Spanish SME offers AI-powered conversational agents for automated call operations.

Summary

Profile type	Company's country	POD reference
Technology offer	**Spain**	**TOES20250318004**
Profile status	Type of partnership	Targeted countries
PUBLISHED	**Research and development cooperation agreement** **Commercial agreement with technical assistance**	**• World**
Contact Person	Term of validity	Last update
Enrico FRANZIN	**18 Mar 2025** **18 Mar 2026**	**18 Mar 2025**

General Information

Short summary

A Spanish SME specializing in AI and machine learning offers a cutting-edge solution for automating call operations.

Their intelligent telephone agents can handle customer support, sales, and marketing campaigns in multiple languages, learning from each interaction. The system integrates with existing CRM platforms.
The company seeks partners for commercial agreements with technical assistance, technology integration, and research cooperation.

Full description

A Spanish SME specializing in data analysis, AI, and machine learning has developed an innovative solution for automating call operations. This technology enables businesses and educational institutions to deploy AI-powered conversational agents capable of handling a wide range of tasks traditionally performed by human operators.

Key features of the solution include:
• Natural language processing for human-like conversations
• Support for over 20 languages
• 24/7 availability
• Continuous learning and improvement from each interaction

• Integration with existing CRM and workflow systems
• Customization based on company-specific data and requirements

The AI agents can be deployed for various use cases:
• Outbound calls: Product sales, marketing campaigns, debt collection
• Inbound calls: Customer support, incident reporting, triage and routing
• Specialized tasks: Reservations, order processing

The solution has been successfully implemented across various sectors, including telecommunications, insurance, education, automotive, food delivery, sales, customer service, healthcare, and utilities.

Academic applications include automated calls for:
• Conducting student satisfaction surveys.
• Providing information about new courses and programs to alumni.
• Answering to inquiries from prospective students.
• Assisting with course registration and administrative tasks.
• Gathering feedback on teaching and facilities.

Case studies have shown significant improvements in operational efficiency and customer satisfaction:
• An automotive company increased test drive appointments by 40% and reduced response times by 60%.
• An educational institution saw a 45% increase in application conversions and provided 24/7 immediate response to potential students.
• A mortgage advisory service matched human-qualified lead conversion rates with response times under 5 seconds.

The Spanish SME offers comprehensive support for implementation, including:
• System integration and installation
• Data analysis and AI model training
• Ongoing optimization and support

Advantages and innovations

• Advanced AI and machine learning capabilities enable human-like conversations
• Multilingual support allows for global deployment
• Continuous learning improves performance over time
• Seamless integration with existing CRM and workflow systems
• Customizable to specific industry/academic needs and company data
• Scalable solution that can handle high call volumes without added staff
• Consistent service quality across all interactions
• Significant cost savings compared to traditional call operations
• Improved customer experience through faster response times and 24/7 availability
• Data-driven insights for business process improvement
• Reduced training and onboarding costs for call center staff
• Ability to quickly scale up operations for campaigns or seasonal demands

Technical specification or expertise sought

Stage of development

Already on the market

Sustainable Development goals

• **Goal 9: Industry, Innovation and Infrastructure**

• **Goal 12: Responsible Consumption and Production**

• **Goal 8: Decent Work and Economic Growth**

• **Goal 17: Partnerships to achieve the Goal**

IPR Status

Secret know-how

IPR Notes

Partner Sought

Expected role of the partner

The company is seeking partners interested in implementing AI-powered call solutions, technology integration, and research cooperation. Ideal partners include:
• Businesses with large-scale customer service operations

- Companies looking to automate sales and marketing campaigns
- Organizations seeking to improve operational efficiency in call operations
- Firms interested in leveraging AI for customer interactions
- Research institutions for joint development of AI technologies
- Universities for academic applications

The company offers technical assistance for integration and customization of the solution to meet specific partner needs, as well as collaboration opportunities for further development and innovation in AI-powered call center technologies.

Type of partnership	Type and size of the partner
Research and development cooperation agreement **Commercial agreement with technical assistance**	• **SME 11-49** • **SME <=10** • **University** • **Big company** • **R&D Institution**

Dissemination

Technology keywords	Market keywords
• **01003014 - Internet Technologies/Communication (Wireless, Bluetooth)** • **01006013 - Communications Protocols, Interoperability** • **02003001 - Process automation** • **01006003 - Mobile Communications**	• **08002007 - Other industrial automation** • **01001004 - Other commercial communications** • **02007005 - Communications/networking** • **01006004 - Communications services**

Targeted countries	Sector groups involved
• **World**	