# Synetra AI – AI Voice Agent

**Overview**
Synetra AI is a state-of-the-art automation agent built on the open-source **n8n platform**, designed to revolutionize customer service operations. By seamlessly combining **AI voice interaction, workflow automation, and structured data management**, Synetra streamlines repetitive tasks, boosts operational efficiency, and enhances customer satisfaction.

With Synetra, companies can reduce costs, increase employee productivity, and provide faster, more accurate service—without adding extra staff. Its flexible design allows deployment across multiple industries, including **Telekom, banking, hotels, and healthcare**. For example: Telekom.

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## How It Works

**1. Voice Agent Interaction**
Synetra communicates naturally with customers using advanced **AI-driven voice recognition**. It understands intent, detects emotions, and adapts responses, creating a human-like conversational experience.
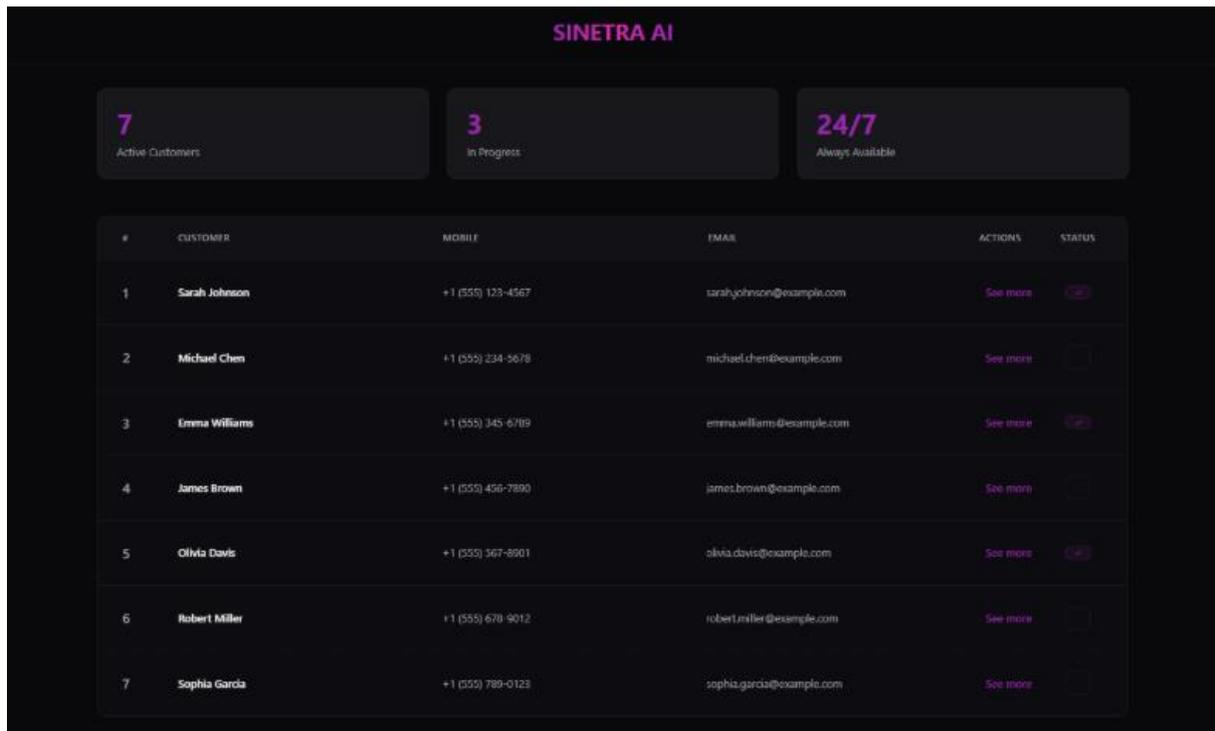
**2. Real-Time Call Transcription**
Every interaction is automatically transcribed in real time. Key details such as **customer name, contact info, problem description, and timestamp** are captured and stored in a secure database.

