CallSmarter

FOR CONTACT CENTERS, BPOS, INSURERS AND BANKS

Foxy prepares the call. Your team closes it.



Foxy, our AI voice agent, makes the dials your agents lose time on — rings, voicemail, "not a good time". She says she is an AI, checks interest in 30–60 seconds and hands your agent a ready person with a call card. Your agent closes.

> From 17 October 2026, commercial calls in Spain must use 400 numbers. Absenteeism in Spanish contact centers reached 15.09% in 2025 (Asociación CEX). Every agent hour has to go to conversations.

How it works

01

Foxy dials

She works through your list inside your calling windows and handles rings, voicemail and "call me later" — no agent time spent.

02

She qualifies in 30–60 s

First sentence: she is an AI assistant and the call is recorded. Then two or three questions from your script to confirm interest.

03

Warm transfer with a call card

An interested person is transferred to your agent's queue together with a card: who, why, what they answered, consent given.

04

Your agent closes

The agent starts the conversation already knowing the context. The outcome goes back to the CRM and the reports.

4-week pilot

We measure Foxy against your own agents on the same list. You decide with numbers, not with a demo.

Week 1 · Set-up
Script and qualification questions, list and legal basis, transfer queue, numbering, call card fields.

Weeks 2–3 · Run with a control group
The list is split at random: one part dialed by your agents as today, the other pre-qualified by Foxy and transferred.

Week 4 · Readout
Side-by-side results and a decision: scale, adjust or stop.

WHAT WE MEASURE

Contact rate · Agent talk-time share · Conversions · Cost per conversion

Compliance

- AI disclosure in the first sentence (AI Act, art. 50)
- Recording notice, automatic deletion after 90 days
- Do-not-call honoured in the call; Robinson List check with you
- Recorded legal basis per lead list — no cold calls
- 400 numbering for commercial calls from 17 Oct 2026
- Servers and recordings in the EU (the Netherlands)

CONTACT

Book a 20-minute demo

contact@callsmarter.ai **callsmarter.ai/en/contact-centers/**

CallSmarter
Atiempo.Me SL

Warm transfer is in its final stage of development; pilots start with transfer switched on. €0.35/min list rate; enterprise volumes priced individually; plan and VAT not included. Sources: digital.gob.es (17 Oct, 400) · aeerc.com · asociacioncex.org (15.09%).