



AI Telephony

Improve your phone availability — without adding load to the office.

Many mid-sized companies lose time every day to repetitive calls, missed calls and incomplete notes. **KrambergAI AI Telephony** answers calls in a structured way, captures each request reliably and prepares the follow-up — a digital phone assistant for first contacts, callbacks, appointments, enquiries and fault reports.



The Problem

Being reachable matters, but it is hard to guarantee day in, day out. Calls arrive exactly when staff are already tied up.

- Missed calls during busy periods
- Constant interruptions to the back office
- Incomplete call notes
- Unclear ownership after the call
- Recurring standard questions on the phone
- Poor handovers between office, sales & service



The Solution

An AI phone assistant for professional call handling: it greets the caller, asks the right questions, documents the request in a usable form and routes it to the right person.

"I need a quote."

"I'd like a callback."

"A question about an appointment."

"Something has changed."

"Reporting a fault."

"Info on your services."

It doesn't replace every personal conversation — it makes sure no request is ever lost.



The Benefit

Phone communication becomes more predictable, better structured and less of a burden on daily operations.

- ✓ Better availability, fewer missed calls
- ✓ Structured capture instead of scribbled notes
- ✓ Fewer interruptions in the office
- ✓ Callbacks prepared faster
- ✓ Better handovers to sales, service & dispatch
- ✓ A more professional first impression

How It Works

1

Define the scope

Which call types should the AI handle?

2

Design the call logic

Questions, data and routing rules.

3

Prepare the knowledge base

Services, hours, responsibilities, tone.

4

Technical setup

Connect to email, CRM, ticketing, workflow.

5

Pilot phase

Real scenarios: greeting to escalation.

6

Go live & refine

Review, optimise and expand step by step.



Who It's For

Skilled trades

Technical service providers

Security services

Traffic safety & access control

Event security

Facility services

Construction & fit-out

Plumbing, electrical & service

Property management

SMEs with high call volume

Typical users: management, back office, inside sales, dispatch, project management and customer service.

➔ NEXT STEP

A Focused AI Check

We review which call types come in, which information needs to be captured and which processes follow — then assess whether AI telephony is ready to deploy right away.



Request your AI Check