1. Client(s)
   1. Mint (Parloa) **Agressive**
      1. 12/16:We have access provisioned for Wasiq and Myself on Sutdio
      2. 12/16:Client has shared the API Key for the API end points.
      3. 12/18:Scoping done earlier this week
      4. 12/18:Tandem Implementations: Custom AI BOT building session with Partner on 19/12, 20/12, 12/23
      5. 12/19:Call flows and routing destinations have been shared with client and approved with little changes.
      6. 12/19:Wave iX team needs to send changes over a certain portion of Mint Genesys IVR. Approval is requested to the client
      7. 12/19:Pavel will be working on updating the FAQs and making them concise.
   2. Netgear
      1. WaveIX Translate
         1. Phase: Discovery
         2. Client asked for the demo in (MANDARIN-Chinese Language
      2. Waiting for Krisp, WaveIXF Agent AI and WaveIXP Agent AI pitch
   3. Sanas
      1. “Re: Invitation: Sanas <> Ibex | Partnership Discussion @ Thu Dec 5, 2024 3pm - 3:30pm (PST) ([URL Removed])”
      2. 12/20: Sinnan to work on the filing the SANAS form
      3. 12/20: The system details and specifications are expected to be shared with SANAS team.
      4. 12/23: Call with Sanas at 8PM PST.
   4. Transcard
      1. WaveIX Translate
         1. 12/16: Transcard translate demo.
         2. 12/19: Pavel is Setting up call analysis process
   5. TivO:
      1. Wave iX Virtual Agent.
         1. Phase :discovery
         2. 12/16: API access provisioned for Ibex WaveIX team. QnA call with TiVO on 12/12.
         3. 12/16TiVo IVR Flow & FAQ’s are shared and forwarded to Pavel.
         4. 12/19:Tech session with TiVO is conducted
         5. 12/20: We need to share the E2E design documentation and Timelines for the chat Dialogue based integration.
         6. 12/20: for IVR we need to share the E2E design documentation to the Client and tentative timelines for the implementation. Potentially end of March, 25
      2. Maven (Chat Integration solution)
         1. 12/16:Demo was conducted
         2. 12/16:The partner has been finalized and we are going with the integration
         3. 12/16:The API key, integration Manual has been shared by the partner with us 12/13
         4. 12/20:We have setup an internal call to figure out the integration piece .
         5. Next week: Deep dive Session with Maven on Salesforce Integration and access provision
         6. <https://ibexglobal.app.box.com/folder/298972934340>
   6. Conifer
      1. Krisp Accent Neutralization: Reviewing Testing results.
   7. UHC:
      1. Krisp Accent  Preservation: installation on PH (Davao, Bohol) agent stations is done.
   8. Custom Ink
      1. FlipCX:
         1. Custom Ink team is currently testing the demo environment
         2. Next step is to finalize SOW. Follow up 12/19
   9. Leslie
      1. FlipCX:
         1. Done with the listening mode. Pavel is working on the data analysis with Stephen Kelly.
      2. Parloa(WaveIXP Agent AI)
         1. Scoping Call done with Parloa team on setting up AMP on Leslie’s Pool.
         2. Intro call with client is conducted on 12/18
         3. Listen mode data has been shared with Client
         4. WaveIX PMO team will work with Client IT team for the API integration piece.
   10. Redroof:
       1. FlipCX
          1. Retro Listen mode was requested to FlipCX for listening 500 calls on the box space.
          2. **Agressive**
          3. Email: Red Roof Inn – RTT
          4. Phase 1: Automation for “Guest Relations”, forward reservations calls to the reps.
          5. 12/19: the Implementation priority has been changed from P1 to P0.
          6. 12/20: Wave iX hac acknowledged and share the tentative plan for the implementation mid Monday 12/23
          7. Looking for a way to segregate PCI and Non-PCI call. Rengie proposed a solution, which needs to be reviewed by client.
          8. Sample (10) transcripts to share with Parloa.
          9. Once solution will be devised, wave iX will develop configurations that will contain some changes to the platform.
          10. We need to have ti approved from the client
          11. We also need to review the documentation for establishing the connectivity between our wave IX Translate solution and Amazon connect.
          12. Need to see if wave ix can help otherwise we need to ask client to engage their AWS professional services for the connectivity.
2. Need to understand the communication model.
   1. Weekly syncs with client? With partners(Parloa, Flip, Krisp)