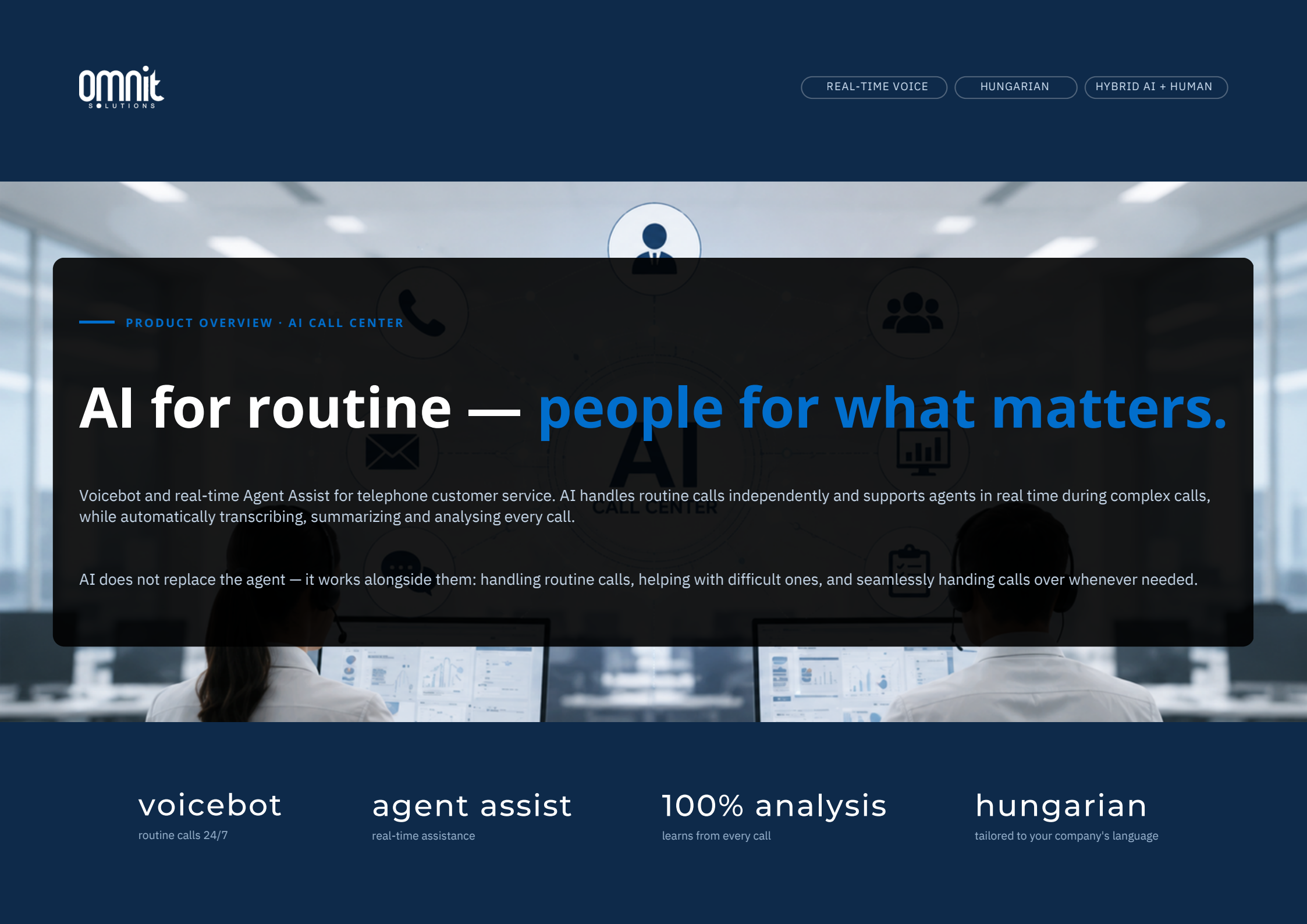




— PRODUCT OVERVIEW · AI CALL CENTER

AI for routine — people for what matters.

Voicebot and real-time Agent Assist for telephone customer service. AI handles routine calls independently and supports agents in real time during complex calls, while automatically transcribing, summarizing and analysing every call.

AI does not replace the agent — it works alongside them: handling routine calls, helping with difficult ones, and seamlessly handing calls over whenever needed.

voicebot

routine calls 24/7

agent assist

real-time assistance

100% analysis

learns from every call

hungarian

tailored to your company's language

An Implementation Partner, Not a Consultancy

We build systems that solve real business problems — tailored to existing operations, sustainable in the long term, for mid-sized and large enterprises. We do not pursue the most fashionable solution; we pursue the best value for money.

Three Pillars, One Partner

AI Factory

Practical AI for enterprise environments: document processing, automation, customer service, image and video analytics, prediction, intelligent search.

Data Solutions

Reliable reporting starts with well-managed data: ETL, BI, master data management, migration, Data Governance.

