



# Voice Automation for Customer Service

Leaping AI-powered Voice Assistants

**Automating customer service calls is a huge opportunity but current 1<sup>st</sup> generation Voice AI solutions are difficult to implement**

## **Status Quo (pre Voicebot)**

- 1 High cost of human customer service**
- 2 Differing levels of quality**
- 3 Hard to find and retain people**

## **Status Quo (post Voicebot)**

- 1 Different reporting systems (human and voice AI agents)**
- 2 Integration into current call center tech is costly and high effort**
- 3 Hallucinations of AI**



# OUR VISION

**Leaping AI is the first platform designed  
to seamlessly bring together  
human and AI call center agents**

**Our platform is a next gen Contact Center as a Service (CCaaS) that unlocks the power of generative-AI in a responsible manner**

**In-house Best-in-Class  
AI Voice Agents**

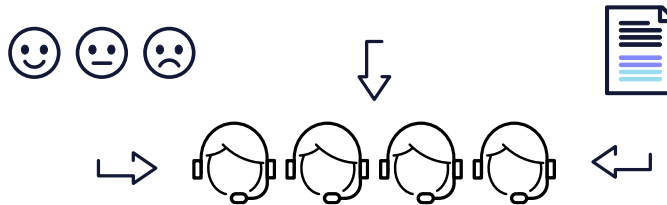
**Common Telephony  
Infrastructure**



**Leaping AI**

**Seamless Agent  
Handovers**

**Joint Reporting**



We are already live with our Voice AI solution:

## TRACTION

- 1 Several large enterprise deployments



HAWESKO



- 2 100,000+ Calls per month

- 3  Guardrails to prevent hallucination

## PRIORITIES

- 1 Build out our SIP trunk and onboard existing clients to the new Leaping AI CCaaS platform



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