

Better conversations. Built for your industry.

Specialised agents for enterprise customer conversations.



Telephony

Your existing numbers and carrier.



WhatsApp

Your own WhatsApp Business number.



SMS

Two-way texts on the same conversation.



Email

Your Exchange or Google Workspace mailbox.



Web and app

A widget on your site or inside your app.



Arabic and English

Four forms of Arabic, including a switch mid-sentence.

SPECIALISE

Built around your entities, stages and rules.

CENTRALISE

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

COMPLETE

Records, tickets and bookings updated every time.

A business is judged on its conversations. Almost none can run them to the standard they'd choose.

Calls go to one team, WhatsApp to another, email to a shared inbox nobody owns. The same question gets a different answer each time, and nobody can see what any of it costs.

56%

of customers often have to repeat themselves to different people

55%

feel they are dealing with separate departments, not one company

63%

would switch to a competitor after one bad experience

Salesforce, State of the Connected Customer, 2023 (56%, 55%). Zendesk, CX Trends Report 2025 (63%).

One customer. Five channels. Nobody owning the answer.

- 1A message on WhatsApp on Friday morning. A reply telling her to call the hotline.
- 2Three calls, forty minutes on hold each time.
- 3Two different answers about the same refund.
- 4An out-of-hours reply at 22:58.
- 5An email thread with no owner. A booking record last updated twelve days ago.

Recents

AllMissed

Rania Saleh (6)

mobile

22:51

+971 5X XXX XXXX (3)

mobile

21:14

Rania Saleh (2)

mobile

13:02

+966 5X XXX XXXX (2)

mobile

11:18

MESSAGES

now

Rania Saleh

Please call me back. We're still at the airport and the check-in desk has closed.

Hamad, Reservations · 23:05

Is anyone on the Baku cancellations? A customer says she's stuck at the airport and that her hotel refund was confirmed. By whom?

Rania Saleh

last seen today at 22:58

4

Friday

Hi, our flight to Baku tomorrow has been cancelled. What happens now?

07:52

1

Dear customer, please call our hotline for rebooking.

13:05

Saturday

Your call centre says the hotel is refunded. The hotel says it isn't. Which is it?

09:41

Two different answers

3

Thank you for contacting us. Our working hours are 9am to 6pm, Monday to Friday.

22:58

4

Out of hours

Illustrative

Search mail

Inbox 415

Rania Saleh

Re: Re: Flight cancel...

22:40

Hotel Aurelia

Refund query: BK-4...

18:02

Maiid Al Farsi

Charged twice for o...

15:26

No owner

5

Last updated at booking, 12 days ago

5

Booking record

Traveller

Rania Saleh

Trip

Dubai to Baku, 4 nights

Flight status

—

Hotel refund

Last contact

—

Telonic · Product deck

03 / 22

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

01 Specialise.

The agent knows your industry: its entities, workflows and rules.

- Built for your workflows
- Knows where each customer is
- Your policies built in

02 Centralise.

Every channel and department works from one record of each customer.

- One customer, 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

Good service, by design.

Agents built around how your industry works answer every call and message, keep one record of each customer, and finish the work in your own systems, within limits you control.

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 customer

4

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

01 · SPECIALISE

Agents that already know how your industry works.

