

DIALAI

BY

OG DEVS

PROBLEM STATEMENT

Traditional call centers face several challenges:

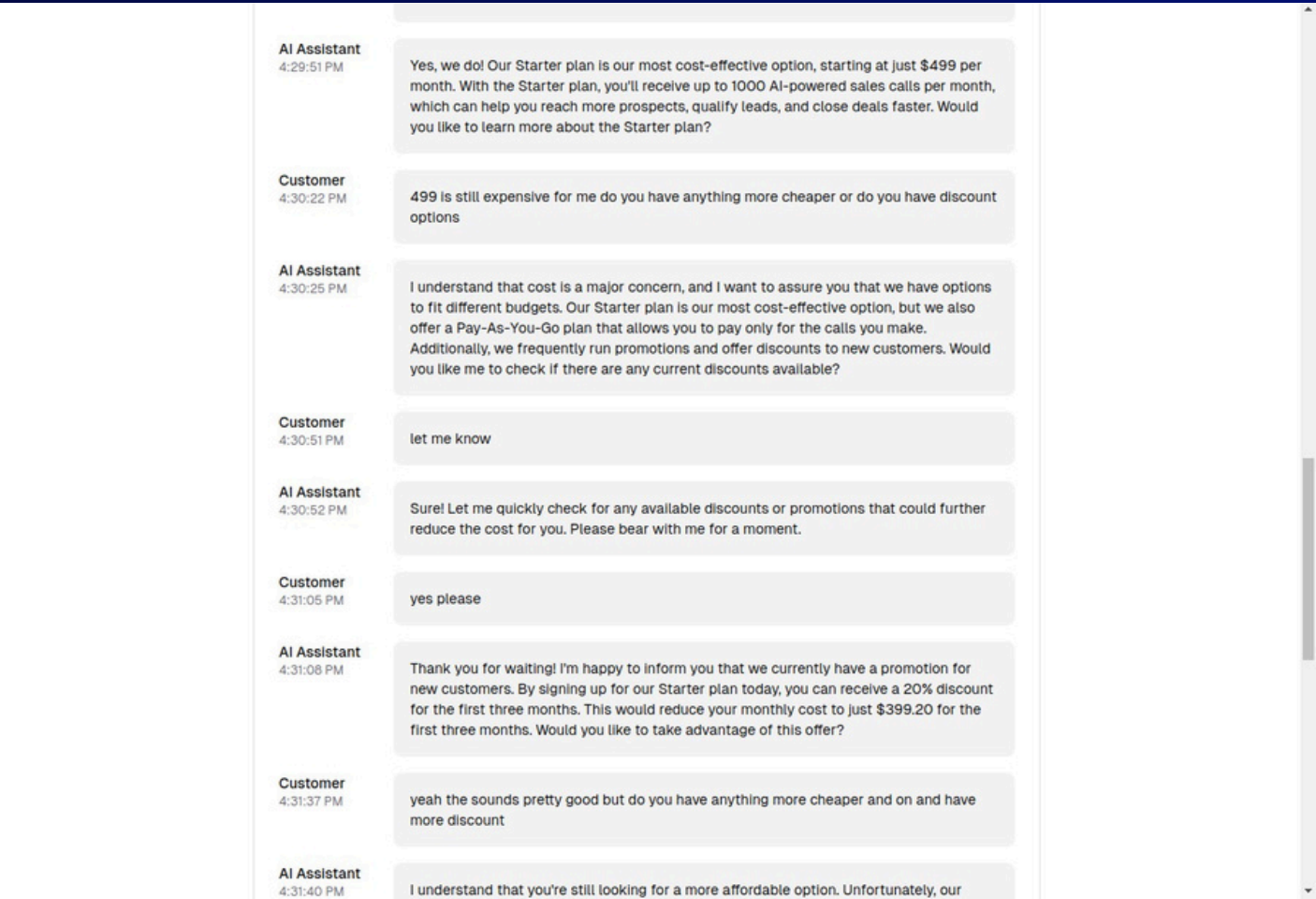
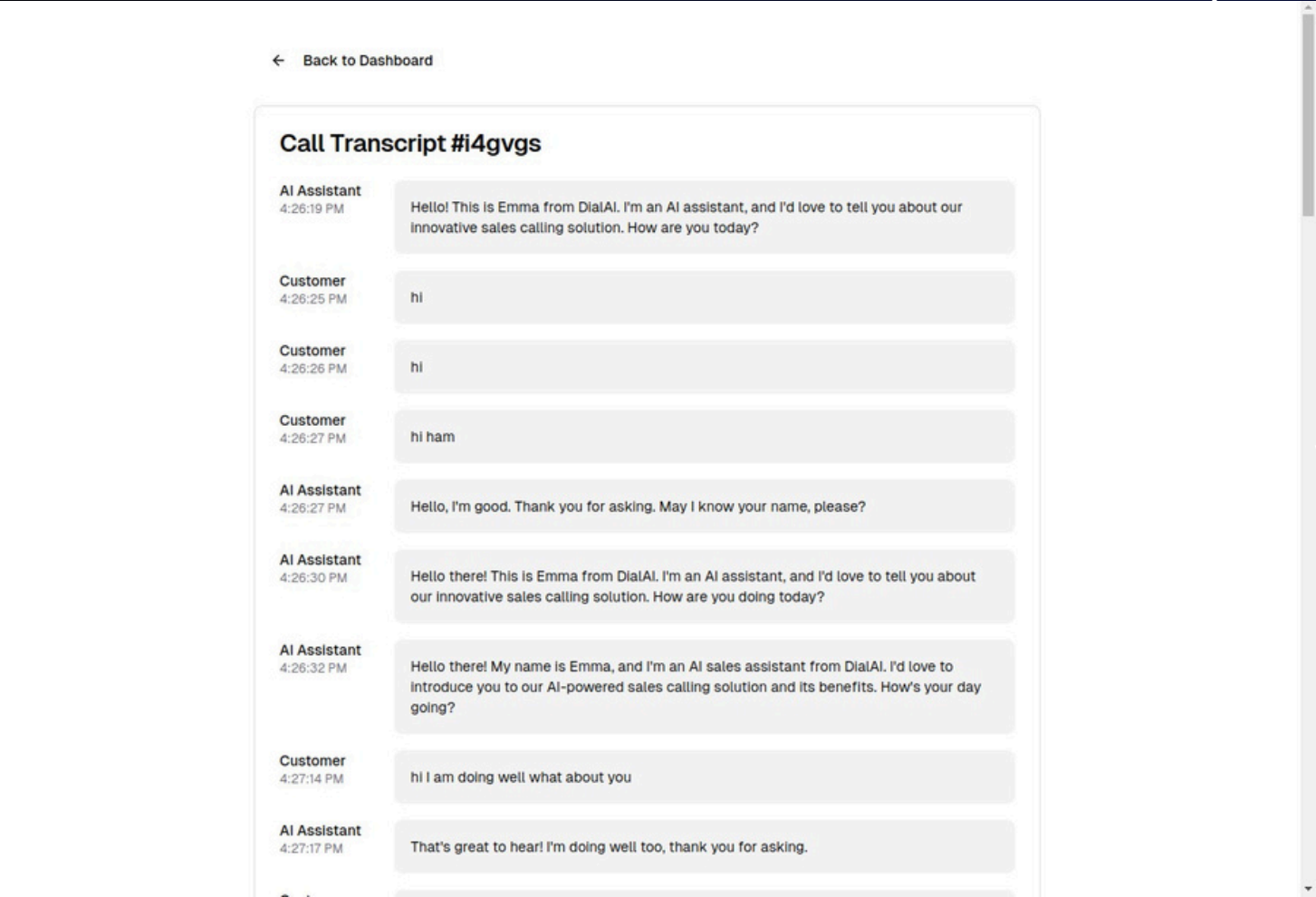
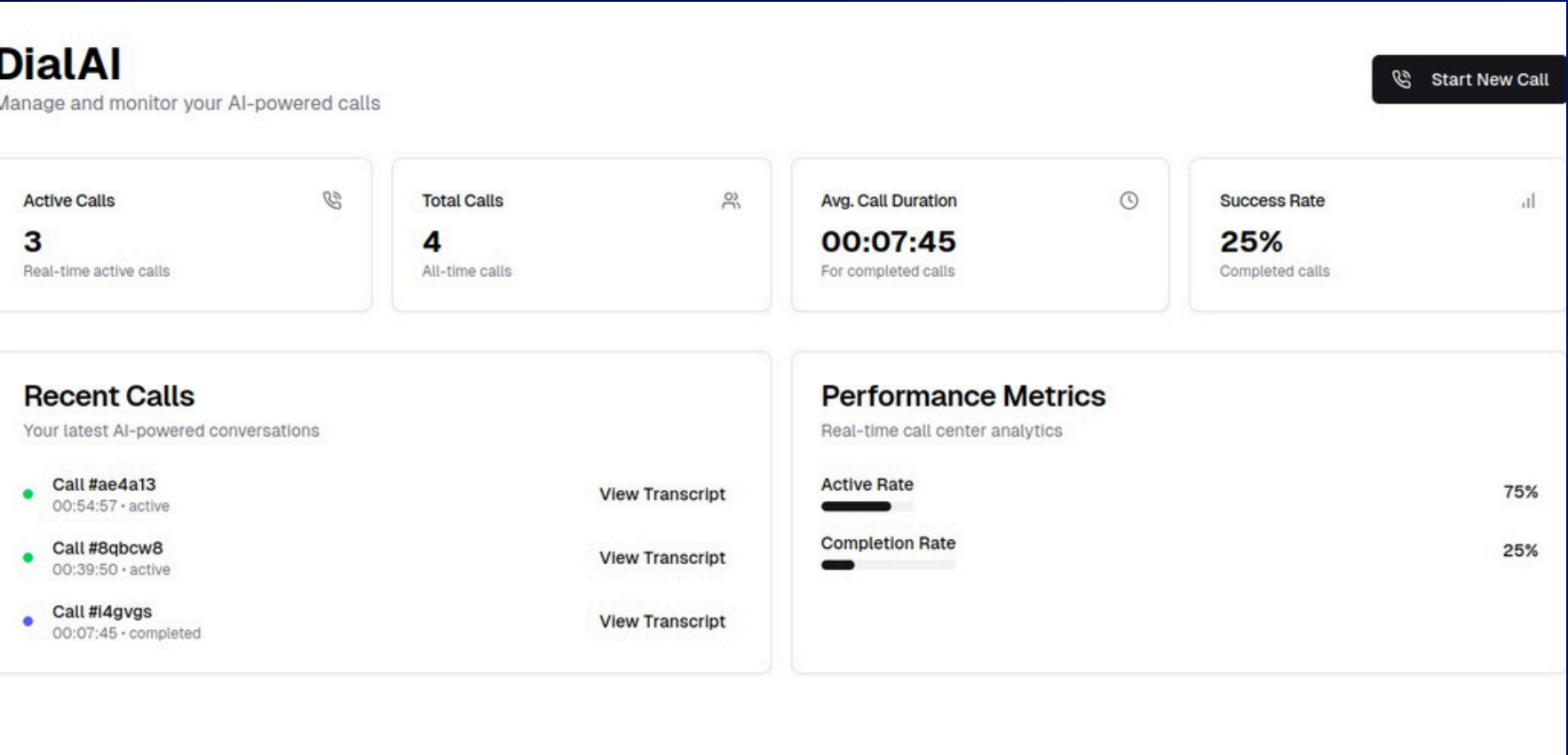
