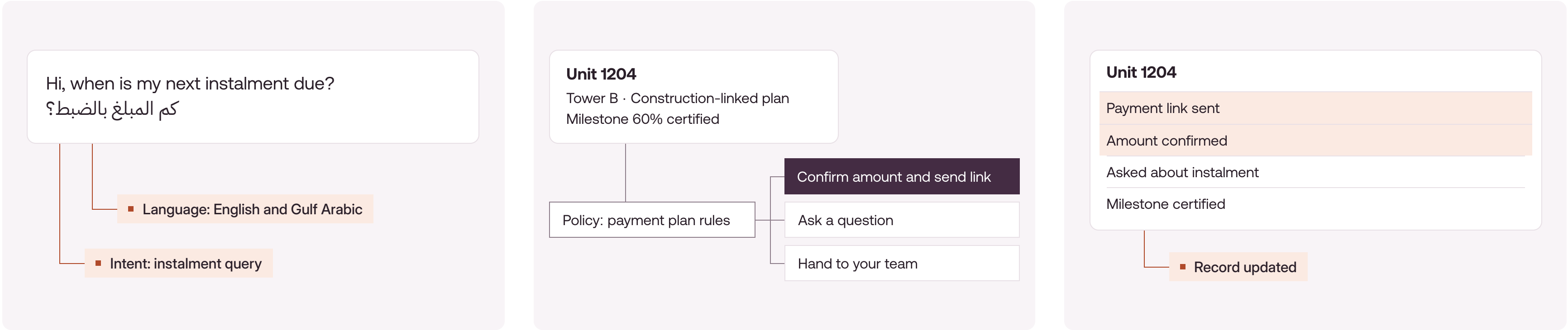
Buyers mix Arabic and English, and rarely open with the real request. The agent follows multiple languages and works out what they need.
- 02

Check your rules.

Before it answers, the agent looks up the unit, payment plan or booking in your systems and checks what your policy allows. It cannot offer anything else.
- 03

Finish the work.

The change is made, the record is updated and your team sees the outcome. Nothing waits for someone to remember.



# Specialists, not generalists

Each agent is built for property: its entities, its workflows, its rules. It takes the volume at any hour and gives your team everything it needs for the conversations that need a person.

## Service agent.

Handles requests, maintenance and snagging across every channel, and logs the work in your systems.

- **Snagging item logged**

Unit 1204

Contractor booked

## Changes and bookings agent.

Books viewings and handover appointments, and makes changes within your rules at any hour.

- **Viewing booked**

Tower B

Confirmation sent

## Cases agent.

Takes defect reports and complaints at any hour. Decisions stay with your people.

- **Complaint received**

Handed to customer care

Full history attached

## Outreach agent.

Contacts buyers first for instalment reminders, handover appointments and service charge notices, only within the hours you allow.