**3. Data Management & GUI Integration**
Synetra stores customer data in structured formats like Excel sheets or Google Calendar. Its GUI provides companies with:

- Customer details
- Button to view full transcript and key information
- Checkbox to mark active handling (preventing multiple operators from working on the same customer unknowingly)
- Live metrics: total customers in the database and current active sessions

**SINETRA AI**

| 7 | 3 | 24/7 |
|---|---|------|
| Active Customers | In Progress | Always Available |

| # | CUSTOMER | MOBILE | EMAIL | ACTIONS | STATUS |
|---|----------|--------|-------|---------|--------|
| 1 | Sarah Johnson | +1 (555) 123-4567 | sarah.johnson@example.com | See more | |
| 2 | Michael Chen | +1 (555) 234-5678 | michael.chen@example.com | See more | |
| 3 | Emma Williams | +1 (555) 345-6789 | emma.williams@example.com | See more | |
| 4 | James Brown | +1 (555) 456-7890 | james.brown@example.com | See more | |
| 5 | Olivia Davis | +1 (555) 567-8901 | olivia.davis@example.com | See more | |
| 6 | Robert Miller | +1 (555) 678-9012 | robert.miller@example.com | See more | |
| 7 | Sophia Garcia | +1 (555) 789-0123 | sophia.garcia@example.com | See more | |

## 4. Multi-Tasking Capabilities

Synetra can handle **7+ concurrent interactions**, processing requests simultaneously without fatigue or errors. The AI continuously learns from company-provided data, making onboarding faster and easier than hiring and training new employees.
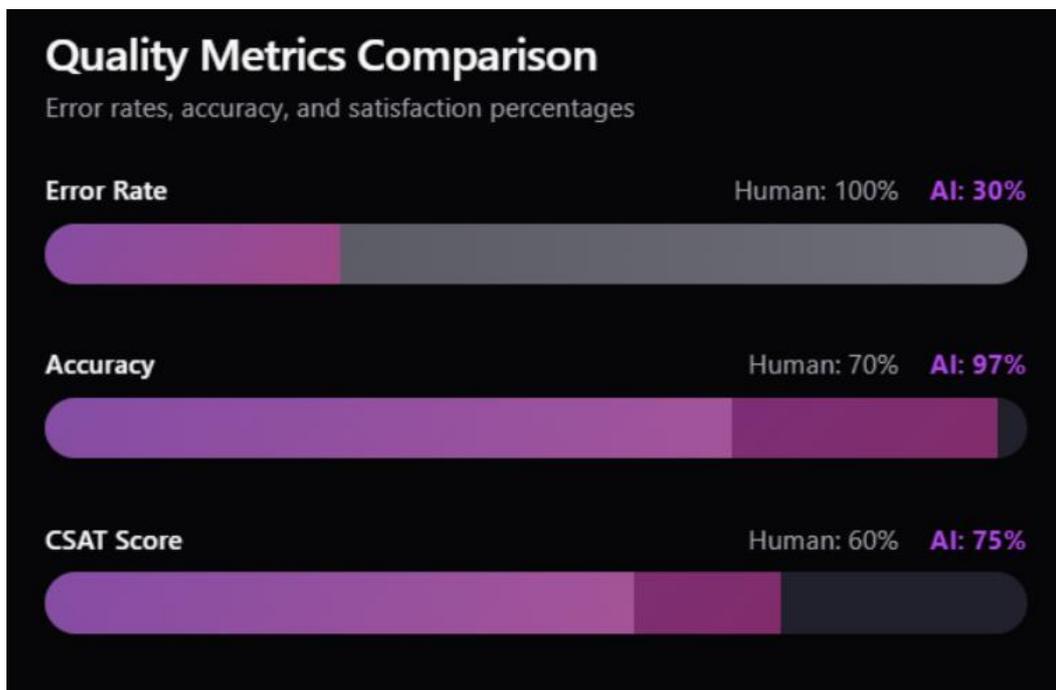