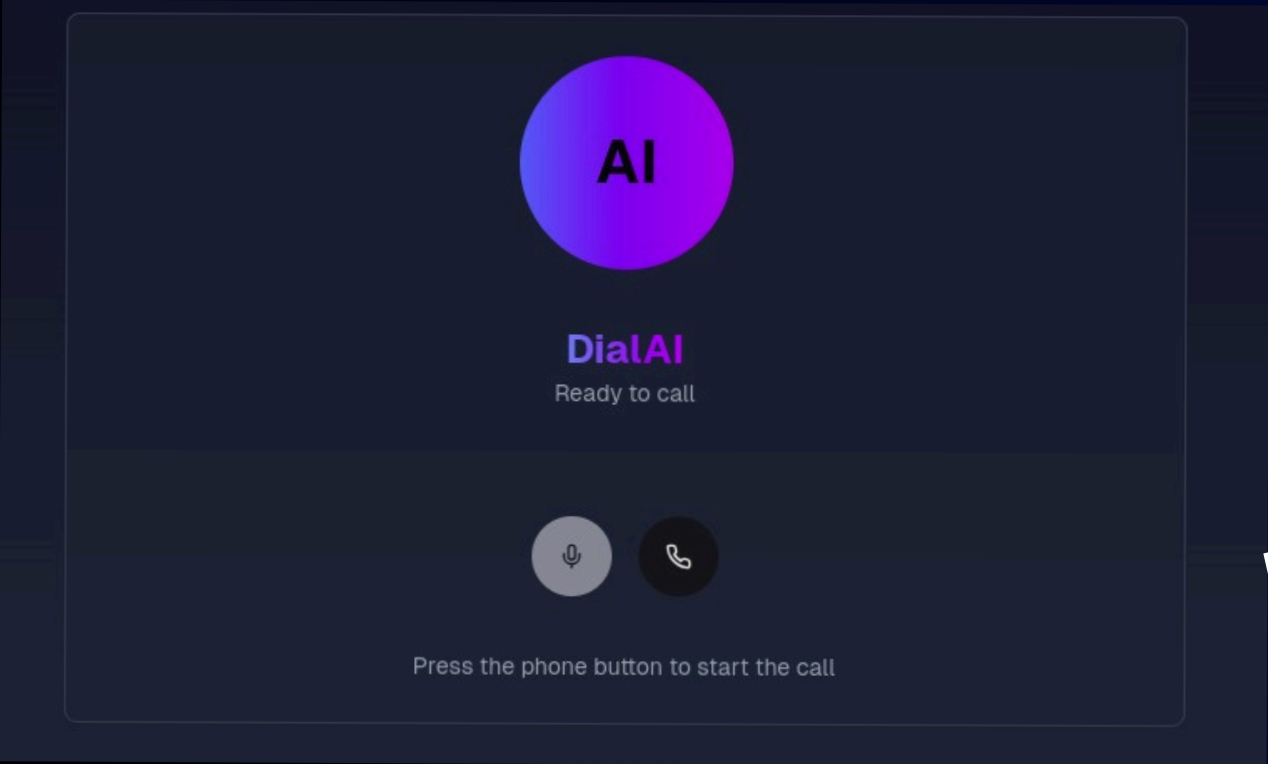
- **High operational costs**
- **Limited scalability**
- **Inconsistent service quality**
- **Long wait times**
- **Limited availability**

