



TELAGENTO

ENTERPRISE AI ENGAGEMENT

Enterprise Possibilities Portfolio

What Telagento can become inside your operating model

Ready for your enterprise requirements.

Telagento gives enterprises a secure standard platform and configurable rails for customer-specific hosting, data handling, access, privacy, retention, integrations, and evidence.

For prospective customers, strategic partners, and acquirers

Capabilities and customer-specific options. Availability depends on the agreed architecture, providers, contracts, configuration, and implementation scope.

One platform, shaped around the engagement

Telagento brings conversational AI, workflow automation, integrations, analytics, and operational controls into one customer-scoped platform.

Start with a focused use case. Add channels, systems, controls, and deployment choices as the business case grows.

Serve Resolve questions, guide customers, route work, schedule appointments, and complete structured service workflows.	Sell Qualify demand, capture intent, support outbound programs, prepare handoffs, and keep CRM records current.
Operate Coordinate reservations, notifications, contact-center workflows, approvals, and back-office actions.	Train Run realistic AI role-play, manager review, scorecards, coaching loops, and repeatable practice sessions.

Meet customers where they already work

Use voice, web chat, messaging, collaboration tools, contact centers, and embedded digital experiences. Route conversations and work to people when judgment or authorization is required.

Voice Inbound and outbound conversations, call transfers, routing, recordings and transcripts where configured, and live operational monitoring.	Chat and web Embedded customer assistance, temporary demonstration sites, guided forms, knowledge-grounded answers, and secure handoffs.
Messaging and collaboration Connect approved messaging and team channels to customer workflows with scoped identities and routing.	Human escalation Transfer context, reason, customer state, and next action to the right person or queue.

Connect the systems that make the outcome real

Telagento can connect customer-facing conversations to CRM, scheduling, service, contact-center, payment, commerce, and automation systems. Each integration is enabled for the customer and limited to the access needed for the workflow.

Integration pathways

 Twilio Voice and messaging	 Amazon Connect Contact center	 Microsoft Teams Collaboration	 Slack Collaboration
 Salesforce CRM	 HubSpot CRM	 Zendesk Customer service	 Google Calendar Scheduling
 Stripe Provider-hosted payments	 Shopify Commerce	 Zapier Workflow automation	 Squarespace Web presence

Third-party marks identify compatible services and available integration pathways only. No endorsement, sponsorship, or partnership is implied. Each connection is customer-enabled and scoped to the engagement.

Build around your data boundary

Choose what Telagento receives, saves, logs, forwards, analyzes, exports, and backs up. Keep provider-owned data in provider systems where that reduces scope and risk.

Customer-specific architecture can address hosting, regional processing, provider selection, network paths, retention, evidence, and operational ownership.

Minimize Collect only the fields required for the workflow and reject or redact data that should not enter Telagento-controlled storage.	Separate Scope records, credentials, routing, agents, and integrations to the customer organization.
Control Configure roles, secrets, retention, export, deletion, backup, audit, and incident contacts for the deployment.	Prove Use tests, deployment checks, runbooks, review records, and customer-specific evidence packages to support procurement.

Activate the controls the opportunity calls for

Telagento does not force every customer into the same operating model. We map the requirement to the data flow, deployment boundary, provider set, control configuration, contractual responsibilities, and evidence plan.

Requirement	Available rail	Activation work
Privacy rights	Request intake, verification, export/deletion paths, evidence tokens	Confirm jurisdiction, data map, response process, retention, and customer contacts
Healthcare data	Data minimization, access boundaries, configurable providers and hosting	Scope permitted data, agreements, safeguards, evidence, and operating procedures before use
Payment workflows	Provider-hosted collection, opaque references, raw card rejection/redaction	Select payment provider and validate the customer payment journey
Audit readiness	Change checks, access controls, encrypted backups, runbooks, evidence hooks	Define control scope, owners, review cadence, evidence period, and assessor expectations
Regional deployment	Customer-specific provider and hosting design	Agree locations, services, transfer boundaries, contracts, and responsibility matrix

A clear path from interest to production

The fastest route is a concrete use case and a written requirement set. Telagento turns both into an agreed deployment plan.

1. Define the outcome	Name the customer journey, channels, integrations, success measures, and human handoffs.
2. Map the boundary	Identify data, providers, locations, storage, logs, exports, backups, and ownership.
3. Activate the rails	Configure access, retention, secrets, workflows, deployment choices, contracts, and evidence.
4. Validate and launch	Run automated checks, browser and workflow smoke tests, customer acceptance, and production review.

Tell us what the engagement needs to accomplish and what your reviewers require. We will map the platform to both.