**Overall Performance Score**
Radial comparison of combined metrics

97%  60%

■ Human  ■ AI Agent
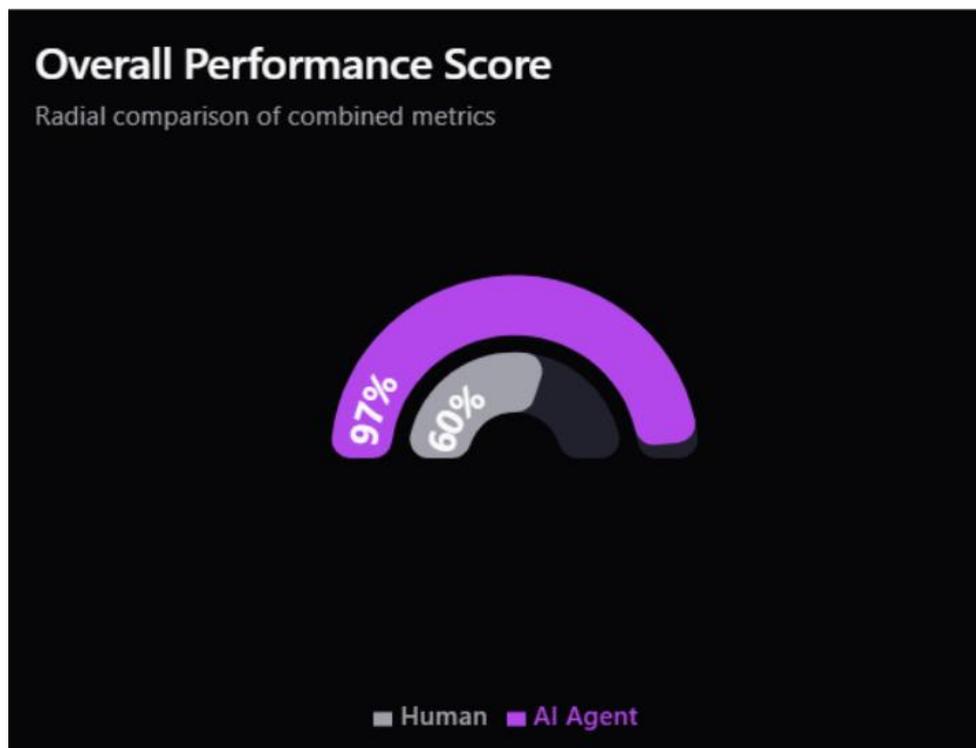
**5. Full Automation & Connectivity**
Synetra integrates with existing tools to manage bookings, process requests, and maintain structured records automatically. This ensures **no customer data or task is lost or mishandled**.

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## Benefits for Companies & Customer

| Benefit | Impact |
|---|---|
| Operational Efficiency | Process customer requests **2–3× faster** than human-only workflows |
| Cost Savings | Reduce operational costs by **30–40%** |
| Accuracy & Reliability | Reduce human errors by **70–85%** with automatic data entry |
| 24/7 Availability | Provide round-the-clock service without additional staffing |
| Employee Productivity | Free staff to focus on complex or sensitive issues |
| Customer Satisfaction | Faster response times and accurate handling improve overall experience |
| Scalability | Adaptable across departments and industries with high sustainability |

## Quality Metrics Comparison
Error rates, accuracy, and satisfaction percentages

**Error Rate**          Human: 100%   **AI: 30%**

**Accuracy**            Human: 70%   **AI: 97%**

**CSAT Score**          Human: 60%   **AI: 75%**

**Pricing Model**

**Option 1 – High Installation / Low Monthly Subscription**

- Installation: €15,000
- Monthly Subscription: €200
  - ☑ Lower long-term cost
  - ☑ Less risk of subscription cancellation
  - ✕ Lower recurring income

**Option 2 – Low Installation / High Monthly Subscription**

- Installation: €5,000
- Monthly Subscription: €800
  - ☑ Higher long-term income
  - ✕ Higher risk of subscription cancellation