1 Built for your workflows, not configured by you.

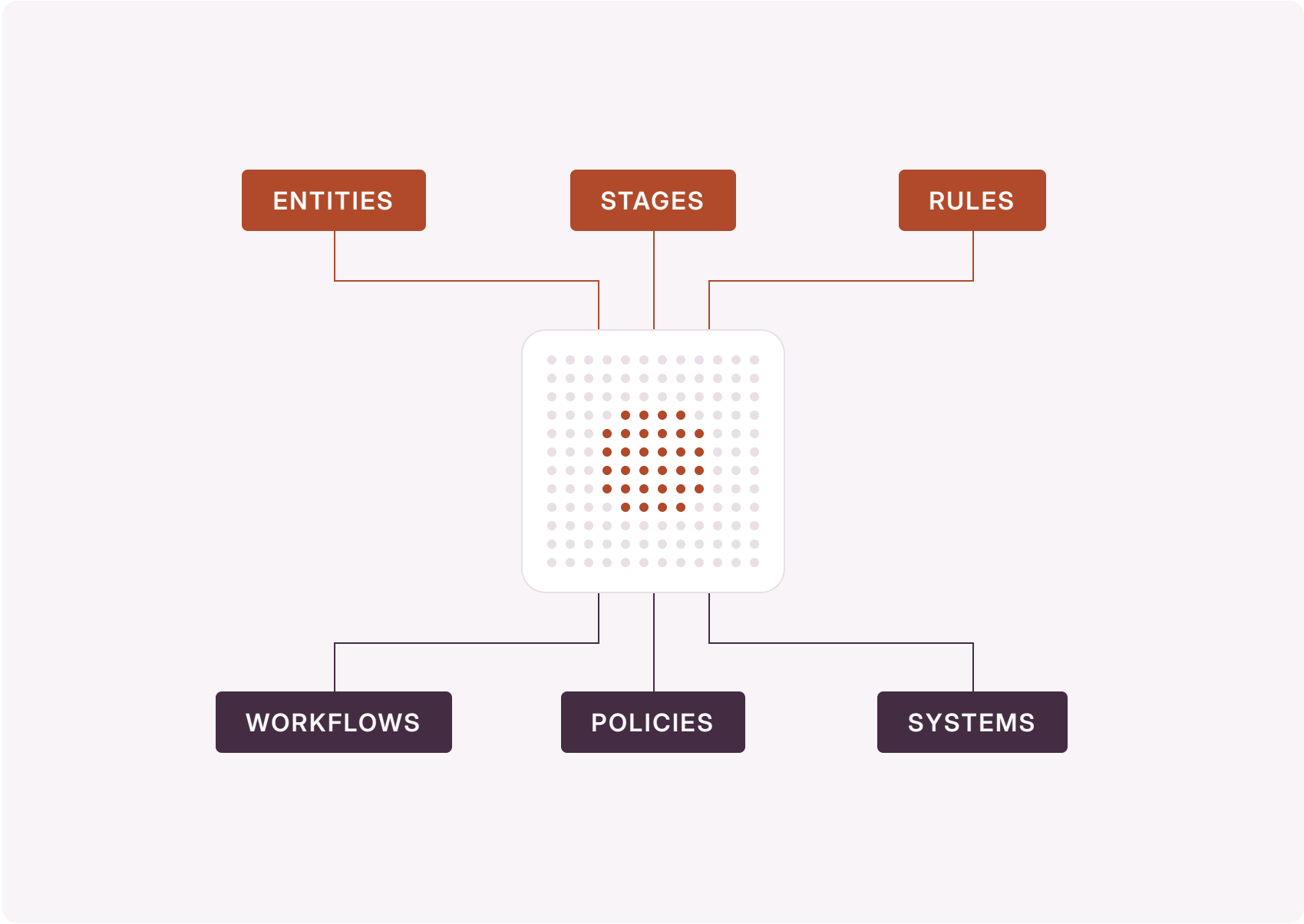
We model your entities, stages and rules before launch: units and milestones, policies and claims, fares and disruptions.

2 It knows where the customer is in the process.

An enquiry, a handover, a claim awaiting inspection. The agent knows what has already happened and what should happen next.

3 Your policies are built in, not prompted.

It cannot offer terms you do not allow, because the capability is never exposed to it. Policy lives in the architecture.



02 · CENTRALISE

One record. Every channel, every department.

- 1

Every channel resolves to one customer.

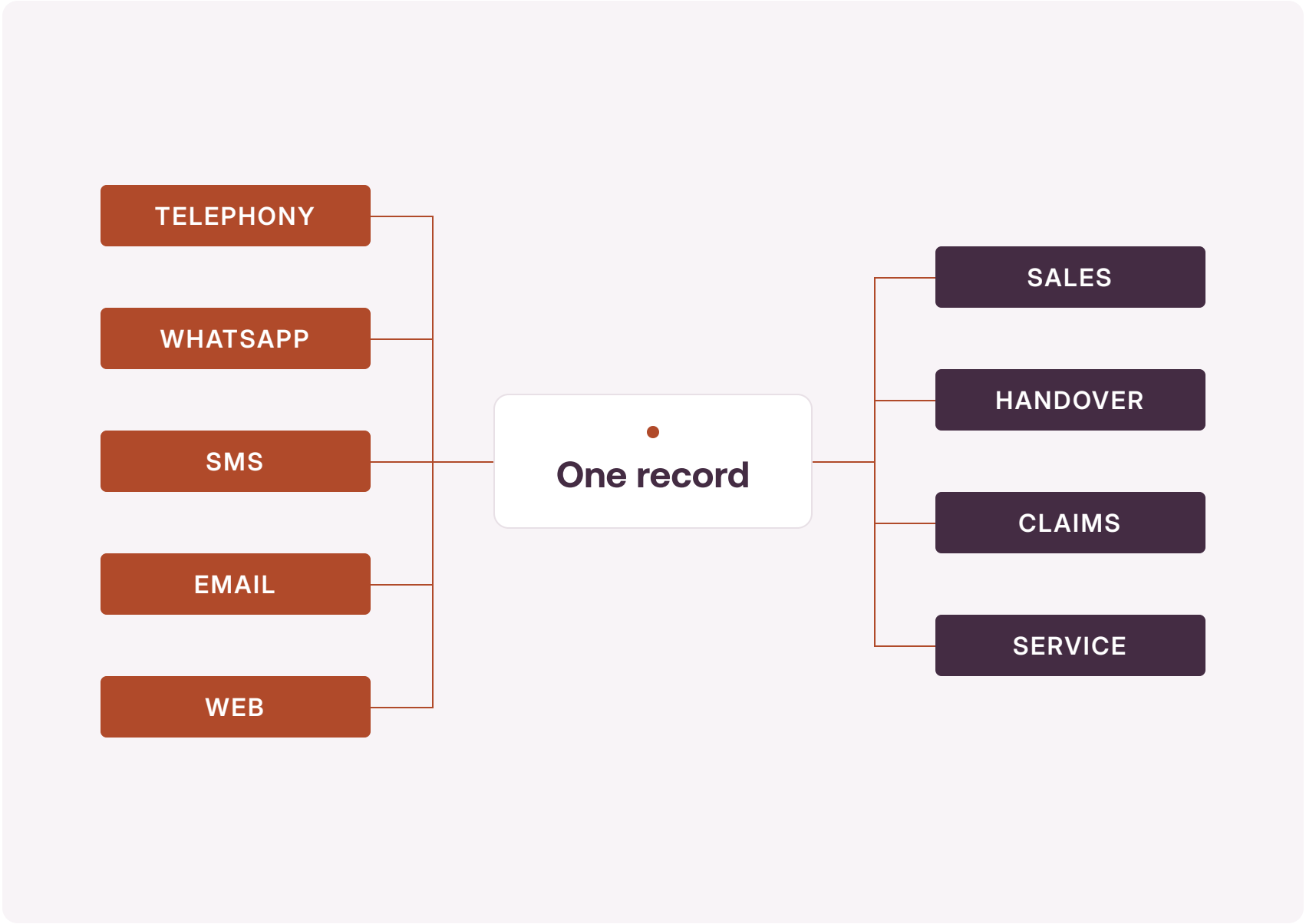
Telephony, WhatsApp, SMS, email and web arrive in one continuous record, so nobody is ever asked to explain themselves twice.
- 2

