

AI Voice & Chat Agents on the Web

One AI agent for phone calls, calls from your website and web chat – with your knowledge, your appointments and your processes. And when a human is needed, your support team takes over right in the browser: on a PC, a phone or a tablet.

1 agent

for phone, website calls and web chat – maintain knowledge and actions only once

Port 443

chat and audio over HTTPS/WebSocket – no WebRTC, no extra ports

~10 minutes

until the agent is live – enter your website, pick a voice, done

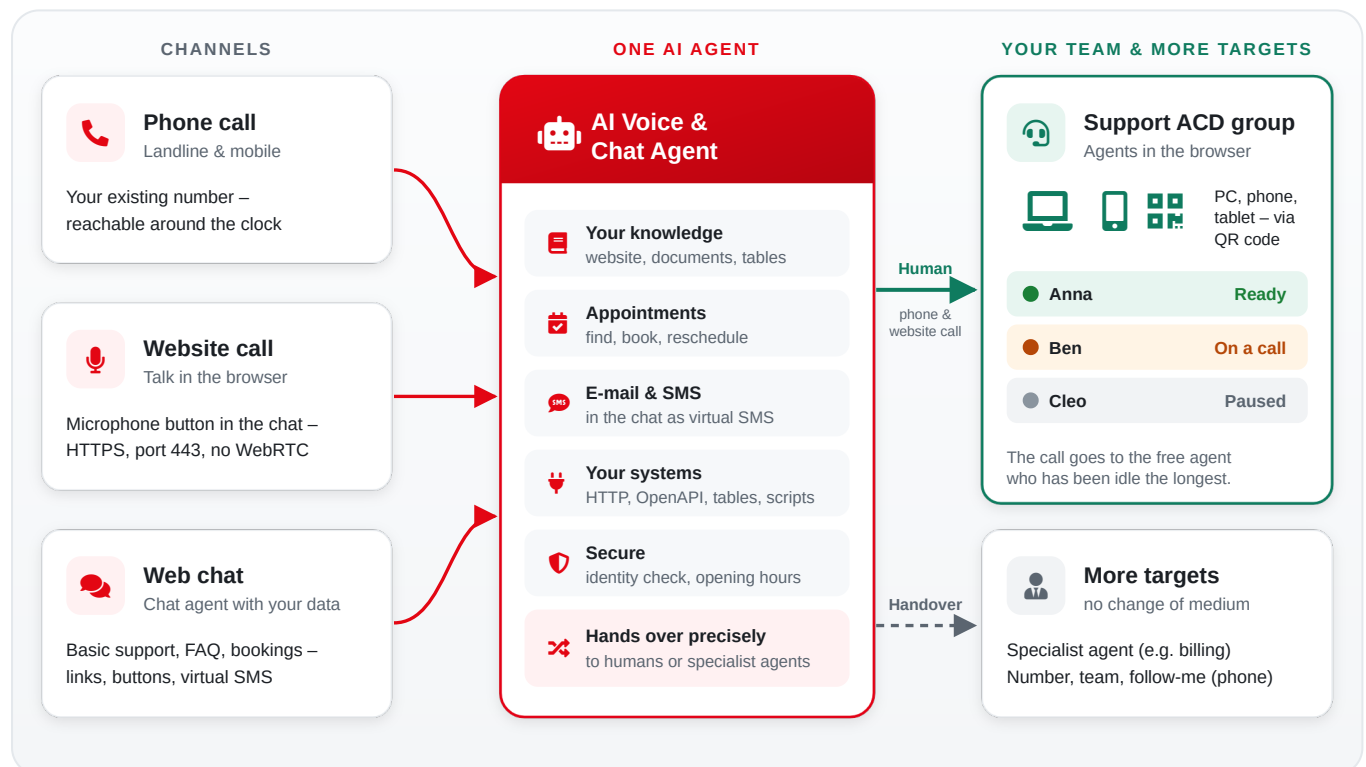
0 softphones

your support takes calls in the browser – also on a phone via QR code

HOW IT FITS TOGETHER

Channels on the left, AI in the middle, your team on the right

Customers reach you the way they prefer: by phone, with one click on your website or in writing in the chat. The AI agent handles most requests itself and hands over precisely when a human or a specialist agent is needed.



The handover to the ACD group works for phone calls and website calls; in the written chat the agent offers "Call now" instead – or the visitor switches to voice with the microphone button.

THE CHANNELS

Reachable the way your customers want



Phone call

The agent answers calls on your existing number with a natural voice – around the clock, multilingual, and callers can interrupt just like in a real conversation.



Call from your website

One click on the microphone in the chat window starts a voice conversation right in the browser – no phone, no app, no plugin. Encrypted audio over HTTPS on port 443, even behind strict firewalls.



Web chat with your data

The chat agent answers questions from your knowledge, shows links, lists and reply buttons, books appointments and sends codes or links as a **virtual SMS** that stays in the window.