- **Instalment reminder**

Milestone certified

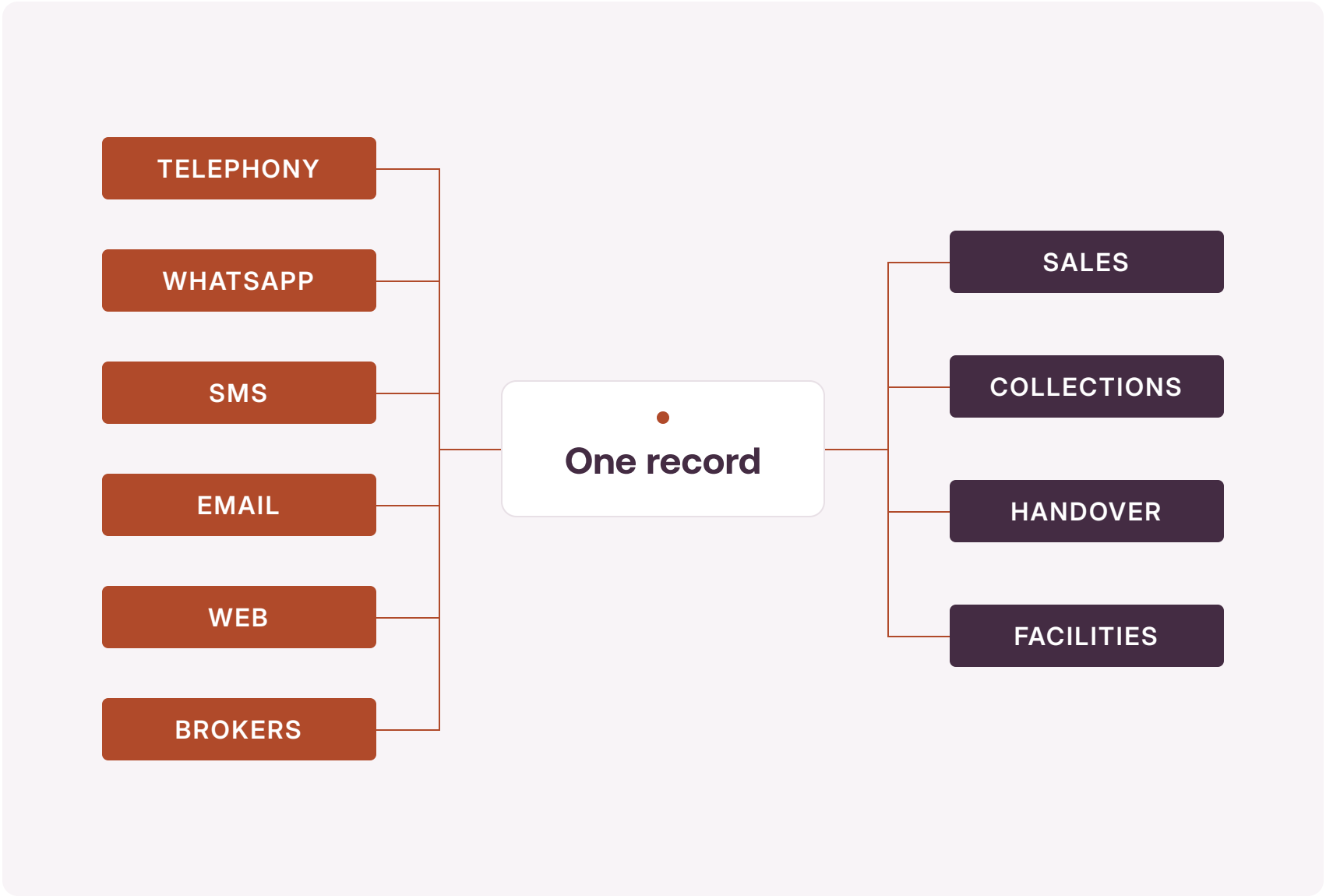
Payment link sent

02 · CENTRALISE

# One continuous record of every buyer, unit and commitment.

Telephony, WhatsApp, SMS, email, web and broker correspondence consolidate into a single longitudinal record for each buyer and each unit. Commitments made in any interaction are captured with a date and tracked until met, visible to every function that follows.

What sales represented, handover can see. What customer care promised, collections can honour.



# Every channel, in the languages your buyers use.

|              |                                                                                                      |
|--------------|------------------------------------------------------------------------------------------------------|
| Telephony.   | Your existing numbers and carrier, connected over SIP. Calls pass back to your team whenever needed. |
| WhatsApp.    | Your own WhatsApp Business number. We handle Meta's verification.                                    |
| SMS.         | Two-way texts on the same conversation, for buyers who aren't on WhatsApp.                           |
| Email.       | Your Exchange or Google Workspace mailbox. Each thread is handled as one issue until it's resolved.  |
| Web and app. | A widget on your site, project pages or owner app. Logged-in owners are already known.               |

Hi, ممكن أعرف موعد التسليم؟ I'm travelling next month.

