Ask Breezy - More Channels

What we do

We're building the first and last employee that any solo service pros will need to run their business, starting with a business phone number + AI frontdesk that can handle inbound/outbound calls + text messages to customers across their entire lifecycle. We have hundreds of customers ranging from verticals like home services, instructors, consultants and professional services. We believe in a world where millions of people can offer their services and grow their business without needing to grow headcount for operational work. We recently raised millions of dollars from top vcs, as well as some key openai employees (chief product officer, chief technical advisor to ceo, head of bd) and are looking to grow.

Why More Channels?

"[AskBreezy](#)" is our system that allows our customers to interact with the Breezy through conversation. Some of our users would want to interact with Breezy through more modalities. The main one:
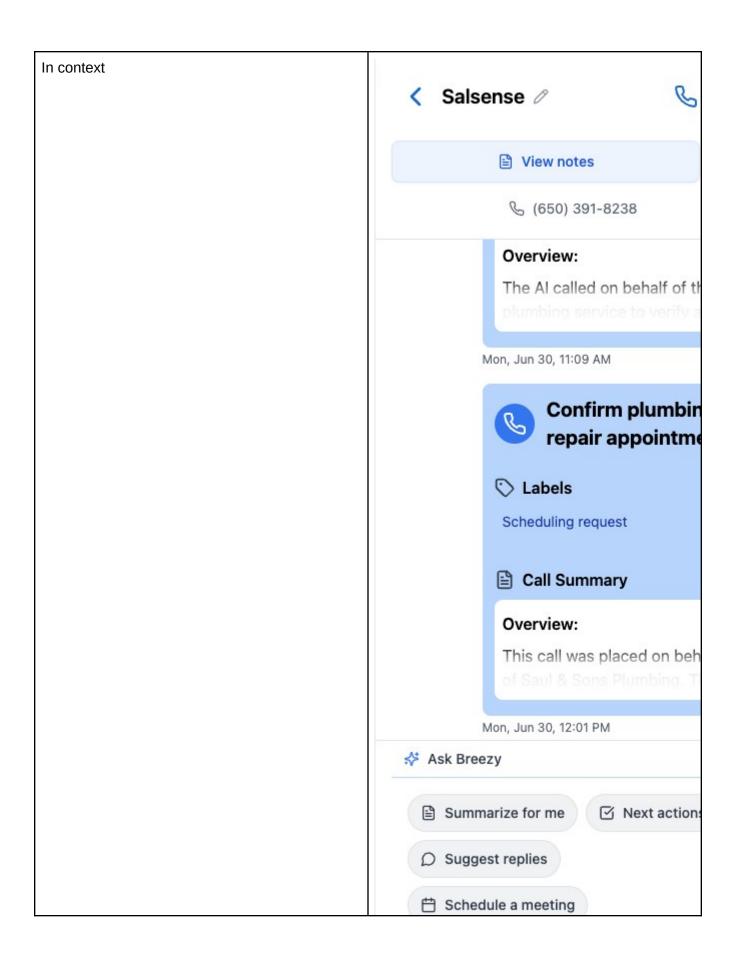
(1) Text
(2) WhatsApp
(3) Email

This will allow us to grow towards an audience that is a lot less tech savvy, and provide them with a better user interface (no need to download an app or use a website, you can manage your CRM just through whatsapp voice notes)

Current State of the world

Mode	Screenshot

Normal

Welcome to AskBreezy

Ready to get started? Ask me anything and I'll help you find answers, solve problems, or just chat.

→ What is the most important call I had today?

→ Help me change my business hours?

→ What suggestions do you have for my business?

In context

Salsense ✏️

📄 **View notes**

📞 (650) 391-8238

Overview:

The AI called on behalf of th
plumbing service to verify

Mon, Jun 30, 11:09 AM

📞 **Confirm plumbin
repair appointme**

🏷️ **Labels**

Scheduling request

📄 **Call Summary**

Overview:

This call was placed on beh
of Saul & Sons Plumbing. T

Mon, Jun 30, 12:01 PM

✨ Ask Breezy

📄 Summarize for me   ☑️ Next actions

💬 Suggest replies

📅 Schedule a meeting

Over a call	N/A it's just a phone call. Here is the transcript of an example call:

State of the World - Code

	Path
Table	socratic_systems/app/models/

	breezy/command_chat.rb
Controller	socratic_systems/app/ controllers/breezy/ command_chats_controller.rb
Frontend Visual Display	breezy-fe/components/ ask_breezy/AskBreezyChat.tsx
Owner Mode	socratic_systems/app/services/ owner_mode_service.rb

Why More Channels?

Phase 1: Support SMS

Make AskBreezy work on top of SMS. Might want to generate images for various visualizations (e.g when we change the agent in various ways). Support sms reactions.

Phase 2: WhatsApp integration

Support both input and output voice notes. Integrate with the WhatsApp api. There might be cool things that you can do that aren't possible in normal sms, e.g forms . Support whatsapp calls as well.

Phase 3: Email

Send an email to a dedicated address to start an Ask breezy conversation. AskBreezy can use attached docs and images in the context when deciding what to write. More advanced: if a customer is CCed to the conversation, have some awareness of that.

Phase 4: Discoverability

Help our users discover these AskBreezy channels and trigger them. This might mean entry points in the app, but could also mean that breezy preemptively texts, emails, calls or WhatsApps them.