

Amatou Voice Agent

AI-Powered Phone Assistant for Automated Appointment Booking

24/7 Availability • 95%+ Success Rate

The Problem: Missed Calls = Lost Revenue

Every business relying on phone bookings faces the same challenges:

- **30-40% of calls go to voicemail** during peak hours or after business hours
- **Manual booking requires 5+ minutes** of staff time per call
- **Double bookings** and scheduling conflicts damage customer trust
- **No-shows cost £45-150** per missed appointment
- **Staff interruptions** reduce productivity and increase errors

Result: Lost revenue, frustrated customers, and wasted staff time.

The Solution: Intelligent Automation

The Amatou Voice Agent is an AI-powered phone system that handles appointment bookings automatically, just like a professional receptionist - but better.

How It Works

1. **Customer calls** your business number
2. **AI answers instantly** with natural, professional greeting
3. **Real-time availability** check against your calendar system
4. **Customer details collected** (name, email, phone, preferences)
5. **Appointment booked** and confirmed in your system
6. **SMS/WhatsApp confirmation** sent automatically
7. **Staff notified** of new booking

Average call duration: Under 2 minutes **Success rate:** 95%+ for standard bookings **Availability:** 24 hours a day, 7 days a week

Key Benefits

For Your Business

Increase Revenue - Capture 100% of inbound calls, even after hours - Convert 95%+ of booking requests to confirmed appointments - Recover 15-20 additional bookings per week (typical)

Save Time & Money - Eliminate 15-20 hours/week of manual booking work - Free staff to focus on in-person customer service - Reduce administrative overhead by 60-70%

Improve Customer Experience - Instant answering, no hold times or voicemail - Natural conversation, professional and courteous - Automatic confirmations reduce no-shows by 30-40%

Scale Effortlessly - Handle unlimited concurrent calls - No additional staff needed during peak times - Works across multiple locations and timezones

For Your Customers

- **Instant service** - no waiting on hold
 - **Book anytime** - early morning, late night, weekends
 - **Natural conversation** - feels like talking to a person
 - **Immediate confirmation** - SMS/WhatsApp within seconds
 - **Easy rescheduling** - can transfer to staff if needed
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Core Features

Natural Voice AI

Advanced speech recognition and natural language processing provides human-like conversations. Customers can't tell they're speaking with AI.

Real-Time Calendar Integration

Connects to your existing booking system (Easy!Appointments and others). Always shows accurate availability, prevents double bookings.

Automated Confirmations

Sends booking confirmations via SMS and WhatsApp immediately. Reduces no-shows and keeps customers informed.

Intelligent Call Transfer

Seamlessly transfers complex inquiries or special requests to your team when needed. Best of both worlds.

Company Information

Answers customer questions about your services, pricing, hours, and contact details naturally during the call.

Timezone Handling

Automatically manages timezone conversions for businesses serving multiple regions.

Enterprise Security

100% secure with encrypted communications, HTTPS webhooks, and secure credential management.

Fast Implementation

48-hour setup time. Simple webhook integration, comprehensive documentation, dedicated support.

Return on Investment

Example Scenario: Small Service Business

Current Situation: - 50 calls per week - 5 minutes average handling time per call - 30% missed calls (15 calls) - £45 average booking value

With Amatou Voice Agent:

Time Savings: - 17 hours/week staff time recovered - = £340/week in staff costs (@ £20/hour)
- = £17,680/year

Revenue Recovery: - 15 previously missed calls converted - = £675/week additional revenue -
= £35,100/year

Total Annual Benefit: £52,780

Typical ROI: 10-15x within first year

Technical Highlights

Modern Architecture

- RESTful webhook API
- Docker containerized deployment
- Scalable cloud infrastructure
- Real-time processing

Pre-Built Integrations

- Easy!Appointments (included)
- Twilio SMS/WhatsApp (included)
- Extensible for custom systems

Security & Compliance

- HTTPS encryption for all communications
- Webhook authentication with secrets
- No customer data stored on AI platform
- GDPR compliant data handling

Reliability

- 99.9% uptime SLA
- Automatic failover and recovery
- Health monitoring and alerts
- 24/7 technical support

Contact us for pricing: contact@amatou.co.uk

Getting Started

1. Initial Consultation

- Understand your business needs
- Review current booking process
- Identify integration requirements
- Provide customized proposal

2. Setup & Configuration

- Configure AI voice agent
- Integrate with your calendar system
- Set up SMS/WhatsApp confirmations
- Test all functionality

3. Training & Launch

- Staff training on system management
- Review call flows and scenarios
- Go live with monitoring
- Ongoing support and optimization

Total time to launch: 3-14 business days

Why Amatou Technologies?

Expertise: 45+ years combined team experience in AI and automation

Track Record: 95%+ customer satisfaction, 10+ successful deployments

Innovation: Cutting-edge AI technology, continuously improving

Support: Dedicated UK-based support team, rapid response times

Security: 100% data security commitment, GDPR compliant

Next Steps

Request a Demo

See the voice agent in action with a live call demonstration.

Email: contact@amatou.co.uk **Phone:** +44 7441 42 6061 **Website:** www.amatou.co.uk

Download Additional Resources

- **Technical Datasheet** - Architecture and integration details
 - **Value Proposition** - ROI calculator and case studies
 - **Integration Guide** - Developer documentation
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