MULTI-STAKEHOLDER SERVICE · VOICE AGENTS

Phone Service Agent

Answers calls, queries your ERP while it talks and replies with real data in about two seconds. What it cannot resolve, it does not make up: it takes a message or transfers the call to a person.

HOW IT HANDLES A CALL

Incoming call
The agent picks up and greets

Listens
In Spanish and Galician, including dictated references

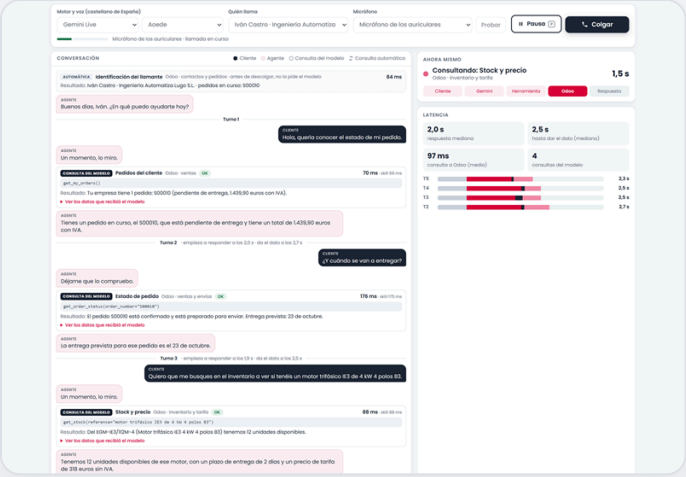
Identifies
The company by its phone number, without exposing it to the model

Queries the ERP
Typed, read-only tools

Replies
With the real figure, in about two seconds

ENDS IN **Answer with the data** · Message to its recipient · Transfer to a person

THE CONSOLE, TURN BY TURN



Real demo (in Spanish) with fictitious data: every ERP query, its result and its latency are visible.

WHAT IT RESOLVES ON THE CALL

- **Product stock**
  From the dictated reference; when in doubt, it asks
- **Order status**
  Lines, availability, carrier and expected delivery
- **Customer orders**
  Only those of the calling company
- **Message taking**
  Delivered to the recipient by email
- **Transfer to a person**
  When the caller asks or the case requires it

The model never touches the ERP. It calls closed tools; if the system doesn't respond, it says so and offers an alternative.

PROOF OF CONCEPT · INDUSTRIAL DISTRIBUTOR

1.75 s	2.47 s	70 ms	137
until the agent starts speaking (median)	to deliver the figure queried in the ERP (median)	per Odoo query, round trip (median)	automated tests on the agent and the ERP

Measured on Odoo 18 with fictitious data, without the phone leg. Next phase: PBX connection and outbound qualification campaigns.

Picture it with your calls

Over 40 years of IT experience in logistics, industry, banking and the public sector.

Thank you! *for what matters, People... for everything else, Ardora AI*

LET'S TALK

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