**Preferred Model:** Option 1 – High Installation / Low Monthly
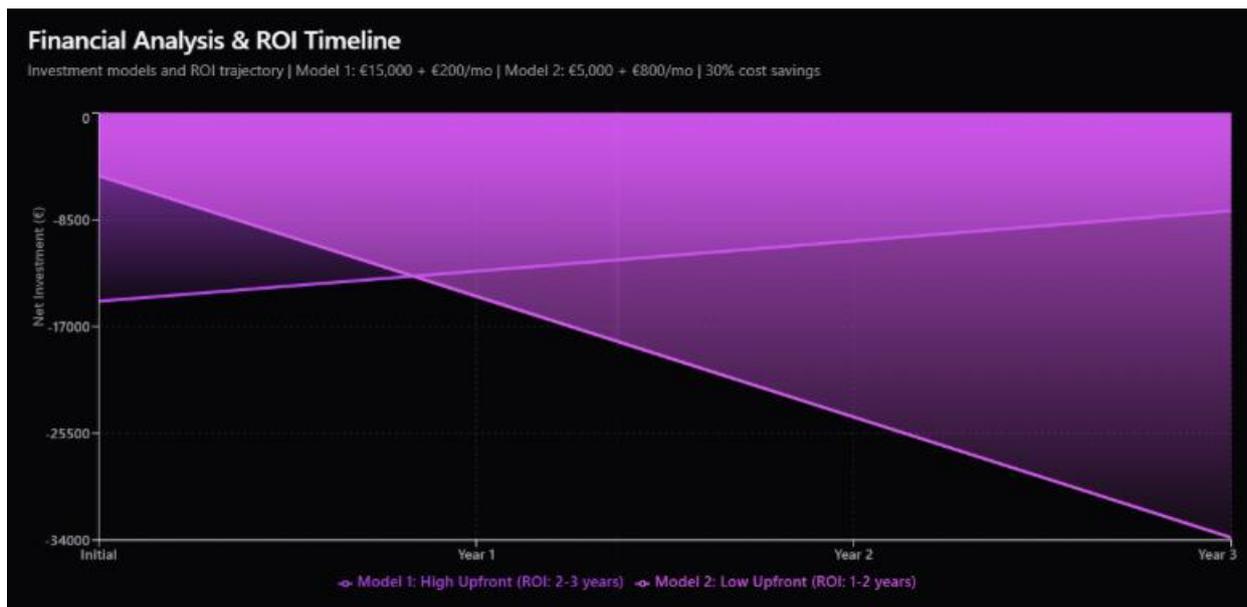


## Proof of Concept / Case Studies

**Global Banking – Cognizant**

- 77% containment rate (reduced human interventions)
- Saved $9M and 200 full-time positions
- CSAT improved by 8.5%

**AI Call Center Operations (AI-Cases.com)**

- 24% reduction in call routing volume
- 15% faster handling time
- 20% reduction in supervisor workload

These results show that **AI-driven automation is scalable, cost-effective, and efficient**. Synetra can deliver similar measurable results for Macedonian enterprises.

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## Outreach & Implementation Strategy

**Targeting:** Service-based enterprises with direct customer contact (mobile providers, banks, hotels)
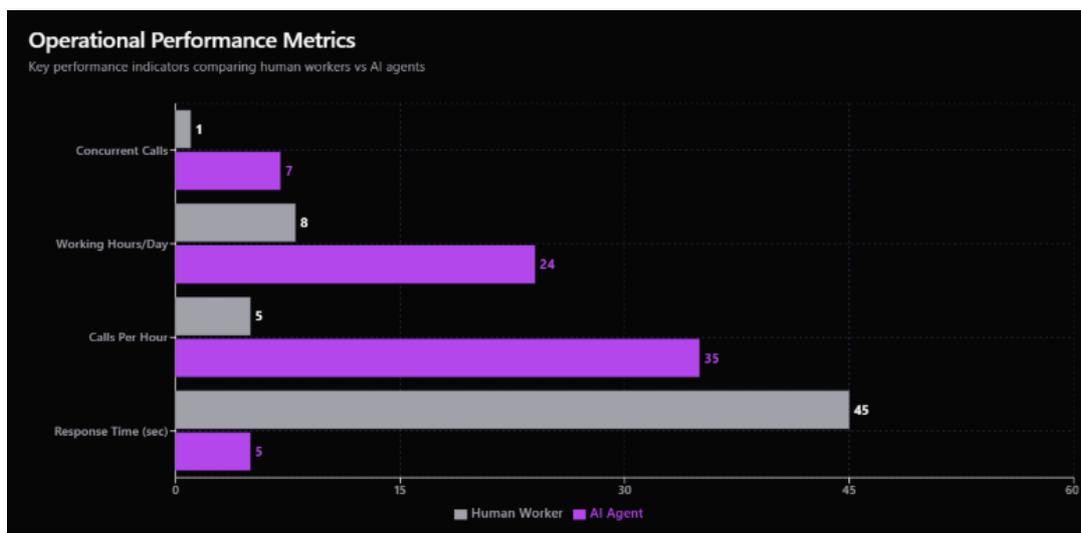**Initial Contact:** Cold calling decision-makers to introduce Synetra
**Presentation:** Personalized demos for company leaders highlighting efficiency and cost savings
**Training:** Hands-on sessions for staff to experience Synetra firsthand

**Security & Deployment:**

- Sensitive data can remain on **local servers**
- Confidentiality agreements safeguard privacy for cloud-based deployments

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Synetra AI transforms customer service operations by **boosting team productivity, delivering faster and more precise support, and maximizing efficiency while cutting operational costs**. It **empowers teams to work smarter**, provides customers with **faster, more reliable service**, and **saves significant time and resources**.



**Operational Performance Metrics**
Key performance indicators comparing human workers vs AI agents

| Metric | Human Worker | AI Agent |
|---|---|---|
| Concurrent Calls | 1 | 7 |
| Working Hours/Day | 8 | 24 |
| Calls Per Hour | 5 | 35 |
| Response Time (sec) | 45 | 5 |

*"Synetra: Solution to Every Call"*