

Qmatic Aiva

AI Voice Agent for Enterprise



From scheduling appointments to handling FAQs and sending SMS confirmations, Qmatic Aiva, is your 24/7 virtual colleague.

Enter a new era of customer journeys - powered by AI

AI is transforming customer service by enabling faster, more personalized, always-on support across industries. As enterprise organizations shift from live-only channels to AI agents, voice assistants and chatbots can handle common customer requests using internal knowledge bases.

Qmatic Aiva is a human-like, multilingual AI voice agent that answers inbound calls 24/7 and integrates seamlessly with Qmatic's appointment booking system. It helps customers book or reschedule appointments by phone, checks real-time availability, and answers frequently asked questions using your knowledge base. By taking care of routine calls around the clock, Aiva reduces call volumes and administrative work so your teams can focus on more complex cases and higher-value interactions.

Qmatic Aiva help teams across all industries:



Public Sector



Healthcare



Retail



Finance

Qmatic Aiva provides several benefits for your organization:

KEY BENEFITS



Available 24/7

Customers can get information or book your services by phone 24/7 without waiting for office hours



No more long hold times

Calls are answered instantly, reducing frustration and improving satisfaction.



Handle multiple requests at once

No more missed inquiries. Qmatic Aiva can manage up to 500 concurrent calls at the same time, so customers are helped immediately.



Cost-efficient service delivery

Automating routine inquiries reduces operational costs without cutting service quality.



Accurate and consistent responses

Qmatic Aiva ensures information is correct and standardized, reducing errors and complaints.



Free up staff for complex cases

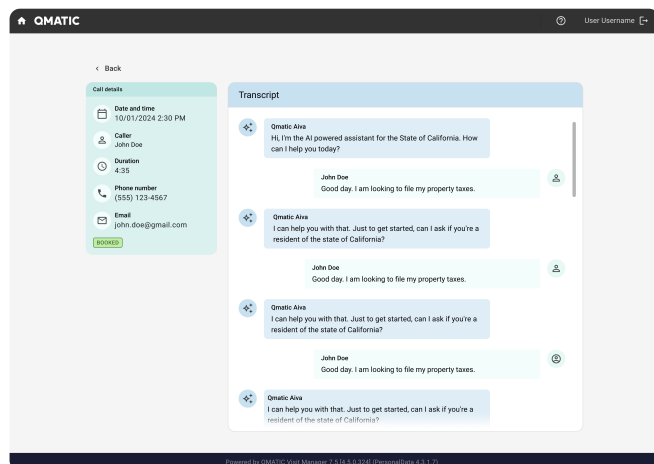
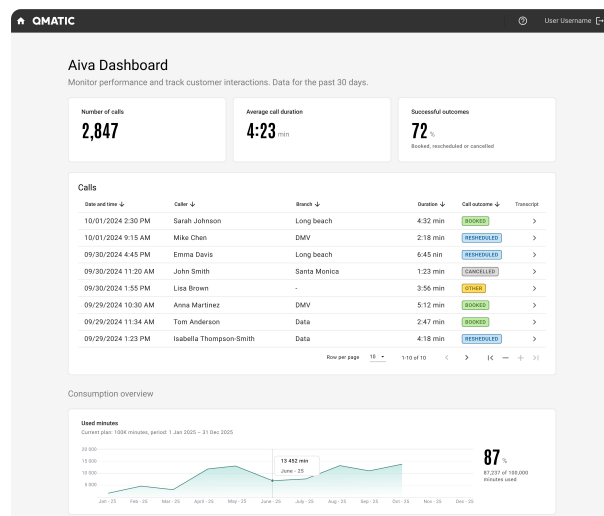
Human staff can focus on issues requiring judgment and expertise, while Qmatic Aiva handles FAQs and routine requests.

QMATIC AI: AI VOICE AGENT FOR ENTERPRISE

Conversation Analytics

In the dashboard you can get a clear overview of your AI voice agent's performance. You can track key metrics such as call volume, call duration, total bookings, and human escalation instances.

Additionally, you also have access to detailed information, including the date, caller name, call duration, outcomes, and full conversation transcripts, giving you a complete overview of every conversation.



Transcripts

Qmatic Aiva automatically generates a full transcript of every call, so you always have a clear record of what was said and what happened. Filter transcripts by caller or date to quickly find the conversation you need—whether you're verifying details, supporting a follow-up, or reviewing an outcome.

Transcripts also make it easier to improve over time: spot recurring questions, identify where callers get stuck, and fine-tune your knowledge and call flows based on real interactions.

Key features of Qmatic Aiva

KEY FEATURES



Books, edits, and cancels appointments

Handles all scheduling calls, checks your calendar, and guides customers smoothly through the booking process.



Answers FAQs

Answers routine questions and provides clear, accurate information about your business, freeing teams to focus on complex cases and higher-value customer interactions.



Sends appointment confirmations and reminders'

Sends confirmations and reminders automatically after an appointment is booked, reducing missed appointments and minimizing follow-up tasks for staff.



Transfer Calls

Seamlessly transfers calls to human staff when needed, ensuring continuity and a great customer experience.



Speaks 30+ languages

Speaks more than 30+ languages, including English, Spanish, German, French, Dutch, Italian, Arabic, Hindi, and many more, so customers can get help in their preferred language.



Human-like conversations

Unlike IVRs or chatbots, Aiva understands intent and context — it can handle interruptions, clarify questions, and maintain a friendly, natural tone.

Security and Compliance

We design our AI to process data securely and responsibly, safeguarding privacy for your organization and the people you serve.



No audio recordings are stored: Audio is streamed and processed in real-time during conversations. There is never a complete audio file from the conversation, and the audio file is deleted as soon as it is transcribed.



User data is never used to train AI: Qmatic does not use user data to train any of its AI models. This policy helps protect your privacy and minimizes the risk of exposing any information from training data during usage. We are committed to ensuring that user data remains confidential and secure.



Your data is protected and regionally hosted: AI hosting and data are processed and stored in Europe or your selected region. Qmatic has specific enterprise agreements in place to ensure compliance and uphold the highest security standards.



Certified to ISO 27001 and ISO 9001. Compliant with GDPR: Qmatic ensures that all your information is handled in accordance with the highest security standards. Protecting your data is a core priority for us, and we are committed to continually strengthening our practices to exceed industry expectations.



Regular penetration testing: Qmatic conducts regular penetration testing with independent security firms to assess our security controls and identify potential vulnerabilities before they can be exploited.



Access controls: Access permissions and roles can be delegated to limit which staff members can access conversation transcripts.



End-to-end encrypted conversations: Conversations are protected during transmission by end-to-end encryption using Transport Layer Security (TLS), ensuring data integrity and confidentiality throughout the conversation.



ISO 27001



ISO 9001



SOC 2



GDPR



Contact your local sales representative or scan QR-code to visit qmatic.com and learn more about Qmatic Aiva.