

Better conversations. A clear next step.

AI voice agents for your phone lines and website.

Answer enquiries, connect business workflows and bring in your people when a conversation needs them.

**01****Be easier to reach**

Support routine and after-hours enquiries.

02**Move work forward**

Connect conversations to business actions.

03**Keep people involved**

Supervise, hand off and review outcomes.

Book a demonstrationsaloma.cosinechat.com

01 / THE BUSINESS CASE

Every enquiry deserves a managed next step.

Bring the conversation, the action and the review record into one operating environment.

01

A consistent first response

Calls arrive when teams are busy. An agent uses your approved knowledge and configured rules to handle routine enquiries.

Give customers a clear starting point.

02

Less repeated handling

Published workflows connect conversations to business systems and supported follow-up actions.

Reduce manual capture and handover.

03

Better service visibility

Review recordings, transcripts, summaries and workflow evidence together.

Make coaching and investigation easier.

04

Clearer accountability

Apply role permissions, tenant boundaries, governance evidence and itemised usage records.

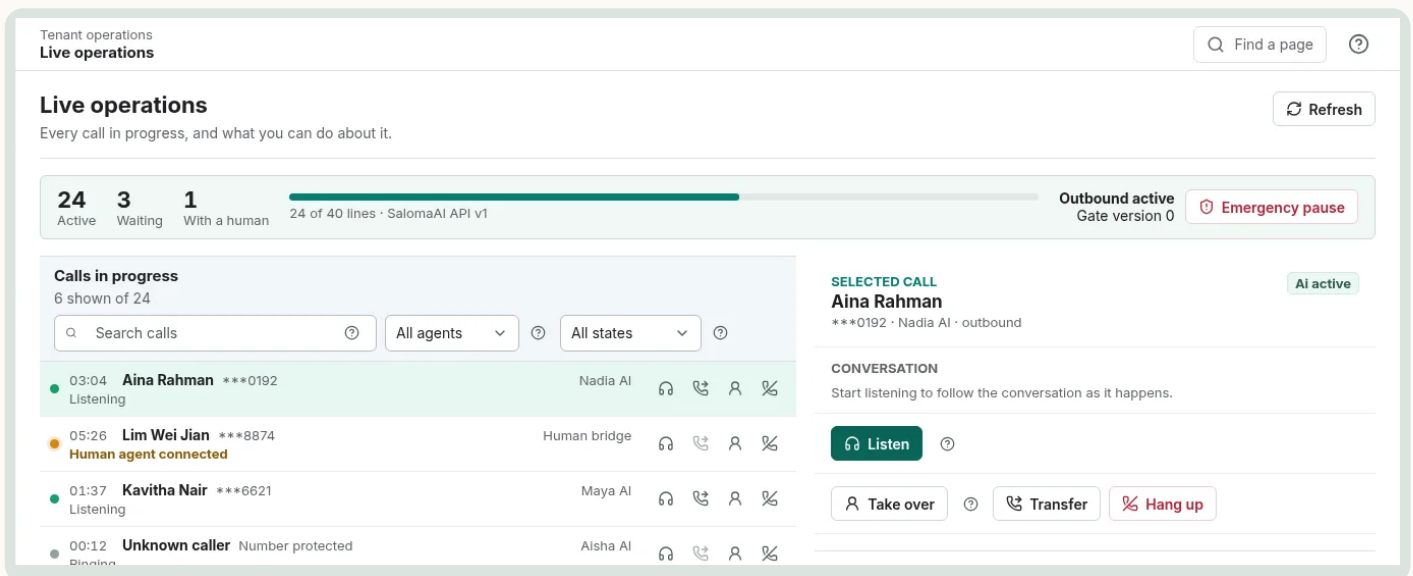
Give operations and finance oversight.

A TYPICAL JOURNEY

Enquiry → approved answer or action → staff handoff if needed

02 / CAPABILITIES THAT DELIVER

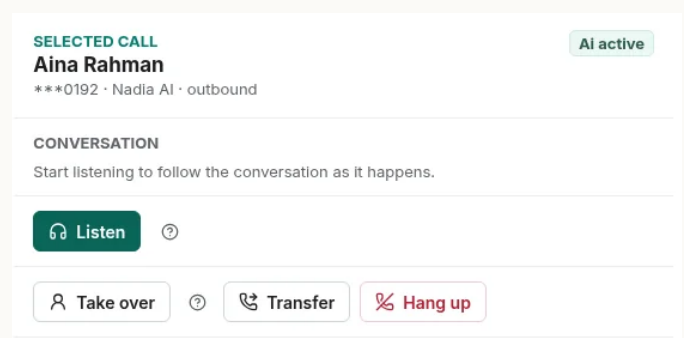
One console. Your team stays involved.



Actual Saloma console with illustrative data. Availability depends on role and setup.

Supervise the moment that matters.

Authorised operators can listen, take over from the browser or transfer supported calls.



Agents + knowledge

Set voice, language, instructions and approved sources. Test before routing calls.

Connected workflows

Use application programming interfaces (APIs) and Model Context Protocol (MCP) tools.