Preference saved for next time

Modern Standard Arabic and Gulf, Egyptian and Levantine dialects, English, and many other languages, including Urdu, Russian, Chinese and Spanish. When a buyer switches language mid-sentence, the agent follows.

03 · COMPLETE

# The work after the conversation, done every time.

- 1

**The outcome is recorded on every conversation.**

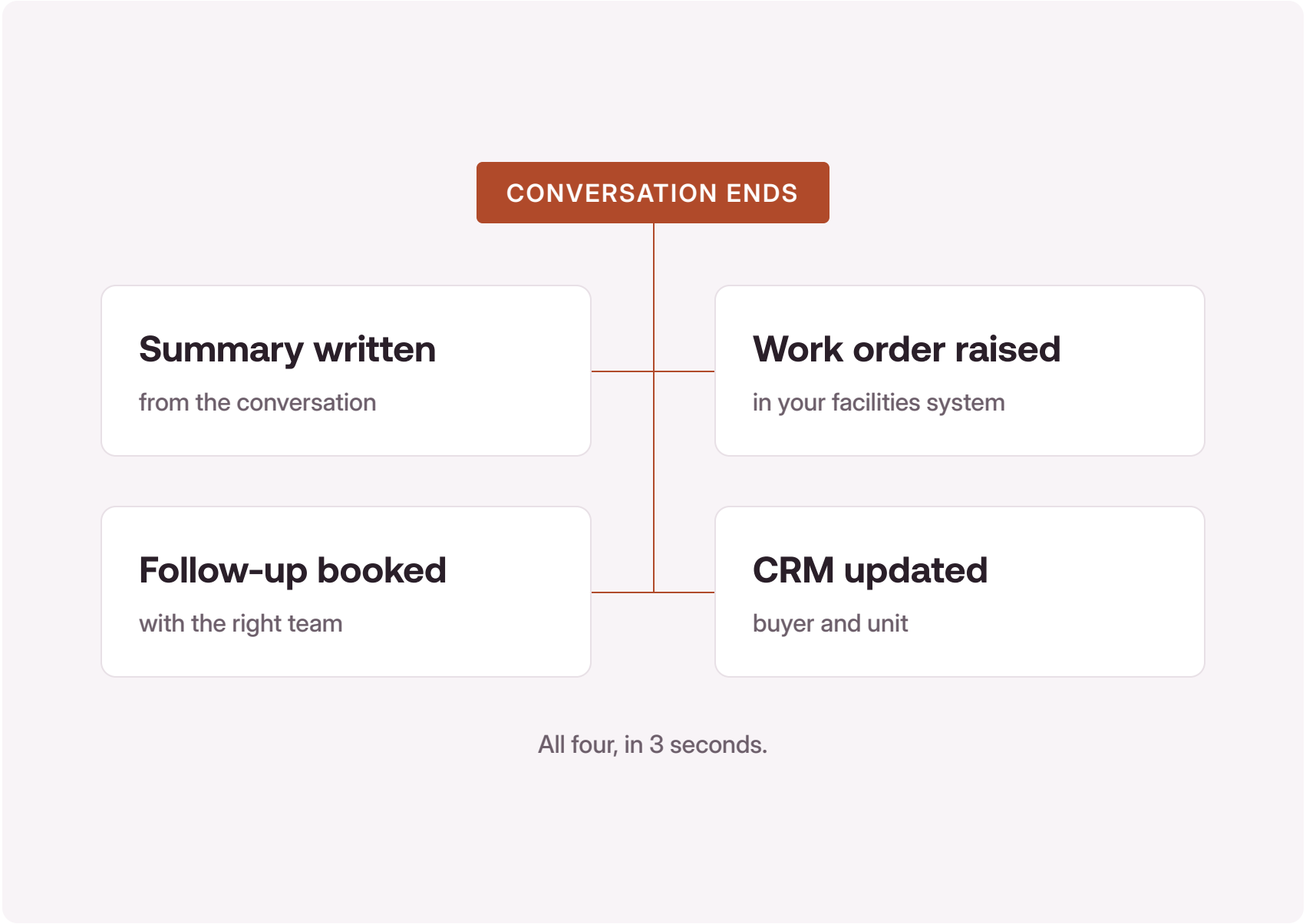
A summary, a classified outcome and the sentiment, captured automatically rather than when someone has a spare five minutes.
- 2