Every department works from the same history.

Sales, handover, claims and service all see what was said and promised, including the conversations they were not part of.
- 3

You can finally see what your conversations produce.

Satisfaction, response times, resolution and what customers actually ask about, measured across all of it rather than a sample.



The work after the conversation, done every time.

- 1

The outcome is recorded on every conversation.

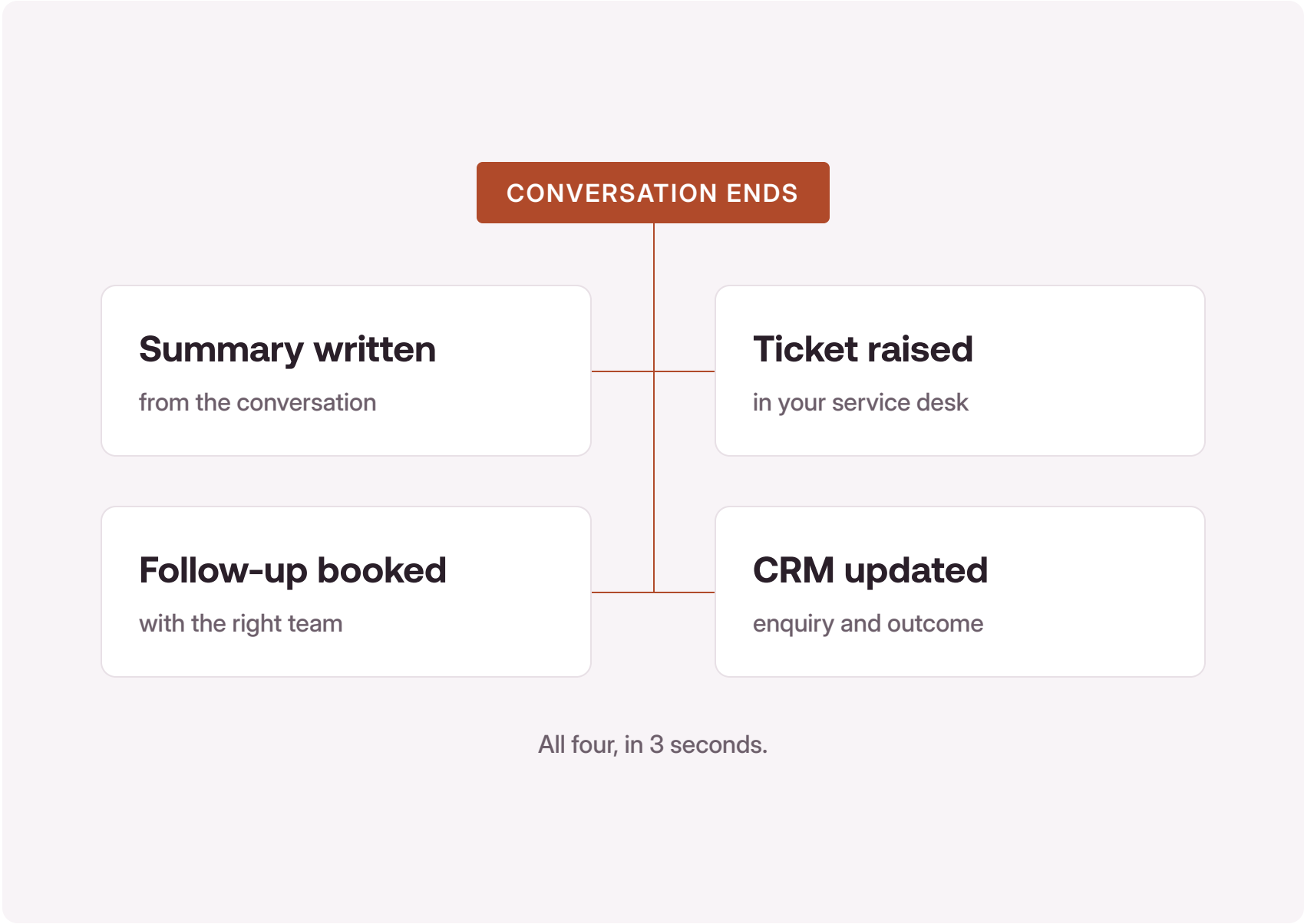
A summary, a classified outcome and the sentiment, captured automatically rather than when someone has a spare five minutes.
- 2