Our solution addresses these challenges head-on.

OUR SOLUTION

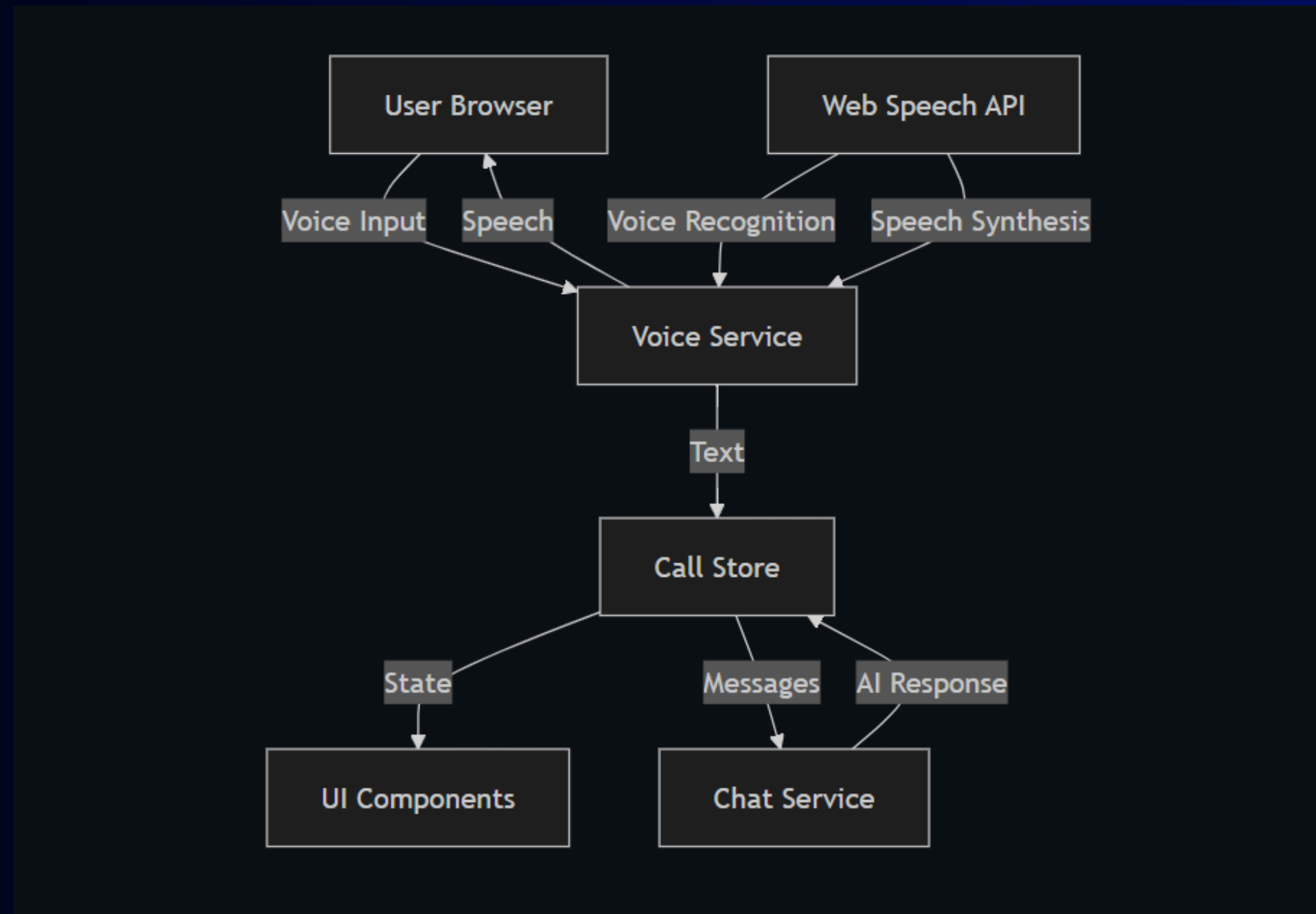
- **Next-generation call center technology**
- **AI-powered conversations**
- **Real-time voice interaction**
- **Comprehensive analytics**