**Your systems are updated while the queue is long.**

Work orders raised, follow-ups scheduled, CRM, ERP and property management records written back to, inside the systems your team already works in.
- 3

**Escalation arrives with everything attached.**

When a person is needed, they get the whole conversation and a summary, so your buyer never starts again from the beginning.



# Your systems at the base. The agent on top.

## 04 The agent.

Holds the conversation within limits your team sets and changes. Hands over with the full conversation. Every decision recorded with its reasoning.

## 03 Your property model.

The projects, units, payment plans and milestones you run on, with their rules.

## 02 One buyer record.

Every call, message and email joins one history per buyer and unit.

## 01 Your channels and systems.

Your phone lines, WhatsApp number, CRM, ERP and property systems. Nothing is replaced.

# Ready at any hour, and ready for the rush.

## Every hour, every day.

Nights, weekends, Eid and public holidays run to the same standard as a Tuesday morning.

## Consistent at any volume.

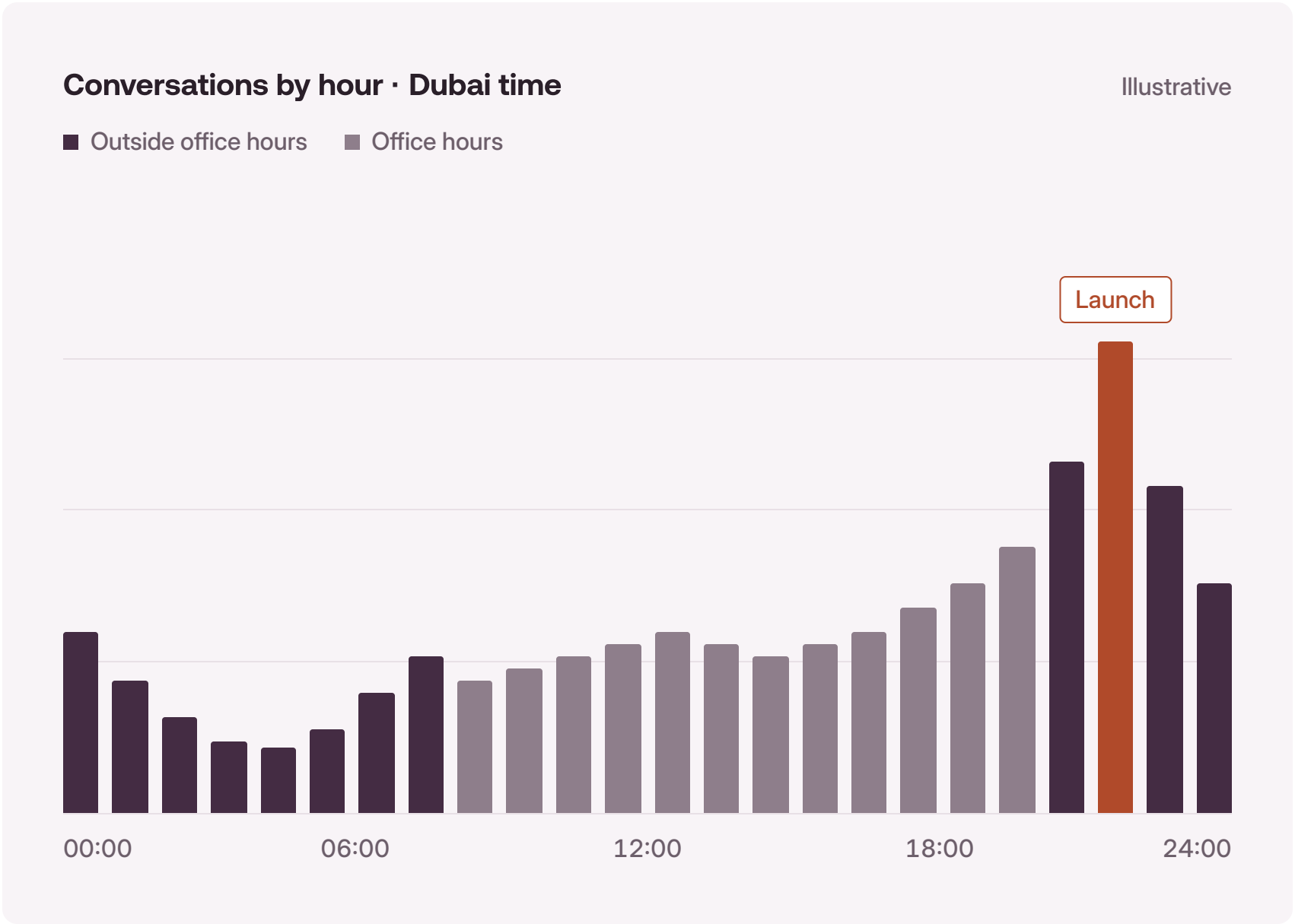
The hundredth enquiry of the day gets the same answer, from the same rules, as the first.