Your systems are updated while the queue is long.

Tickets raised, follow-ups scheduled, CRM and ERP 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 customer never starts again from the beginning.



Specialists, not generalists

Each agent is built for one industry: 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, faults and follow-ups across every channel, and logs the work in your systems.

H

Hamza

I reported a leak in the kitchen three weeks ago. Nobody has come. Unit 1204, Tower B.

I've reopened it as a priority and booked a contractor for Tuesday between 9 and 11.

Changes and bookings agent.

Makes changes within your rules and answers customers at any hour.

21:15

Your 18:40 flight is cancelled. You're rebooked on the 21:15, within your fare, and your hotel knows you'll arrive late.

Cases and claims agent.

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

Agent

Aisha Rahman

My car was hit in a car park an hour ago.

Claim opened. Photos and the police report requested on WhatsApp.

Handed to your claims team

Outreach agent.

Calls customers first for renewals, reminders and confirmations, only within the hours you allow.

On a call

Fatima Al Suwaidi

Motor policy renews 14 October

Hello Fatima, your motor policy renews on the 14th. Shall I keep the same cover, or send you the options on WhatsApp?

Every conversation has a method.

01

Hear what they mean.

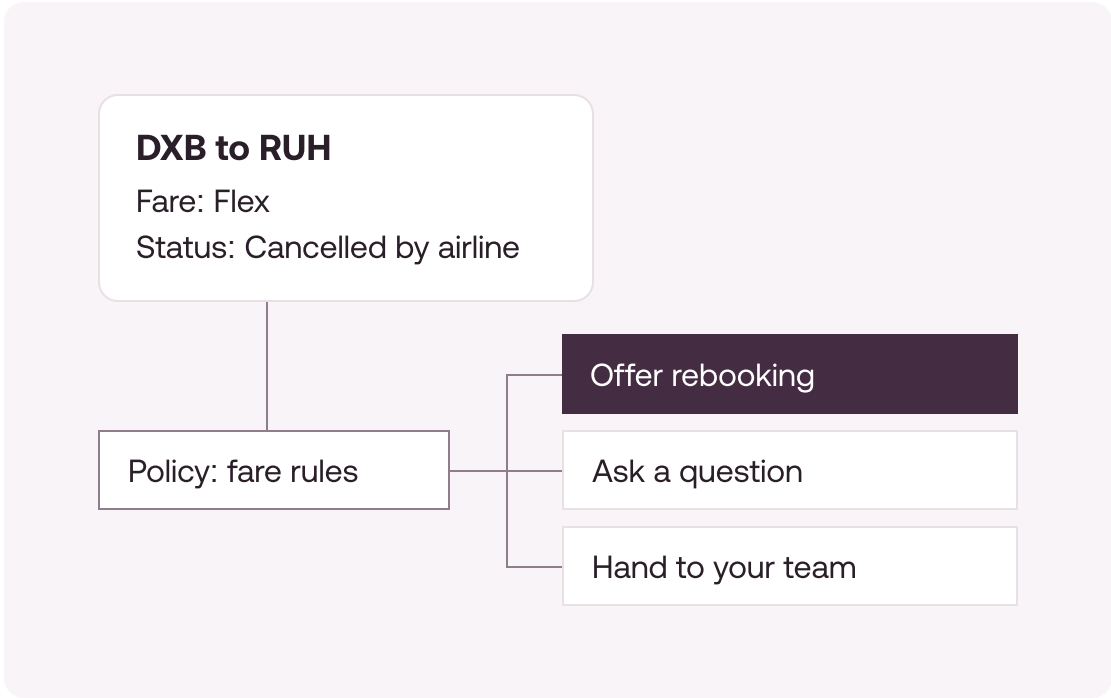
Customers mix Arabic, English and rarely open with the real request. The agent follows multiple languages and works out what they need.



02

Check your rules.

