



Connecting  
your world.

# ARE YOU READY?

The future of customer interaction  
is here — meet the  
**Conversational AI Suite**



**“Hi, I’m your virtual assistant. Let me show you how we’re redefining customer interactions.”**

With the **Conversational AI Suite**, I deliver outstanding customer communication that runs itself. I connect with your customers instantly. On the phone, in the chat, or via email. No long waits. No handoffs. What can I do? A lot, actually: I understand what people are saying, even if it’s complicated. I communicate fluently in multiple languages. I can retrieve and structure information. And that’s not all. Depending on how you deploy me, I connect directly to your systems, tools, and databases — and resolve requests on first contact.

Join me now in exploring the Deutsche Telekom Conversational AI Suite.

## Take your customer interactions to the NEXT LEVEL

### Performance



#### Efficiency & scalability

- You significantly reduce service costs even when handling high request volumes at scale.
- Standard requests are resolved automatically while your team focuses on the complex cases.
- Real-time analytics enable proactive improvements across your service operations.

### Quality



#### Self-service that delights customers

- Accurate, context-aware handling of every request.
- Rapid issue resolution reduces drop-offs and increases customer satisfaction.
- Intelligent digital interactions strengthen your brand and set you apart from competitors.

### Best UX



#### Best-in-class user experience

- Customer inquiries are handled reliably around the clock.
- Conversational AI Agents consistently recognize who the customer is and provide personalized resolutions.
- A consistent user experience across all touchpoints including chat, phone, and email.

# Conversational AI

A versatile solution for any industry or use case — including yours.

## Public sector

Information system for municipalities, appointment scheduling, document search in city archives, and resident services



## Energy providers

Meter readings, appointment scheduling, pricing infos, automated alerts for major outages, address changes



## In-house services

HR bot, employee inquiries, search feature, vacation requests, IT support



## Food and beverage

Taking orders, table reservations, information on ingredients and product recalls



## Banks & insurers

Claims reporting, insurance premium calculations, advisory services, new policy sign-ups



## Healthcare

Appointment scheduling, locating doctors, pharmacies, and therapists, information on medications



## Events (sports and music)

Tickets, merchandising, schedules, and event information



## Publishers & mail order

Customer service for subscribers including complaints and cancellations, orders, billing inquiries



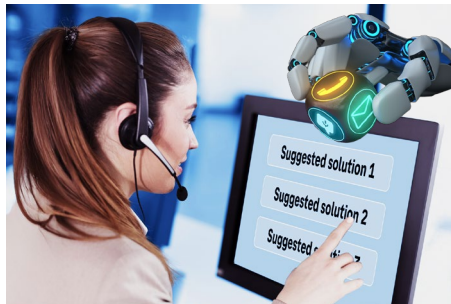
## Common use cases

### Intent detection



The Conversational AI Agent greets callers, identifies them, and asks follow-up questions as needed. It quickly understands the issue, creates a concise summary, and routes the request to the right employee — or offers a call-back. Wait times are reduced, routine tasks are automated, and service teams can focus immediately on solving the problem.

### Agent Assist



During customer interactions, the AI works quietly in the background. It listens, transcribes, translates, and summarizes content in real time. Relevant context from CRM systems and knowledge bases appears automatically, along with live suggestions for responses and solutions. New employees get up to speed faster, and experienced staff become noticeably more productive.