## Capacity that follows demand.

Many conversations run at once. A launch weekend or a handover release does not create a queue.

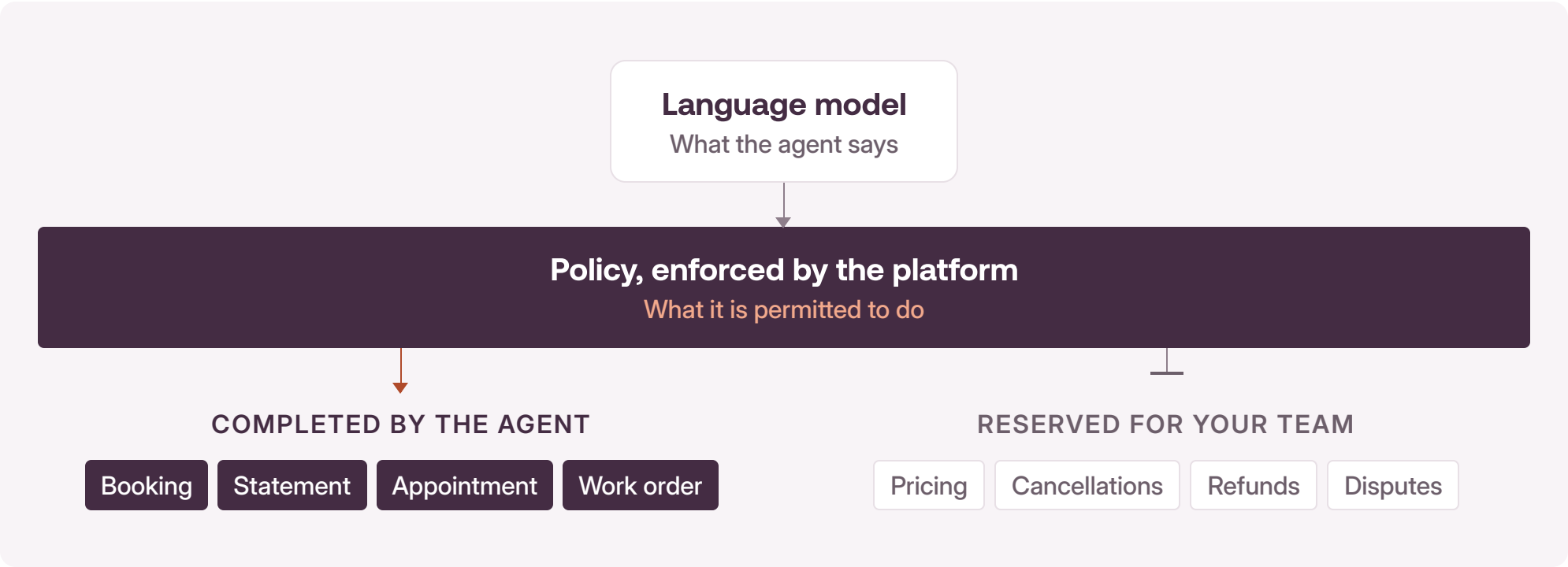
## A person when it matters.

