

# AI Sales Copilot for Call Centers

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status active

difficulty balanced

duration 10 hours

An intelligent AI-powered copilot that supports call center agents in real-time, maximizing conversion rates and preventing lost sales opportunities.

## Overview

Call centers handling reservations and sales often lose valuable opportunities when customers hang up before closing deals. This happens due to manual processes, long handling times, and lack of effective follow-up systems. **AI Sales Copilot** is designed to solve this challenge by providing real-time support to human agents and automated post-call interventions to ensure maximum conversion probability.

## The Challenge

### Build the Brain Behind Every Conversion

Design an AI-powered copilot that seamlessly supports the human agent — not replaces them — throughout the entire sales journey.

## Key Features

### 1. Real-Time Intelligence

- **Live Call Transcription:** Converts speech to text in real-time
- **Signal Detection:** Identifies buying signals, objections, and drop-off risks
- **Context Analysis:** Maintains full conversation context throughout the call

### 2. Smart Guidance

- **Dynamic Suggestions:** Provides persuasive next moves based on conversation flow
- **Personalized Upsells:** Recommends relevant upgrades and additions
- **Empathy Cues:** Suggests emotional responses based on sentiment and intent analysis

### 3. Instant Actions

- **Quote Generation:** Creates accurate quotes on the spot
- **Availability Checking:** Real-time inventory and availability verification
- **Reservation Creation:** Completes bookings during the call

### 4. Seamless Handoff

- **End-of-Call Actions:** Executes the most profitable next step automatically
- **Payment Link Generation:** Sends secure payment links instantly

- **Follow-up Scheduling:** Sets automated reminder sequences

## 5. Always-On Follow-Up

- **Context Storage:** Maintains complete customer interaction history
- **3-Step Recovery Sequence:** Automated engagement to recover abandoned sales
- **Persistent Engagement:** Continues until conversion is achieved

## Team

Project Owner

**Rolando Cesai Romero Díaz**

Impact Builders

Name	Role	Contribution
<b>Ricardo</b>	Active Participant	Active participant in development
<b>Jonathan Palma</b>	Technical Lead	Experience with MCP, MCP-UI, STT-TTS

## Project Timeline

Milestone	Date	Time
<b>Start Date</b>	Tuesday, October 21, 2025	08:00
<b>End Date</b>	Wednesday, October 22, 2025	18:00
<b>Total Duration</b>	10 hours	-

## Recognition

**Award:** 4 Double Nights at Palace Company Hotels

## Technical Stack

Core Technologies

- **STT (Speech-to-Text):** Real-time transcription
- **TTS (Text-to-Speech):** Voice synthesis for automated interactions
- **MCP (Model Context Protocol):** Context management and AI model integration
- **MCP-UI:** User interface components

AI/ML Components

- Natural Language Processing (NLP)
- Sentiment Analysis
- Intent Detection
- Conversation Flow Management

# Getting Started

## Prerequisites

```
# To be defined based on final tech stack
```

## Installation

```
# Clone the repository
git clone [repository-url]

# Navigate to project directory
cd summit2025

# Install dependencies
# TBD
```

## Configuration

```
# Copy environment template
cp .env.example .env

# Configure your environment variables
# TBD
```

## Running the Application

```
# TBD
```

## Project Structure

```
summit2025/
├── README.md
├── .env
├── src/
│   ├── transcription/    # STT implementation
│   ├── analysis/        # Intent & sentiment analysis
│   ├── guidance/        # Smart suggestions engine
│   ├── actions/         # Automated actions (quotes, reservations)
│   ├── followup/        # Post-call automation
│   └── ui/              # User interface components
```

## Success Metrics

- **Conversion Rate Increase:** % improvement in closed sales
- **Average Handling Time:** Reduction in call duration
- **Customer Recovery Rate:** % of follow-ups that convert
- **Agent Satisfaction:** Feedback from call center agents
- **Response Time:** Speed of AI suggestions and actions

## Security & Compliance

- Secure payment link generation
- Customer data encryption
- Call recording compliance (GDPR, local regulations)
- Access control and audit logs

## Roadmap

- ☒ Project kickoff and team formation
- ☐ Core transcription engine implementation
- ☐ Real-time analysis and detection algorithms
- ☐ Smart guidance system
- ☐ Action automation (quotes, reservations)
- ☐ Follow-up sequence implementation
- ☐ UI/UX development
- ☐ Testing and optimization
- ☐ Deployment and monitoring

## Contributing

This is a closed hackathon project (Summit 2025). For questions or collaboration inquiries, please contact the project owner.

## License

[To be defined]

## Contact

**Project Owner:** Rolando Cesai Romero Díaz

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**Built with  at Summit 2025 Hackathon**

*Transforming every call into a conversion opportunity*