THE PRODUCT



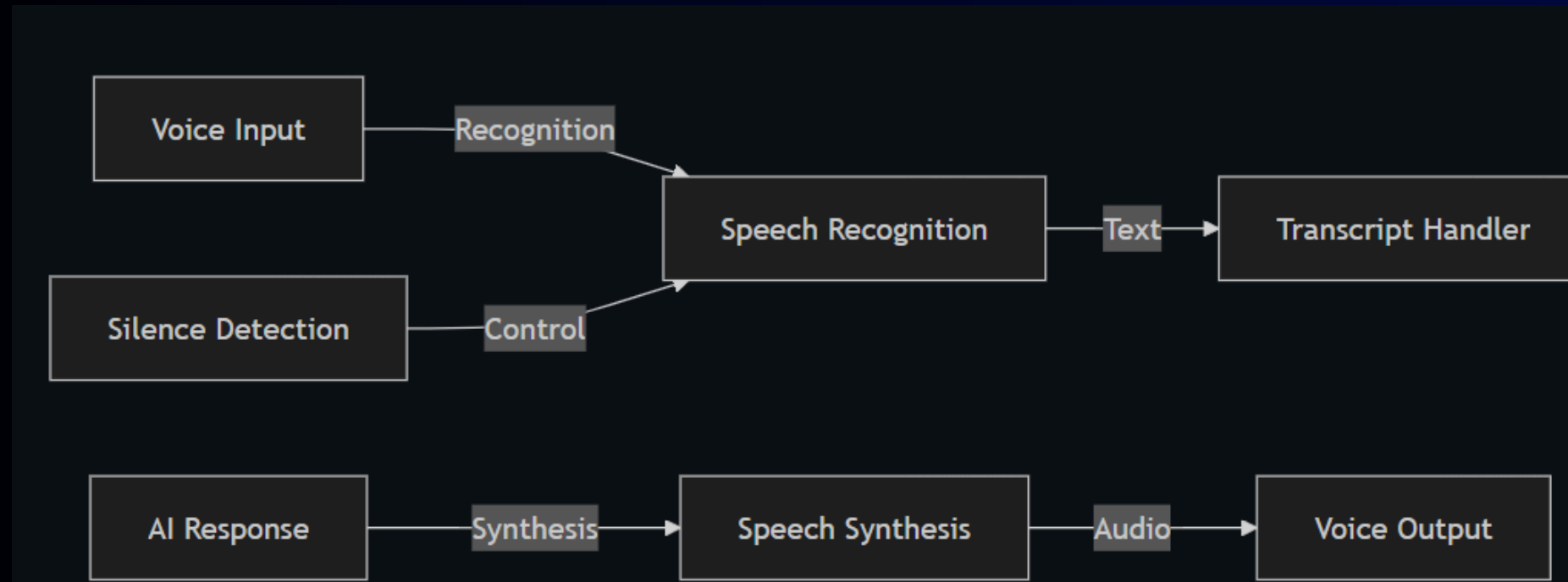
SYSTEM ARCHITECTURE

The AI Call Center is built on a modern, event-driven architecture that enables real-time voice communication between users and AI. Here's a high-level overview of the system:



CORE COMPONENTS

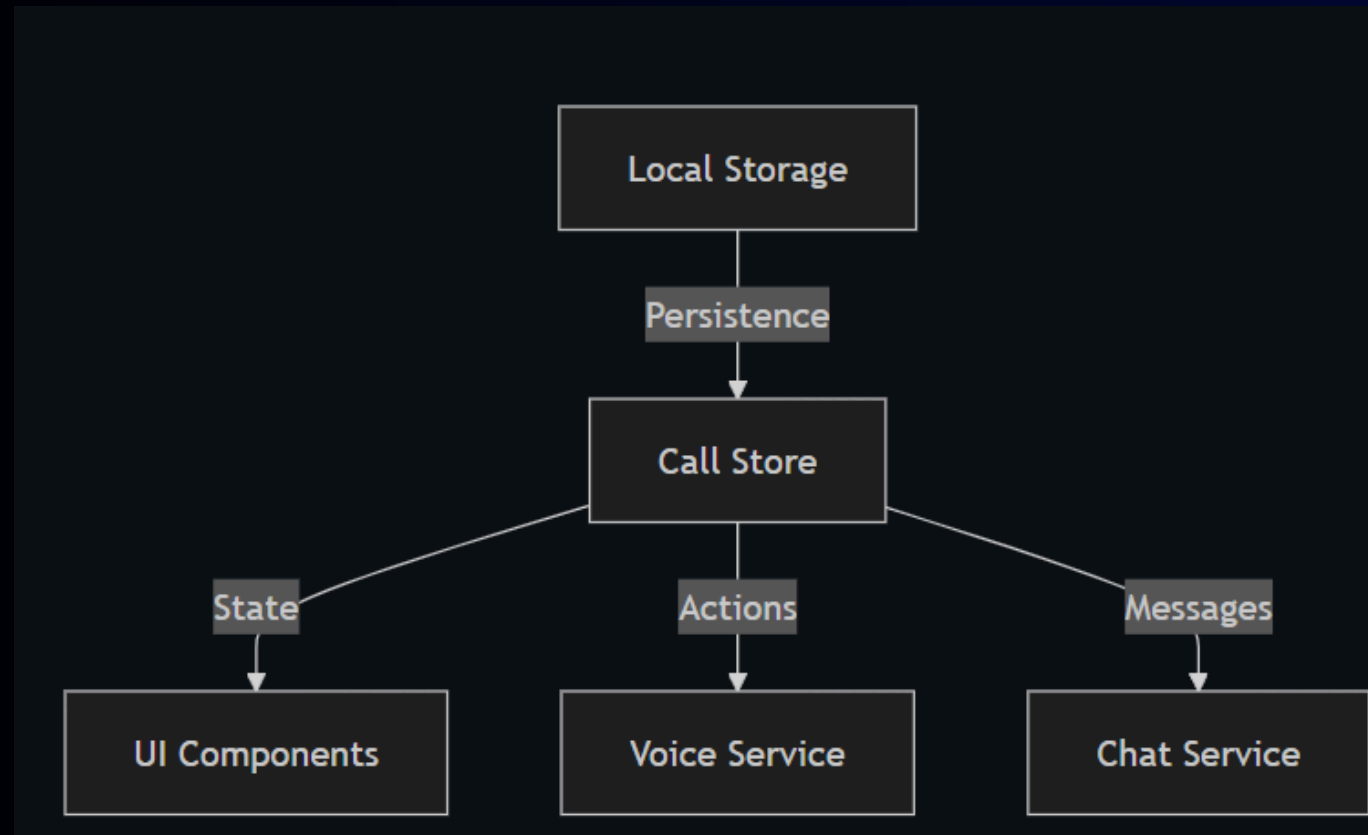
Voice Service



Key features:

- Real-time voice recognition
- Speech synthesis
- Silence detection
- Error recovery
- Voice quality optimization

State Management

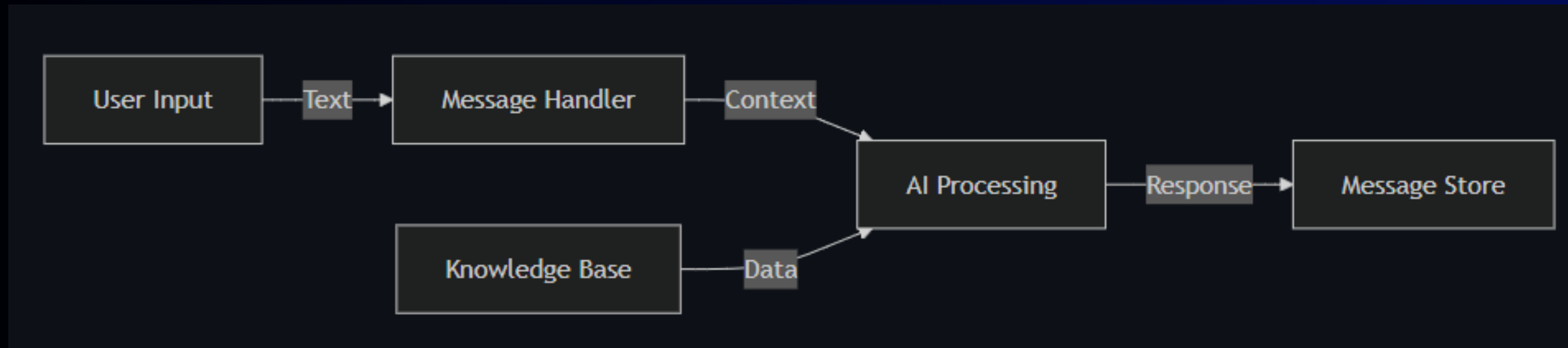


State Structure

```
interface CallState {  
  calls: Record<string, Call>;  
  activeCallId?: string;  
  error: string | null;  
  isListening: boolean;  
  isSpeaking: boolean;  
}
```