When the agent reaches its limit, it hands over to your team with everything said so far.



# The conversation adapts. Your rules do not.

Telonic separates what an agent says from what it is permitted to do. Pricing, payment terms, entitlements and approval limits are enforced by the platform, outside the language model. An action that has not been granted does not exist for the agent.



## Defined authority.

You set what the agent completes, what it prepares for your team, and what remains reserved: pricing, cancellations, refunds and anything approaching dispute.

## Full traceability.

Every statement is linked to its source and every action is logged with its reasoning, retrievable at handover or in dispute, for as long as you keep it.

## Assurance before release.

Agents are evaluated against property-specific scenarios before launch. Every change is tested apart from live, versioned and reversible.

# Built for the teams that have to sign it off

Operations wants resolution. Compliance wants control. IT wants it inside the systems it already runs. The agent is built to satisfy all three before it goes live.

01

**Clear lines it never crosses.**

Topics it won't discuss, answers that must be word for word, and decisions that stay with your people.

02

**Every conversation reviewed.**

Every conversation is scored against your standards. All of them, not a sample.

03

**People step in where it matters.**

You decide when a conversation goes to a person, and it arrives with the full history.

04

**Looked up, never invented.**

Prices, payment schedules, entitlements and dates come from your own systems.

05

**Current when your rules change.**

When a price list or document changes, the agent works from the new version.

06

**Set up by us, run with you.**

We map, connect and agree the measures before launch, then extend channel by channel.

# Hosted where your organisation needs it

In the UAE, in Saudi Arabia, in your own cloud or on your own premises. All processing stays where you choose.

**UAE region**

Hosted and processed in the UAE.

**Saudi Arabia region**

Hosted and processed in Saudi Arabia.

**Your own cloud**

Runs inside your own cloud account.

**On your premises**

Set up in your own data centre, to your requirements.

## Choose the region.

Deploy in the UAE or Saudi Arabia, and all processing, including speech and language models, stays in that region.

## Or keep it in-house.

Run it in your own cloud account, or on your own premises, set up for your requirements.

## Decide what is kept.

Nothing is stored without your permission, and you set how long anything is kept. Personal information is redacted before any data leaves your deployment, and calls are recorded only once consent is given.

The full detail for your technical team is at [telonic.ai/docs](https://telonic.ai/docs).

# One view of every conversation your buyers have

We build and connect the agents. Your team runs them day to day: adjusting the rules it owns, stepping into conversations, and seeing what every channel produced.

