INTRODUCTION

Unpod is a modular, low-latency communication platform that brings together three core layers — a multichannel Communication Suite, AI Agents, and a secure SIP infrastructure — to automate customer conversations at scale.

With the Communication Suite, teams can connect WhatsApp, email, and voice channels into a single smart inbox. It filters noise, tracks conversation history, and syncs with CRMs and internal tools to turn fragmented messages into clear, actionable timelines.

Unpod's AI Agents (called "Pilots") handle both inbound and outbound interactions across voice and chat. They understand context, switch languages (English, Hindi, Hinglish), and trigger real-time workflows — from updating ERPs to booking appointments, answering recruitment queries, etc.

The SIP Layer powers secure, compliant calling with built-in KYC, TLS/SRTP encryption, and real-time routing. Businesses can rent Indian virtual numbers, manage SIP trunks, and bridge calls directly to AI agents — all from one dashboard.

Whether you're a voice AI startup, an edtech platform, or a fintech automating customer engagement — Unpod helps you launch fast, stay compliant, and scale human-like conversations across channels.

What is Unpod ?

Unpod helps businesses unify conversations across WhatsApp, Email, and Voice, powered by AI agents and secure SIP calling.

Core Layers:

- **Communication Suite** – Unified smart inbox with CRM sync.

- **AI Pilots** – AI-powered agents for inbound/outbound interactions.

- **SIP Layer** – Secure, compliant telephony with Indian virtual numbers.

Quickstart:

1. **Sign up** at unpod.ai.

2. **Verify your account** and create an organization.

3. **Connect a channel** (WhatsApp, Email, SIP).

4. **Create your first Pilot** in the dashboard.

5. **Test** your setup with a sample conversation.

Communication Suite

The **Communication Suite** lets you unify all customer conversations into a **single smart inbox**, no matter which channel they come from. It eliminates fragmented communication by bringing WhatsApp, Email, and Voice into one place — enriched with CRM integration and full conversation history.

Key Features

- **Multi-channel support** → Manage WhatsApp, Email, and Voice in one unified inbox.

- **Noise filtering & history tracking** → Filter out irrelevant messages and maintain full conversation logs.

- **CRM & internal tool integration** → Sync conversations with systems like Salesforce, Zoho, and HubSpot.

- **Clear timeline view** → Track every customer interaction across channels in a chronological flow.

AI Agents

Unpod has AI-powered agents that manage conversations across voice and chat.

Capabilities

- Handle inbound & outbound conversations.

- Understand context & switch between English, Hindi, Hinglish.

- Trigger real-time workflows (ERP updates, bookings, recruitment queries).

Create an Agent

1. Go to Dashboard > AI Studio.

2. Click Create Agent.

3. Add system instructions

4. Select supported languages.

5. Connect to APIs/workflows.