### Automated customer interactions



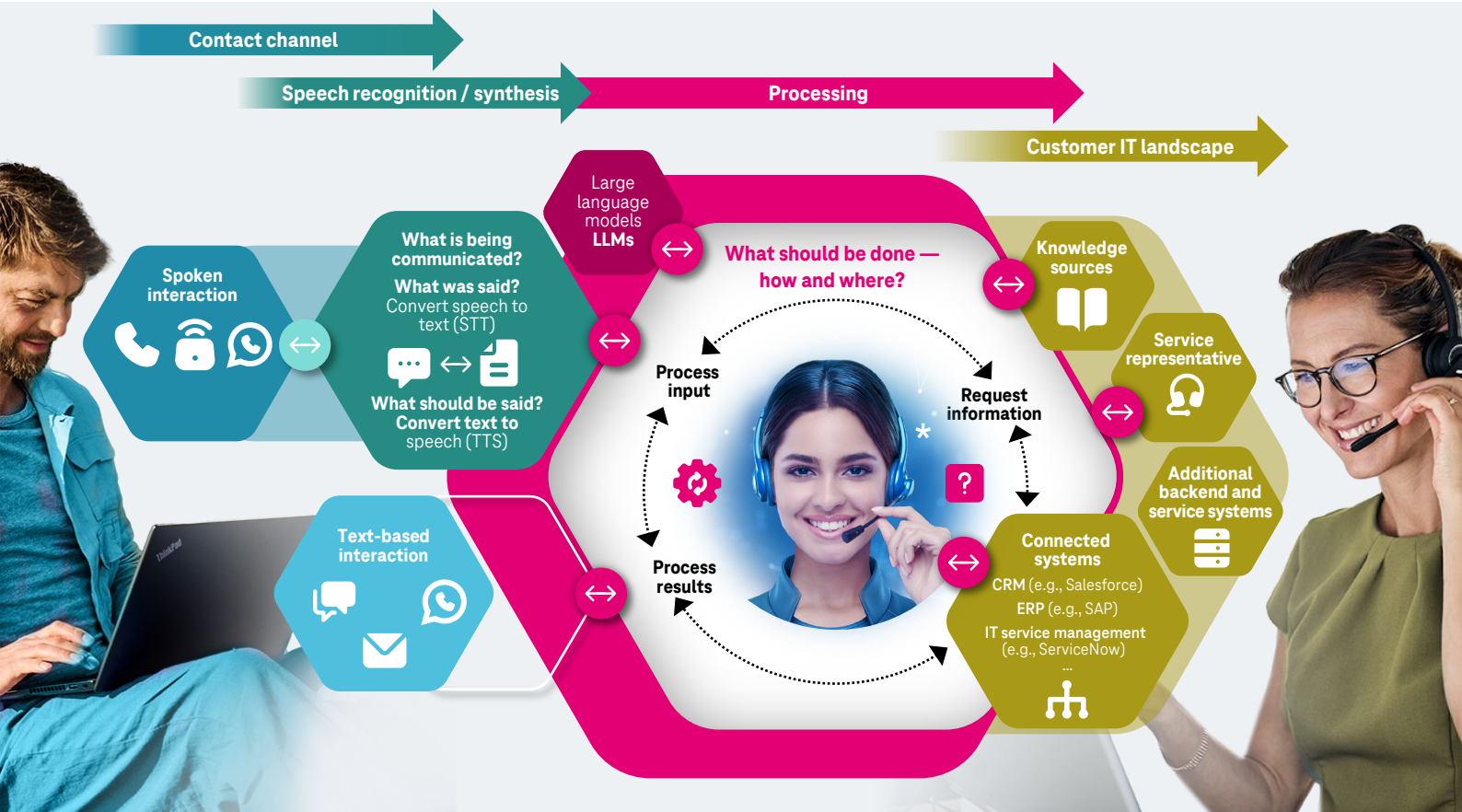
The Conversational AI Agent can handle inbound requests autonomously. For outbound contacts, it allows you to implement personalized interactions at scale. The result is end-to-end automated interaction that accelerates processes, reduces costs, and scales personalization — without increasing the workload of sales and service teams.