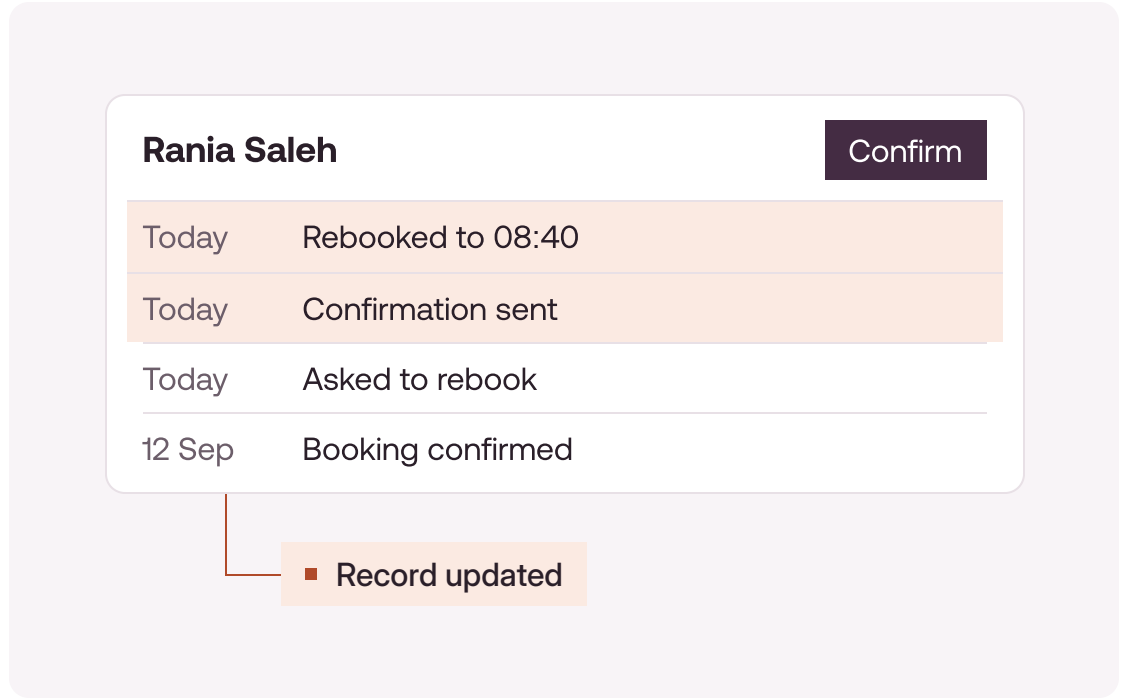
Before it answers, the agent looks up the booking, claim or unit in your systems and checks what your policy allows. It cannot offer anything else.



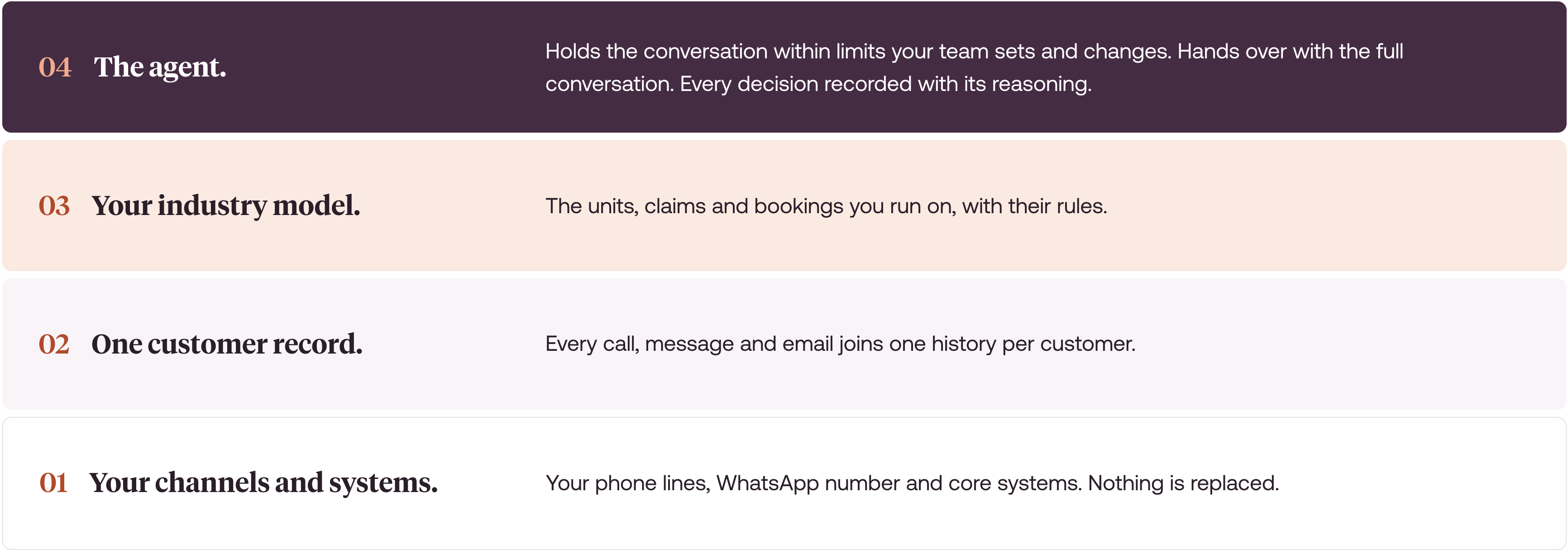
03

Finish the work.