Custom Development

Business applications, system integrations, process digitization — from frontend to backend, cloud and hybrid.

What Makes Us Different

- **The team that assesses the project also builds it** — from the first workshop to production.
- **We build systems, not disconnected APIs** — frontend, backend, databases, integrations.
- **We start from real operations, not templates.**
- **Modular approach** — complete systems or individual components.
- **We specialize in projects where the challenge is difficult to define.**

KEY MESSAGE

We start with assessment and finish with a working system — and the same team carries the project from the first workshop to production.

Practical AI with Real Business Value — Not Hype

A generic AI subscription is not the same as AI built around a specific business problem, measured and integrated into enterprise operations. We build the latter: complete AI processing pipeline from your data, testing multiple models on the same dataset and selecting the best value-for-money solution.

Core AI Capabilities

- **Document Processing** — invoices, forms, contracts (typically 80% processing time reduction).
- **AI Automation** — replacing repetitive manual processes.
- **Customer Service & Contact Centers** — AI-assisted responses in Hungarian.
- **Image & Video Analytics** — manufacturing and visual quality control, performance measurement.
- **Predictive AI** — quality and behavioral forecasting.
- **Intelligent Search (RAG)** — enterprise knowledge search with source references.

Ready-Made AI Products

- **AI Invoice Posting** — rule-based, audit-ready coding from images and PDFs.
- **AI Conveyor Monitor** — video analytics for operational performance.
- **Intelligent Chatbot** — hallucination-free, RAG-based knowledge assistant.
- **Intelligent Search Engine (RAG)** — answers from documents, not lists.

Every product and service at a glance

AI Factory brings together AI services; Data Solutions creates order in enterprise data; Development builds custom systems. Every engagement starts with a fixed-price assessment.

AI Factory ARTIFICIAL INTELLIGENCE

ENTRY AND LEVELS

AI Opportunity Check

€1,450 • 1 week

★ ENTRY

AI Compass Audit

From €4,950

ADVANCED

AI Pilot

From €7,950

ADVANCED

CAPABILITIES

Document Processing · AI Automation ·
Customer Service & Contact Center · Image & Video
Analysis · Predictive AI · Intelligent Search (RAG) · AI
Agents & Assistants · Customer Behavior Analytics ·
Anomaly Detection · AI Consulting & Training ·
CRM Solutions

READY-MADE SOLUTION

AI Invoice Posting · AI Conveyor Monitor ·
Intelligent Chatbot · Intelligent Search Engine

Data Solutions DATA MANAGEMENT

ENTRY

Data Assessment

From €1,450 • 2–3 weeks

★ ENTRY

CAPABILITIES

Data Preparation & Processing (ETL) · Business
Intelligence & Reporting · Data Cleansing & Validation ·
Master Data Management · Data Migration Management ·
Data Analytics · Oracle & Database Expertise · Specialized
Data Project Management · Data Governance

READY-MADE SOLUTION

CER — Material Master Data Gateway: SAP master
data framework (45 days → 4.5 days)

Custom Development CUSTOM DEVELOPMENT

ENTRY

Solution Concept

From €1,450 • 2–3 weeks

★ ENTRY

CAPABILITIES

UI/UX Design & Business Application Development ·
System Integration · Document & Workflow Management ·
Cloud & Hybrid Solutions · Data Protection & GDPR
Compliance · Handwriting & Form Digitization

READY-MADE SOLUTION

DOCMAN: Enterprise Document Management (Case
Management, QES, Company Gateway)

A telephony AI layer — hybrid operation, complete visibility

An AI layer designed specifically for the phone channel that removes routine work, supports agents, and learns from every call — performing three roles in one system.

1

Telephony AI layer

Voicebot, intelligent call routing and real-time Agent Assist — purpose-built for the phone channel.

2

Hybrid operation

AI handles the routine, assisted agents handle the difficult calls — and there is always a seamless path to a human.

3

100% call analysis

Instead of reviewing just 2% of calls, the system analyses 100% of them — quality, compliance and sentiment.

IMPORTANT DISTINCTION

This is not an off-the-shelf voicebot and not a generic IVR replacement. Every implementation is tailored to the company's own knowledge (FAQs, Terms & Conditions, products and internal policies) and real call center processes. We do not sell licenses — we deliver a working telephony AI layer built for the actual workload of a specific call center. AI Call Center is the voice-focused, deeper implementation of our broader omnichannel AI Customer Service platform.

Three situations we see in almost every call center

1

Calls get stuck during peak periods

Manual capacity is not flexible — calls pile up during busy periods, customers wait in queues and lose patience. Every abandoned call is a lost customer.

2

Exhausted agents, high turnover

Agents burn out from answering the same questions repeatedly, while onboarding new employees takes months. "Let's hire more people" becomes increasingly expensive.

