VIRTUOSO NETSOFT

AI-CON

by Virtuoso Netsoft

Where CPaaS, CCaaS and Agentic AI Come Together.

One intelligent platform that understands your business objective and orchestrates every customer conversation — across voice, WhatsApp, SMS, RCS and email — all the way to a completed outcome.

CPaaS

Communication Platform as a Service

CCaaS

Contact Center as a Service

Agentic AI

Intelligent. Autonomous. Outcome-focused.



One Platform · One Intelligent System · Every Conversation

+91 84274 95599 | virtuosonetsoft.com

THE PROBLEM

Enterprises Pay for Infrastructure, Not for Interaction Purpose

Most enterprises run separate CPaaS and CCaaS stacks — one department for chat, another for voice, another for WhatsApp. Costs blend across the business with no visibility into what a single interaction actually costs.

Siloed by Channel
Separate systems for chat, voice, WhatsApp and SMS — each run independently.

A Department Per Channel
New teams stood up every time you add a way to reach customers.

Costs Blended, Not Visible
Spend spreads across the business with no line of sight per interaction.

Fragmented Experience
Customers bounce between disconnected tools and disconnected teams.

THE SHIFT

Two Ways to Run Customer Conversations

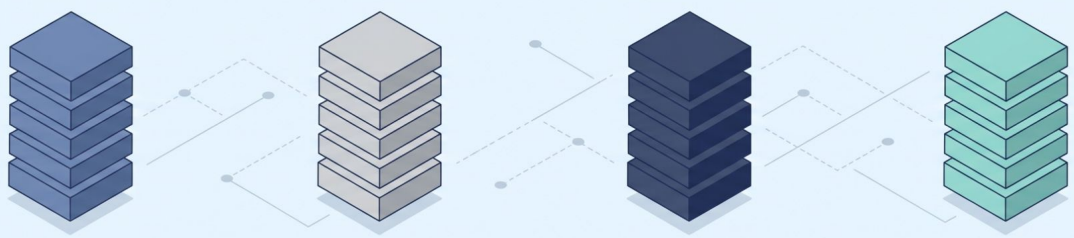
The Old Way

- ✕ Separate vendor per channel
- ✕ Multiple dashboards, no sync
- ✕ Pay for seats & infrastructure
- ✕ A new team for every new channel

The AI-CON Way

- ✓ One system, every channel
- ✓ One dashboard, full visibility
- ✓ Pay only for outcomes
- ✓ No new department to add a channel

Result: higher cost, more complexity, and a customer experience that never feels like one company.



THE SOLUTION

One Platform. CPaaS + CCaaS + Agentic AI — Built to Work as One.

CPaaS

Communication Platform as a Service

Voice, SMS, WhatsApp and RCS unified under one programmable communication layer.

CCaaS

Contact Center as a Service

Full contact centre capability natively integrated — not bolted on as an afterthought.

Agentic AI

Intelligent. Autonomous. Outcome-focused.

AI that understands the business objective and drives every conversation to completion.

HOW IT WORKS

Intelligent Orchestration Across Every Channel

STEP 01

Understands the Objective

Reads intent and the business goal behind every interaction — not just the message.

STEP 02

Chooses Action & Channel

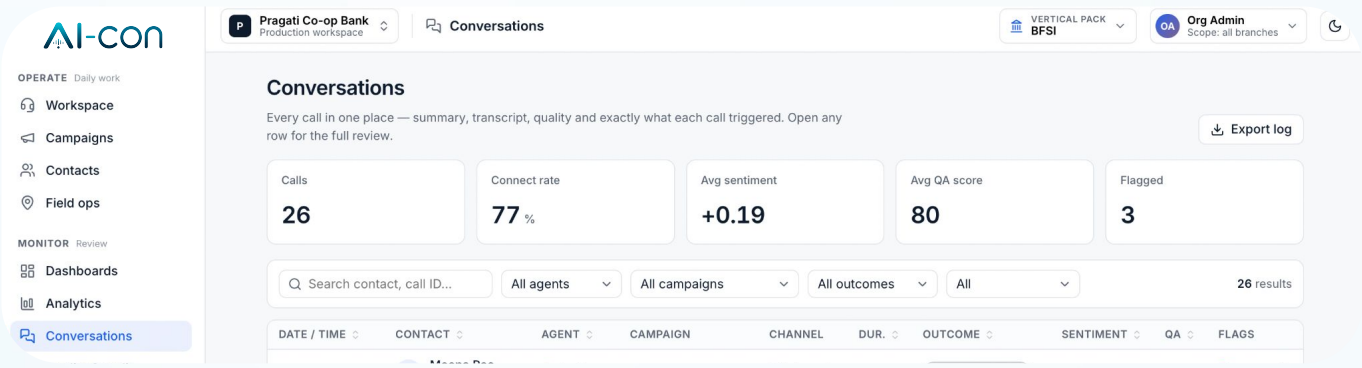
Decides what to do next and where to do it: voice, WhatsApp, SMS, RCS or email.

STEP 03

Completes the Journey

Carries the conversation across channels until the outcome is actually achieved.

Voice · **WhatsApp** · **SMS** · **RCS** · **Email** · **Contact Center**



WHY IT'S DIFFERENT

Pay for the Purpose. Not the Infrastructure.

You pay when something actually happens — a sales opportunity progressed, an interaction completed, feedback captured, a query resolved. Not for seats. Not for channels. Not for standing up a new team every time you add a way to reach customers.

- **Opportunity progressed**
- **Interaction completed**
- **Query resolved**

You don't pay to have infrastructure standing by — you pay when it does its job.

WHY IT WORKS

Lower Costs

Spend maps directly to value delivered.

Easy Integration

One layer to connect, not four vendors.

Operational Efficiency

One coordinated process, not five.

Better CX

The conversation never restarts.

- **No new department per channel**
- **Full visibility into cost per interaction**

NEXT STEPS

Ready to See AI-CON in Action?

Book a personalised demo and see how AI-CON orchestrates your entire customer journey — from first message to completed outcome.

Schedule Your Personalised Demo
virtuosonetsoft.com

AI-CON

One Platform · One Intelligent System
Every Conversation