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



Your systems at the base. The agent on top.



Every channel, in the languages your customer uses.

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 customers 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 or inside your app. Logged-in customers are already known.

Hi, ممكن أغيّر موعد الرحلة to Friday?

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 customer switches language mid-sentence, the agent follows.

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.

Replies without a pause.

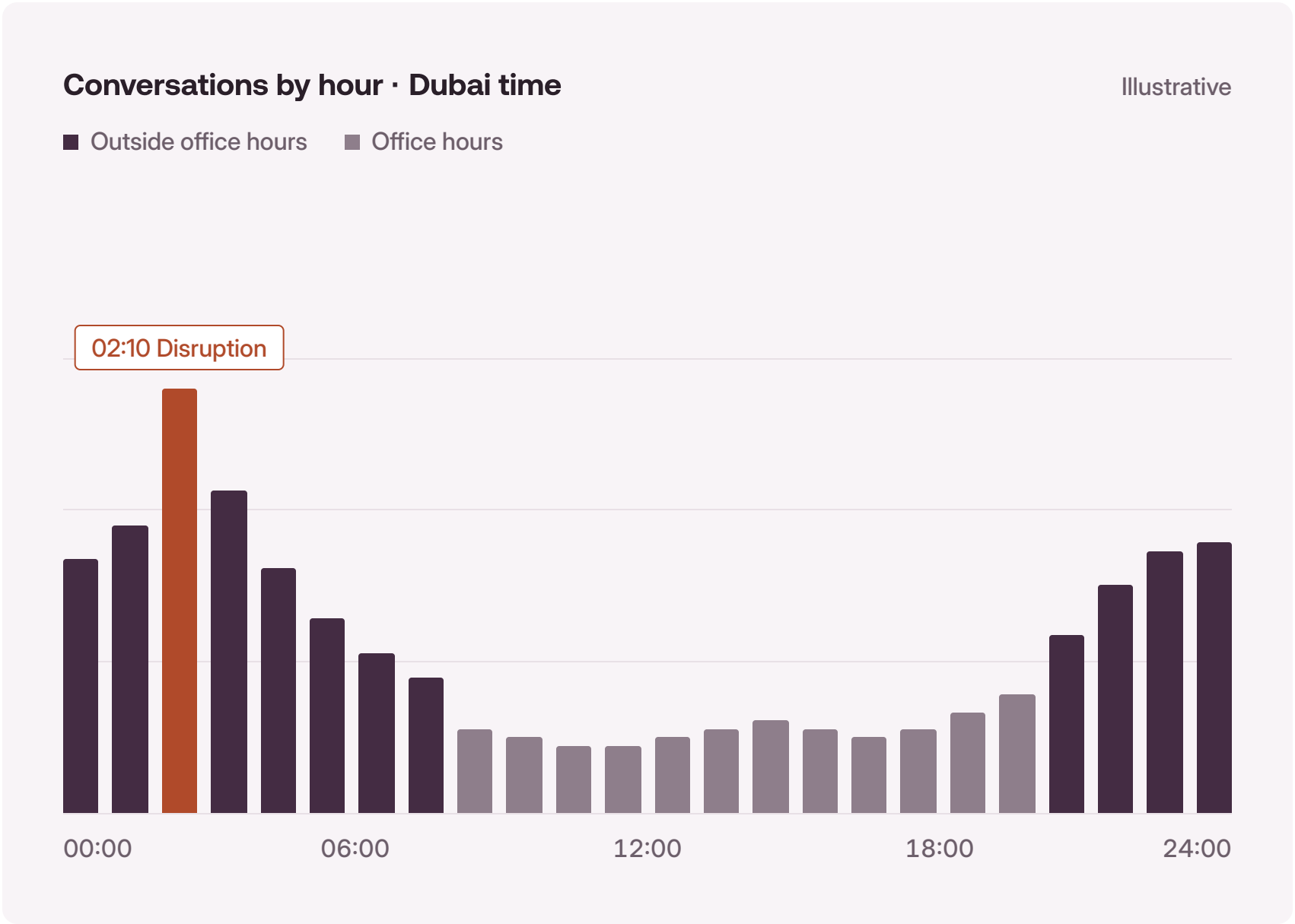
The agent starts forming its answer while the caller is still finishing, so nobody is left waiting in silence.

Capacity that follows demand.

Many conversations run at once. A disruption or a launch day 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.