- 1

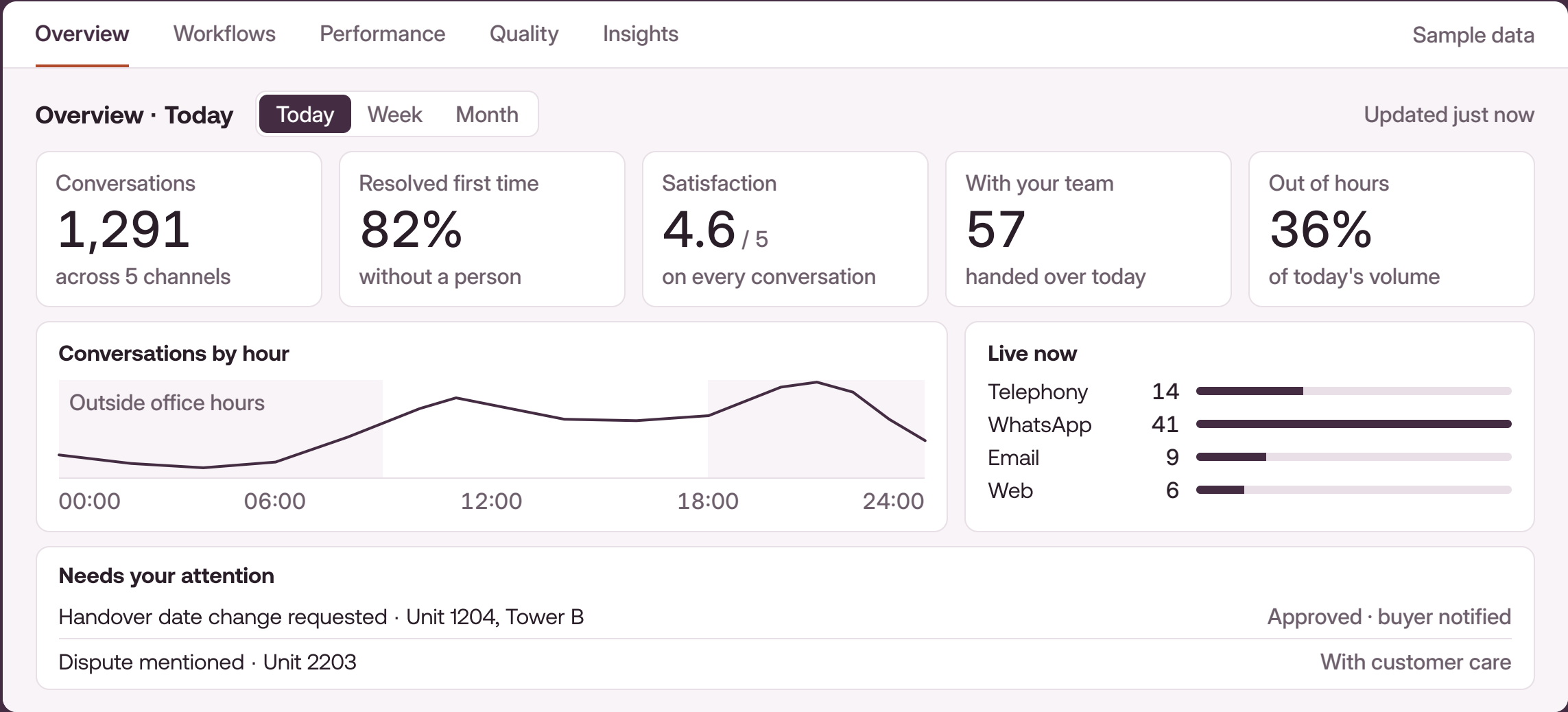
Your whole operation, at a glance.
- 2

Your processes, mapped before launch.
- 3

Measured on every conversation.
- 4

Quality you can check, line by line.
- 5

What your conversations are telling you.



# The conversation layer as an operating signal.

Surveys capture the few who respond. Every interaction, classified by intent, outcome and sentiment, captures the entire portfolio and surfaces what management reporting does not.

Sample data

Readiness by project

Tower A

Tower B

Villas

Townhouses

Demand quality.

Intent and readiness by project, unit type, channel and broker, read from the conversation rather than a CRM field.

Handover questions up 140

Cause: snagging guide out of date

Fix: update it and brief the team

Approve

Root cause.

Recurring questions traced to their origin: a document, a process, or the project itself.

Tower B · 3 units at risk

Repeat contact · open commitments

Assigned to collections today

Unit 1204 · repeat contact

Unit 1507 · open commitment

Unit 0903 · sentiment falling

Leading risk.

Collections and handover risk identified across a tower ahead of due dates, from repeat contact, sentiment and open commitments.

