**GURU GOBIND SINGH COLLEGE OF ENGINEERING & RESEARCH CENTRE, NASHIK**

**DEPARTMENT OF COMPUTER ENGINEERING**

**PROJECT ABSTRACT 2025-26**

**Title of Project: -**CallGPT An AI‑Powered Voice Assistant for Customer Care

**Domain: -** AI-ML

**Abstract:** -

CallGPT is an AI-powered voice assistant that handles customer support over phone calls in a smart, fast, and automated way. It uses technologies like Speech-to-Text (STT), Retrieval-Augmented Generation (RAG), and Text-to-Speech (TTS) to give real-time, accurate, and context-aware responses without human help. When a user calls, their voice is first converted into text using STT. Then, the RAG system searches company-specific data such as FAQs and manuals, and a powerful Large Language Model (LLM) generates a suitable response. This reply is then converted back into speech using TTS and spoken to the caller. The system also logs conversations for analysis, allows call transfer to human agents when needed, and keeps improving based on previous interactions. CallGPT provides 24/7 customer support, reduces manual effort, and ensures consistent service quality.

**Keywords:*****- CallGPT, AI Voice Assistant, Speech-to-Text, Text-to-Speech, Retrieval-Augmented Generation (RAG), Large Language Model (LLM), Customer Support, Conversational AI, Voice Automation.***