THE AI AGENT

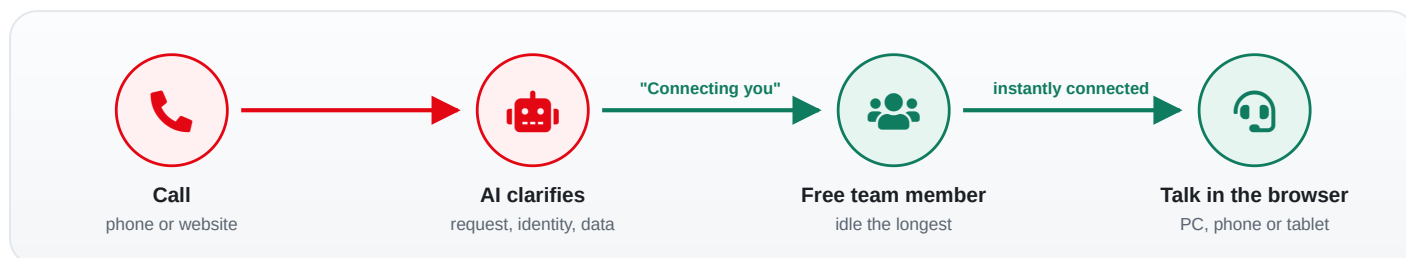
Handles most of it on its own

- ✓ **Knows your offering** – website, PDF documents, FTP directories and data tables such as price lists or FAQs as knowledge; unanswered questions reach you as knowledge gaps.
- ✓ **Books appointments** – offers free slots and books them bindingly, with appointment types, holidays and confirmation; on the phone it also reschedules and cancels.
- ✓ **Acts in your systems** – looks up order status, records tickets and callback requests, connects your own APIs via OpenAPI import, sends e-mails.
- ✓ **SMS, on the web too** – a real SMS to the mobile number on the phone, a virtual SMS with clickable links in the chat window for web chat and website calls.
- ✓ **Hands over to specialist agents** – a reception agent connects to the right specialist, in the chat and now also during a website call.
- ✓ **Protects sensitive information** – identity check with ID and secret, actions only for verified persons or only during opening hours.
- ✓ **Speaks your customers' language** – answers automatically in the caller's language, with voices from several leading AI providers.
- ✓ **Keeps improving** – summary and quality rating of every conversation, topic trends, 👍/👎 ratings in the chat and A/B tests for instructions.

NEW: ACD GROUPS

From the AI agent to a human – no PBX required

An ACD group is your support team in the browser. The AI clarifies the request first; if the caller asks for a human or it gets tricky, the agent connects to the free team member who has been waiting the longest. The conversation runs right in the browser – at the desk, in the home office or on the road on a phone.



🎧 For your team

- ✓ **No softphone, no login** – open the secret team link, enter a name, "sign in" – ready.
- ✓ **Onto the phone via QR code** – the link as a QR code in the admin view and on the sign-in page; the screen stays on, incoming calls vibrate.
- ✓ **Everything at a glance** – caller number, handing-over agent and call duration; pause, mute and hang up with one click.

⚡ For team leads

- ✓ **Fair distribution** – always the free team member who has gone longest without a call; at most one call per person.
- ✓ **Nobody free?** – The AI says so honestly and keeps helping, e.g. by taking a message or offering a callback.
- ✓ **Live overview** – signed-in team members per group with status and number of calls; customers only see their own groups.

GETTING STARTED

Live in three steps

1 Create the agent

Enter a name and your website – the website becomes knowledge, an assistant drafts the instructions.

2 Enable the channels

Assign a phone number, enable web chat and voice, add the snippet to your website.

3 Connect your team

Create an ACD group, share the link or QR code, add the handover to the agent – done.

USE CASES

Where Web Agents take work off your hands today



Basic support around the clock

The chat agent answers the most frequent questions from manuals, FAQ and website – at night and on weekends. Complex cases go to the team with a summary.

Web chat

Knowledge

ACD



Hotline with pre-qualification

The AI answers every call, checks the customer number and request, and only connects what needs a human – to the free member of the support group.

Phone

Identity check

ACD



Appointments for practices, salons and workshops

Offer free slots, book and confirm – on the phone, in the chat or by voice on the website. The appointment link arrives as a (virtual) SMS.

Phone

Web chat

Calendar



Order and status enquiries

The agent looks up orders, deliveries or fault reports live in your systems (HTTP, OpenAPI, tables) and records new requests directly.

Phone

Web chat

API



Advice on your website – even behind firewalls

Visitors from public administrations, hospitals or large corporations talk to your agent right in the browser – audio over HTTPS where WebRTC and softphones are blocked.

Website call

Port 443



Mobile teams and home office

Field staff or part-time teams scan the QR code and take the AI's handovers on their phone – no PBX, no app to install.

ACD

QR code

Phone



Reception with specialist agents

A reception agent finds out what it is about and hands over to the specialist agent for sales, billing or technical support – each with its own knowledge and actions.

Phone

Web chat

Website call



Outside office hours

After hours or during holidays the agent takes messages and callback requests and forwards them by e-mail – handovers only during opening hours.

Phone

Web chat

Opening hours

Built for demanding networks

- ✓ **Port 443 only** – chat and audio over HTTPS/WebSocket, without WebRTC, UDP or extra ports.
- ✓ **Embedded in minutes** – direct link, script snippet with chat button or iframe; embedding only on approved websites.
- ✓ **On-premises and highly available** – part of Carrier Service Factory 4, run in your data centre across two sites.
- ✓ **Secret, renewable links** – chat and team links with a 256-bit key, regenerable at any time.
- ✓ **AI disclosure built in** – every greeting discloses the use of AI and points out the recording.
- ✓ **Data-minimal** – configurable retention, no storage of IP addresses; conversations with team members are not recorded.
- ✓ **Multi-tenant** – customer profiles with their own agents, groups and permissions; usage metered per profile.
- ✓ **Full transparency** – every conversation in the log with summary, AI analysis and billing data.

See Web Agents live

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ACD groups are new in Carrier Service Factory 4 and are being extended continuously. More details: [New features in version 4](#).