One view of every conversation your customers 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

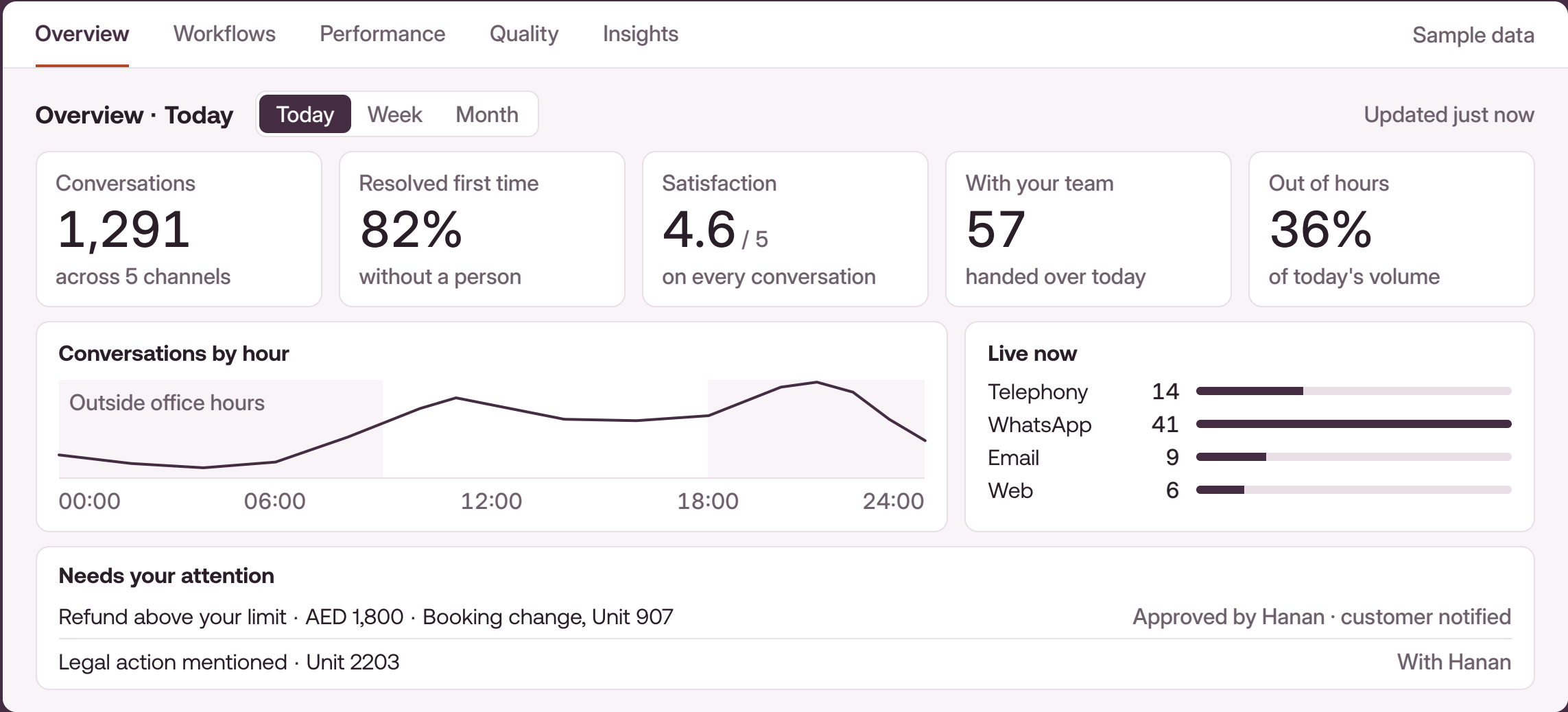
Your whole operation, at a glance.
- 2

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.



Make enterprise-grade decisions with intelligence and reliability.

Your teams hear what customers need every day, but little of it reaches a decision. The agents classify every conversation, so the decisions start from all of it.

Sample data

Top reasons this week

Payments and billing		1,120	↑ 212
Bookings and changes		864	↑ 64
Faults and complaints		612	↓ 18
Account and documents		388	—

Know what customers ask.

Every conversation classified by topic, reason and outcome, across every channel and language.

Payment questions up 212

Cause: an outdated page still on your website

Fix: update it and brief the team

Approve

Fix the cause, not the call.

When the same question keeps coming back, the agents trace it to its source: an outdated document, a missing system, a confusing policy.

Layla H. · 3 contacts in 5 days

Yousef A. · sentiment falling · legal mentioned

Hamza K. · promised call back overdue

Assigned to your team today

Act before customers leave.

Repeated contact, falling sentiment and unresolved promises are flagged as they happen.

Works inside the systems you already run.

Your agents connect to your phone lines, messaging, CRM, booking, property and claims systems. They look things up, make changes and keep records where your team already works.

							
 Amazon Connect		 WhatsApp	 Microsoft Outlook	 Gmail	 Google Calendar	 Salesforce	 Microsoft Dynamics 365
 HubSpot			 Microsoft Teams	 Slack	 Microsoft SharePoint	 Google Drive	 Notion
 Zendesk	 Jira	 Zapier	 Make	 Confluence	 Dropbox		 Stripe
							
 Booking.com					 Microsoft Azure		 Google Cloud
 OpenAI	 Anthropic	 Google Gemini	 Mistral AI	 Meta	 Deepgram	 ElevenLabs	 Fish Audio
 Rime							

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.

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.

Claim decisions

STAYS WITH YOUR CLAIMS TEAM

Clear lines it never crosses.

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

Conversation score

Meets standard

Every conversation reviewed.

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

Handed to your claims team

Full history and summary attached

People step in where it matters.

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

01 Handover delayed

02 Claim at 11pm

03 Flight cancelled

Tested before anyone hears it.