Review + usage

Examine summaries, transcripts, recordings and itemised usage in one place.

03 / ILLUSTRATIVE APPLICATIONS

Meet customers where they need you.



Illustrative scenarios and imagery. Workflows require configuration and acceptance testing.

01 Reception & appointment enquiries

Answer service questions, capture requests and connect to a configured booking system or staff handoff.

A clearer first response and an agreed next step.

02 Voice service on your website

A branded Web Talk button starts a browser voice session. The agent assists; authorised staff can listen or take over.

A direct route from website interest to conversation.

03 Planned customer follow-up

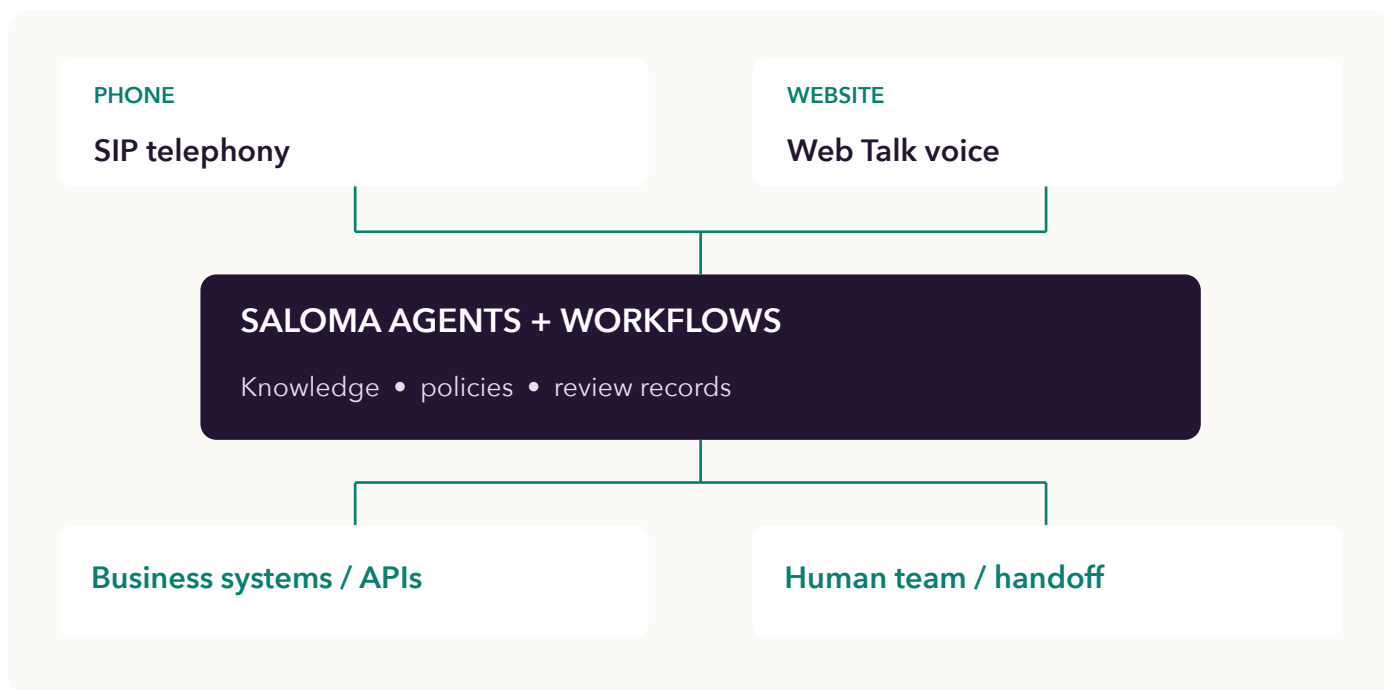
Apply consent, suppression, calling windows and campaign limits. Record outcomes and send configured follow-ups.

A repeatable process with reviewable results.

04 / TECHNICAL & OPERATIONAL FIT

Connect your channels. Define your controls.

A browser console coordinates agents, business knowledge, workflows and review records.



SIP: Session Initiation Protocol. Messaging connectors operate outside live calls.

Hosting & dependencies

Dedicated Debian 12 x86-64 is the documented baseline, with PostgreSQL, Redis, Asterisk and HTTPS. External AI provider accounts and approved rates are required.

Access & governance

Role and workspace permissions, tenant-scoped data, multi-factor authentication and governance-chain checks support controlled operation. Configure privacy and retention policies.

Before launch

Validate routing, languages, connectors, capacity and recovery.

05 / FROM EVALUATION TO OPERATION

Bring one real workflow.

See how Saloma fits.

Start with your approved knowledge, a defined service journey and the systems your team already uses.



- 1 Scope** Choose channels, languages, handoff rules and success measures.
- 2 Validate** Test voice, knowledge, integrations and real failure paths.
- 3 Launch & refine** Release approved settings. Supervise calls and review outcomes.

Professional services

Deployment and consultation • Customisation and refactoring
Support and maintenance. Agree scope and responsibilities in the proposal.

[Book a demonstration](#)[Explore the product](#)hey@ordinexis.comsaloma.cosinechat.com