**For any use case  
in any industry**



# The Conversational AI Suite

AI agents specifically engineered for customer interaction



## Conversational AI Agents

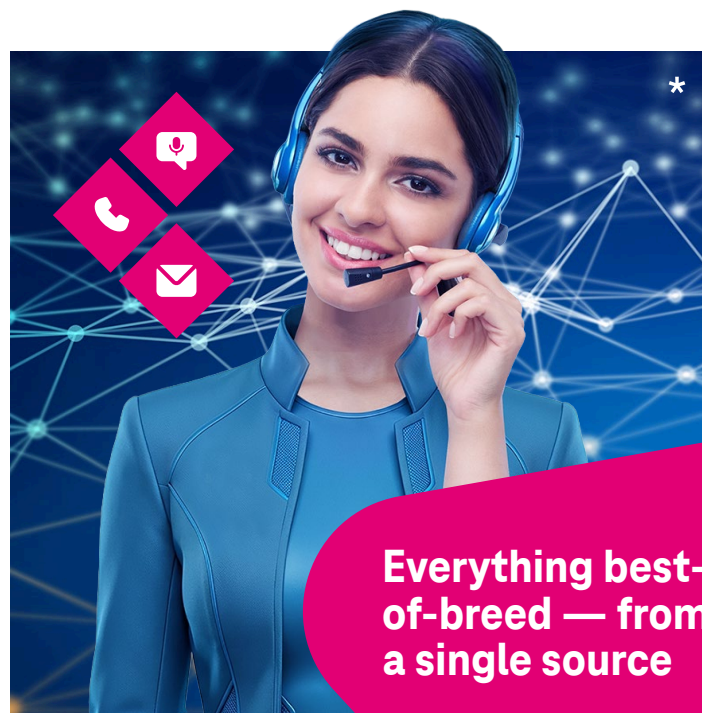
With the Conversational AI Suite, you can deploy AI Agents designed specifically for customer communication. These multimodal and multilingual agents operate seamlessly across voice and digital channels. By connecting to knowledge sources, they can draw on both domain expertise and company knowledge. Specialized tools allow the agents to interact with systems as an integral part of your enterprise landscape. The entire conversation history and customer context is thus available: your agents see previous interactions, open service tickets, and customer preferences and use this information to handle the current situation.

## User-friendly platform

The Conversational AI Suite is a modular platform for automating customer conversations. It combines autonomous, real-time decision-making seamlessly with business logic and clearly defined workflows. Intuitive interfaces let you easily configure, test, and optimize agent workflows; a broad range of state-of-the-art speech services and large language models is available. As conversational AI agents continue to evolve, they enable full automation of increasingly complex use cases.

## The best-fit solution for your business

With a comprehensive portfolio of best-of-breed technologies, we rely on the best option for each use case — in close collaboration with leading partners.



# Competent. End-to-end. Secure.

## Deutsche Telekom delivers solutions

### AI made in Germany

Software development takes place in Germany. Service and support are also performed entirely from Germany.



### Ethical guidelines

Which decisions do you allow the AI to make autonomously — and based on what data? To this end, Deutsche Telekom has defined binding ethical guidelines that are applied consistently.



### AIC4 criteria

The BSI<sup>1)</sup> has specified an Artificial Intelligence Cloud Services Compliance Criteria Catalogue. It sets out detailed requirements for machine learning in cloud services. The Cognigy platform in the Open Telekom Cloud fulfills the AIC4 criteria.



1) German Federal Office for Information Security

### C5 criteria and Trusted Cloud

The Cloud Computing Compliance Criteria Catalogue (BSI C5) defines minimum information security requirements for cloud services. The Trusted Cloud label confirms compliance with strict quality, security, and data protection standards.



### General Data Protection Regulation

AI solutions are operated sovereignly in German data centers and in strict compliance with GDPR requirements.



### Certified product release process

Deutsche Telekom renews one of its most important certifications on a regular basis: the internationally recognized ISO/IEC 27001 standard.



## End-to-end service

Our qualified team of engineers and technicians are here to support you together with a single point of contact in sales. You receive comprehensive support:

- Consulting, including needs analysis
- Project execution, including implementation of use cases, AI training, and integration with backend and contact center systems
- Employee training
- Ongoing optimization and development of the solution
- First- and second-level support

## T Expertise

Deutsche Telekom is Germany's market leader in contact center telephony and a leading provider of customer contact solutions — widely recognized, including awards for the digital assistant Ask Magenta.

### What's the next step?

- See video content
- Request a demo
- Get a personal consultation



## Contact

<https://geschaeftskunden.telekom.de/business/loesungen/digitalisierung/kuenstliche-intelligenz/conversational-ai-suite>



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