Complaints by contractor, 30 days

Contractor A 3%

Contractor B 11% ↑

Contractor C 4%

Contractor D 2%

Partner performance.

Contractors, facility managers and brokers assessed on complaints, delays and repeat contact.

# Works inside the systems you already run.

Your agents connect to the CRM, ERP, property, portal, payment and telephony systems you already run.

|                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CRM                                 | <div><div> Salesforce</div><div> Microsoft Dynamics 365</div><div> HubSpot</div><div> Zoho</div></div>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| ERP AND FINANCE                     | <div><div> SAP</div><div> ORACLE</div><div> odoo</div></div>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| PROPERTY AND FACILITIES MANAGEMENT  | <div><div> YARDI</div><div> mri<br/>REAL ESTATE SOFTWARE</div></div>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| PROPERTY PORTALS                    | <div><div> Property Finder</div><div> bayut</div><div> Dubizzle</div><div> عقار<br/>AQAR</div></div>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| PAYMENTS                            | <div><div> network</div><div> Checkout.com</div><div> Telr</div><div> HyperPay</div><div> PayTabs</div><div> Stripe</div><div> Apple Pay</div><div> Google Pay</div></div>                                                                                                                                         |
| TELEPHONY AND CONTACT CENTRE        | <div><div> elastic</div><div> duo</div><div> stc</div><div> GENESYS</div><div> NICE</div><div> CISCO</div><div> Five9</div><div> Amazon Connect</div></div>                                                                                                                                                   |
| MESSAGING AND EMAIL                 | <div><div> WhatsApp</div><div> Gmail</div><div> Microsoft Outlook</div></div>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| PRODUCTIVITY, DOCUMENTS AND SERVICE | <div><div> Microsoft Teams</div><div> Slack</div><div> Google Calendar</div><div> Microsoft SharePoint</div><div> Google Drive</div><div> docusign</div><div> Power BI</div><div> Zendesk</div><div> Jira</div></div> |
| CLOUD AND HOSTING                   | <div><div> Microsoft Azure</div><div> aws</div><div> Google Cloud</div><div> core42<br/>A G42 Company</div><div> HUMAIN</div></div>                                                                                                                                                                                                                                                                                                                                                                                                                                       |

Many more systems are supported, and custom integrations can be built for yours.

If your system isn't here, the agent can usually still act on it through a standard interface. Logos are trademarks of their owners. Their use shows systems our agents can connect to and does not imply partnership or endorsement.

# Deployed within your estate. Extended one workflow at a time.

The agent operates through your existing CRM, ERP, property management, portal and telephony systems, within permissions your IT team grants.

- 01

**Define.**

One workflow with material volume and a clear owner, such as out-of-hours enquiries for a launch or payment and handover queries for a completing project.
- 02

**Baseline.**

Completion rate, time to completion, escalation rate and repeat contact, measured before go-live and agreed with you.
- 03

**Extend.**

Each further workflow builds on the same integration, record and model.

Live on your first workflow within weeks.

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# One monthly figure per channel. Everything included.

Pricing is set per channel group and sized to your volume, so the cost follows the conversations you actually handle.



**Telephony**  
Calls

Everything included



**Messaging**  
Conversations

Everything included



**Web**  
Sessions

Everything included

**A monthly figure for each channel group, sized to your volume:** calls for telephony, conversations for messaging and sessions for web.

**One monthly figure that includes the technology.** Speech recognition, voice synthesis and language models are in it. There is no separate line for them.

**Every capability is included, however much you use.** You pay for volume, not features.

# Every conversation, to the standard you'd choose.

Tell us your volumes, channels and out-of-hours load, and we'll show the agent working on a scenario from your business.

**Telonic**

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✉ [hello@telonic.ai](mailto:hello@telonic.ai)

🌐 [telonic.ai](https://telonic.ai)

📍 The Offices 3, One Central, DWTC, Sheikh Zayed Rd,  
Dubai, UAE

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