Every agent is tested on realistic scenarios before launch, and every change is reversible.

Payment schedule

Account records

Retrieved, not created

Every answer traceable.

Any answer can be checked against its source.

Map your workflows

Connect your systems

Agree the measures

Set up by us, run with you.

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

You set the boundaries. The agent keeps to them.

You're right to ask what an agent might say on your behalf. The answer is only what you allow, and every conversation shows it.



1

Looked up, never invented.

Prices, policies, entitlements and dates come from your own systems. If the answer isn't there, the agent says so and offers a person.

2

Some decisions stay with you.

Claims outcomes, goodwill outside policy and anything involving safety are never available to the agent. Those actions do not exist for it.

3

Current when your rules change.

When a policy, price or document changes in your systems, the agent works from the new version. Nobody retrains anything.

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.

Start with one channel. Live within weeks.

01 Design.

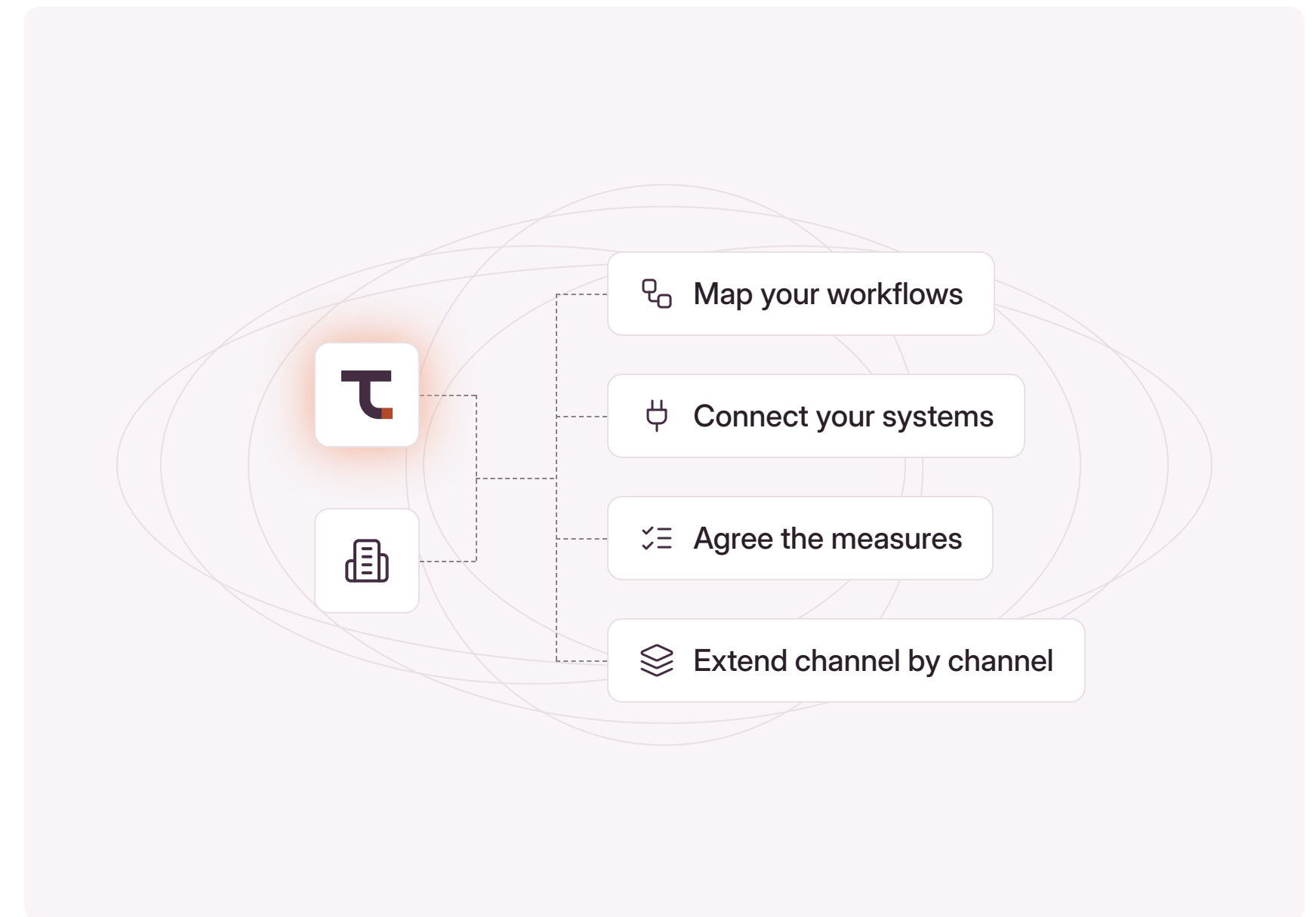
We map your workflows, systems and rules, and design the agents around how your business already runs.

02 Deploy.

Live on your first channel within weeks, connected to the systems your teams already use.

03 Measure.

Performance tracked against measures agreed with you before launch. Then extend, channel by channel.



One monthly figure per channel. Everything included.



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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