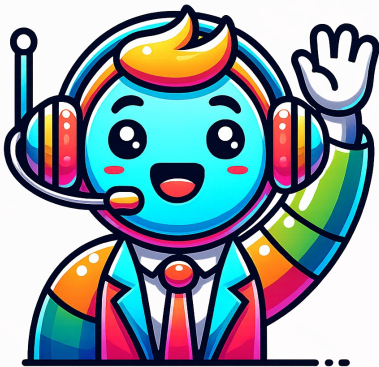




SAMWIN 11

AI-AGENT

Through the integration of a fully capable AI agent, samwin now handles calls autonomously and efficiently. The AI agent understands requests in real time, resolves tasks instantly, and relieves service teams. The result: shorter waiting times, higher customer satisfaction, and a modern, future-proof service experience.



No detours anymore – the future speaks in real time!

With the OpenAI Realtime integration, samwin catapults customer communication into a new era. Where speech once had to be laboriously transcribed and then processed, Realtime AI now thinks and reacts in the very moment the customer speaks. No delay, no detour – pure and immediate intelligence.

The AI agent understands emotions, context, and intent at lightning speed and responds so naturally that it feels as if a top-tier human service team were behind it. The result: conversations that don't just become faster, but magically smooth.

Realtime feels like the future – except that with samwin, you can experience it today.

No transcripts. No limits. Just real, vibrant communication – with samwin and OpenAI Realtime..

Why samwin? Because control, security, and intelligence work together perfectly.

With the Realtime AI integration, samwin doesn't simply deploy artificial intelligence – samwin leads it. The AI acts as a fully fledged agent, but full control remains within the samwin platform. This means: all relevant data, processes, and permissions remain within your sovereign environment.

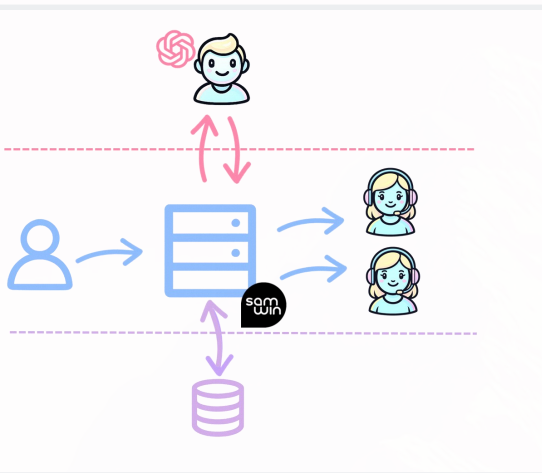
samwin connects the entire customer ecosystem: tools, databases, business logic. This information is transferred intelligently, purposefully, and — where necessary — abstracted. The AI agent receives exactly the knowledge required for excellent, secure interactions — no more, no less. The result: maximum control, highest data security, and AI that fits seamlessly into your service environment.

samwin remains the heart of the system — AI becomes its powerful extension..





HIGHLIGHTS



Schematic Call Flow

- **Realtime AI without compromise**
Responses in milliseconds. Immediate. Direct. Unbelievably fast..
- **Customer experience in turbo mode**
Conversations so natural that customers forget they're talking to AI..
- **samwin power meets AI boost**
Full contact center performance — now radically amplified.
- **AI & humans: maximum impact**
Automated where it scales. Human where it matters. Perfect flow.
- **Scale instead of struggle**
More volume, more languages, more service — without additional stress..
- **Efficiency that saves budget and nerves**
More output. Lower costs. Crystal-clear processes..
- **Multilingual excellence at Champions League level**
Every language sounds like a native speaker — everywhere.
- **Open. Flexible. Vendor-neutral.**
samwin integrates into any environment without breaking existing systems.
- **Data sovereignty without compromise**
Everything stays with you. AI receives only what it needs — precisely controlled.
- **Tradition + Future = samwin**
Proven contact center functions combined with cutting-edge AI power.

INFOSHEET

samwin: the perfect connection between experience and the future

While Realtime AI unlocks a new dimension of automation, samwin ensures that the “classic” contact center world doesn't disappear — it becomes seamlessly integrated. Proven structures, specialist teams, and long-standing experts retain their essential role. Whenever sensitive data is involved or true experience is required, samwin ensures a secure, targeted, and reliable transfer to the right human agents.

At the same time, everything that defines a powerful contact center remains intact: intelligent routing, personalized announcements, detailed reporting, and precise real-time metrics. samwin unites the best of both worlds: the stability of established processes and the dynamic force of modern AI communication.

The result: a contact center that excels today — and is ready for tomorrow.