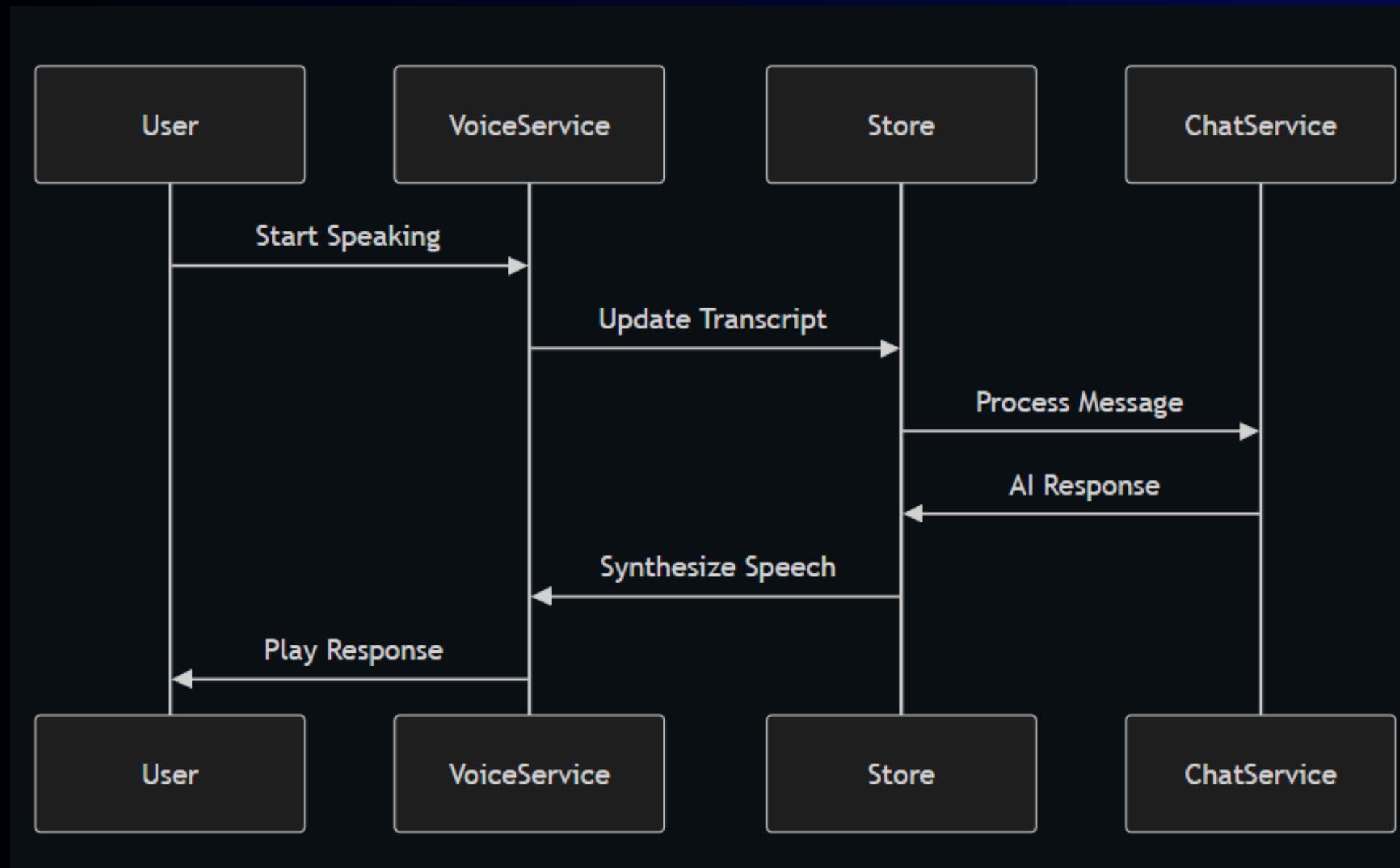
Chat Service



Features:

- Context management
- Response generation
- Knowledge base integration
- Conversation history

DATA FLOW



BENEFITS & IMPACT

- **Cost Reduction**
- **24/7 availability**
- **Scalable solution**
- **Reduced training needs**
- **Enhanced Service**
- **Consistent quality**
- **Zero wait time**
- **Multi-language support**
- **Analytics & Insights**
- **Performance metrics**
- **Usage patterns**
- **Improvement areas**

TEAM -- OG DEVS



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**Role : Team Lead
Backend and AI
Dev, Product
Manager.**



**Name : Agnij
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**Name: Priti
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THANK YOU