

What would it mean if your contact center **never experienced another abandoned call?**

Xima's AI Voice Bot answers every inbound call, resolves simple requests instantly, and hands off complex ones to your agents with full context.



See it in action →



Answers every call

Picks up inbound calls around the clock, so no caller waits in a queue or leaves a voicemail.



Answers from your knowledge base

Uses your FAQs, policies, and documentation to give accurate, consistent answers.



Looks up caller details

Checks an account, coverage, or order status from a simple spreadsheet before an agent joins. Data stays encrypted and local to your tenant.



Routes to the right team

Understands each skill it can transfer to, so you do not need extra phone numbers.



Hands off with context

Agents get a conversation summary, the details already collected, and the full transcript. Callers never repeat themselves.



Built into your contact center

Sees real queue depth and agent availability, gives accurate wait times, and reports in the same dashboards as your agents.



You control the experience: offer a live agent first and let callers switch to the bot only if the wait runs long. Works alongside Messaging Bot, AutoQA, and AI Insights.

See it in action

ximasoftware.com/webinars/ai-voice-bot/

Xima Software

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