3

Nobody sees more than a fraction of the calls

Typically, someone reviews only around 2% of calls — management has no real visibility into what actually happens on the phone.

BOTTOM LINE

Every abandoned call is a lost customer, every departing agent means another onboarding process, and nobody knows what happens in 98% of calls — and that still costs money today.

Four perspectives, one process — and where the impact is measurable

The decision is made where call volume and cost matter most: by call center and customer service leaders, CX and operations. Finance focuses on costs, while IT is responsible for implementation.

Call Center / Customer Service Manager

Long queues, abandoned calls, exhausted agents — AI handles the routine so agents can focus on difficult calls.

CX / Customer Experience Manager

Customers wait, repeat themselves and get transferred — faster answers, accurate routing and assisted agents.

COO / Operations

The call center scales only by adding people — an AI layer handles more calls with the same number of agents.

CFO / Finance

High cost per call and expensive onboarding — lower operating costs and measurable ROI.

Where change becomes measurable

Agent time

Routine calls and after-call work are reduced — agents spend their time on difficult, high-value conversations.

Customer retention

Fewer abandoned calls and shorter waiting times — fewer lost customers and missed opportunities.

Scalability

Peak workloads are handled flexibly — without overstaffing or understaffing.

What it does in practice — the core capabilities

Voicebot — Voice AI

Handles routine calls (opening hours, balance enquiries, status, appointments) independently, using natural speech, at any time of day.

Intelligent Call Routing

Routes incoming calls to the right destination or agent based on intent — fewer transfers.

Real-Time Agent Assist

Brings the right answer from the company's own knowledge to the agent during the call — faster, more accurate responses.

Call Transcription & Summary

Automatically transcribes and summarizes every call — no note-taking, less after-call work.

100% Call Analysis

Analyses 100% of calls: quality, compliance, recurring complaints and sentiment — not just a 2% sample.

Call Automation

Post-call administration — ticket creation, CRM updates and follow-up — automated from the call summary.

— THE DIFFERENTIATOR · THE REAL-TIME VOICE PIPELINE

The real-time voice pipeline — where telephony AI succeeds or fails

1 Automatic Speech Recognition (ASR)

Converts the caller's speech into text in real time, in Hungarian — with low latency.

2 Language Model + RAG

Understands intent and answers from the company's own knowledge (FAQs, Terms & Conditions) — not "freely", reducing hallucinations.

3 Text-to-Speech (TTS)

Natural Hungarian speech, tailored to the company's terminology — not a literal translation.

4 Seamless Human Handoff

Whenever a person is needed, AI transfers the call together with the full conversation history — the customer never has to start over.

WHY IT MATTERS

Telephony AI is the most demanding channel because three technologies must work together simultaneously, in Hungarian, within half a second — while allowing the caller to interrupt naturally. One weak link, and the entire experience falls apart.

Proof of expertise

Core architectural principles

Automatic Speech Recognition (ASR)

Converts the caller's speech into text in real time, in Hungarian — with low latency.

Language Model + RAG

Understands intent and answers from the company's own knowledge (FAQs, Terms & Conditions) — not "freely", reducing hallucinations.

Text-to-Speech (TTS)

Natural Hungarian speech, tailored to the company's terminology — not a literal translation.

Seamless Human Handoff

Whenever a person is needed, AI transfers the call together with the full conversation history — the customer never has to start over.

What makes AI CALL CENTER different

Implementation Partner

We do not sell off-the-shelf voicebot licenses — we build and operate the solution around your company's own knowledge and real processes.

Hybrid, not "a bot for everything"

AI handles the routine while supporting agents — there is always a seamless path to a human.

Real-Time Hungarian Voice

Telephony is the most demanding channel: low latency, natural Hungarian speech and interruption handling — and we deliver all three.

Model Optimization

We do not choose the most expensive model, but the one that provides the best price-performance ratio for each call type and use case.

ABOUT THE PRICE — HONESTLY

AI Call Center is priced on a project basis — there is no fixed price list because every solution depends on call volume, use cases and integration requirements. The real question is not "How much does AI Call Center cost?", but what abandoned calls, high employee turnover and frustrated customers are already costing today — costs that a well-designed telephony AI solution can significantly reduce.

— NEXT STEP

Which call takes up **the most agent time?**

In a 30-minute conversation, we'll show you which routine calls are the best starting point for a voicebot or AI-powered Agent Assist. If AI Call Center is not the right fit for your organization, we'll tell you that honestly.

Hybrid

AI handles the routine, people handle the difficult calls.

Proof: there is always a seamless path to a human.

Real-Time

Natural Hungarian speech with low latency.

Proof: real-time telephony AI.

Transparent

100% call analysis — not sampling.

Proof: complete management visibility.

WEB

omnit.hu

PRODUCT

AI Call Center · voicebot ·
agent assist · 100% analysis

COMPLIANCE

ISO 27001 + 9001

[Request a consultation →](#)

