XTAI VOICE · DATASHEET

Lower the Cost of Every Call. Capture the Revenue You're Missing.

Managed AI voice agents for businesses with high call volume. XTAI Voice answers every call, resolves routine requests end to end, and hands complex conversations to your team with full context. XTIUM runs it on the telephony you already have, and pricing is tied to outcomes, so we share the risk.

XTIUM

Run by XTIUM | Priced on outcomes | Your existing telephony

MSP 501 by informa 2026 WINNER

The pressure to add AI is real. So is the cost risk.

91%

of customer service leaders say executive leadership is pressuring them to implement AI in 2026.[1]

The mandate to act is here.

14%

of customer service issues are fully resolved in self-service.[2]

Most automation deflects. It doesn't resolve.

$3+

GenAI cost per resolution Gartner expects by 2030, higher than many offshore human agents.[3]

AI isn't automatically cheaper.

Every call is a cost, a sale or an insight

For businesses with high call volume, the usual fixes either raise costs or add work.

With the status quo

- Costs climb with every call, whether it's handled in-house or outsourced.
- Teams are staffed for an average day, so every surge means paying to cover it or losing the caller.
- After-hours and peak calls go to voicemail, and the booking goes elsewhere.
- Reports show call counts, not why customers call or what each call achieved.

With today's AI voice tools

- One more platform or vendor for IT to configure, govern and tune.
- Spend that doesn't track results, often billed by the seat, the minute or the token.
- Built and priced for the enterprise, with minimums to match.
- The AI and the phones sit with different vendors, so no one owns the whole call.

How XTAI Voice helps

Answer and route

Callers say what they need in their own words and reach the right place the first time, at any hour.

Book and resolve

Appointment scheduling handled end to end, guiding callers toward a booked visit rather than a callback.

Hand off with context

Complex or sensitive calls go to the right person with the conversation attached, so no one starts over.

Every call accounted for

Each call is tagged by outcome (booked, resolved or transferred), so you see why customers call and where revenue is missed.

In development with early customers: caller authentication, order status, location and hours, and product knowledge agents.

What changes for your business

Lower cost per call

Routine calls are resolved end to end, so you rely less on outsourced overflow.

No staffing for the peak

Routine calls are covered at peak and after hours, so your team isn't sized for your busiest hour.

Revenue captured

Every booked appointment is revenue that used to go to voicemail.

People on the calls that matter

Your team spends its time on the conversations that need judgment.

Why XTIUM

One accountable partner Network, cloud, voice, contact center, security, enterprise service desk and AI. When something needs attention, you make one call.

Outcome-based AI Success is defined before the first call is answered, and pricing is tied to outcomes, so XTIUM shares the risk.

Not another tool to manage We design, connect, validate and run each agent with you, and keep tuning it after go-live.

Proven on ourselves XTAI Voice answers XTIUM's own support line, and AI has been in our platforms for eight years.

See what every call accomplished

XTAI Voice reporting shows how calls build through the day and week, so you can see when demand peaks and plan around it.

- Why customers call
- When demand peaks, by hour and day
- Which calls were booked, resolved or transferred
- Where a person was needed

Already an XTIUM voice or contact center customer? We start from your own call data, so your first agent goes where the routine volume really is.



CUSTOMER STORY

From missed calls to captured revenue

National auto service retailer · 1,000+ locations

The challenge Callers hit hold or voicemail, overflow went to an outsourced call center, and store teams left the service bay to answer the phone.

What XTIUM did XTAI Voice answers every call on the telephony XTIUM already runs for the retailer, books appointments and routes complex calls with context.

~$1.5M

a year in modeled savings at 70% containment, plus revenue from every booked appointment[5]

Built for businesses where the phone drives revenue

- Multi-location retailers and service businesses
- Contact centers with high call volume or outsourced overflow
- Healthcare, distribution and financial services teams
- Any business losing calls after hours or at peak

About XTIUM

XTIUM is a global AI-native MSP trusted by more than 1,700 organizations worldwide. Through its XTAI platform, XTIUM helps businesses assess, govern, deploy and operate AI while delivering secure cloud, network, cybersecurity, digital workplace and communications services.

Run your numbers

1 Bring us your call volumes, costs and call mix.

2 We model what your calls cost today, and could cost and capture, with XTAI Voice.

3 We prove it with a pilot on your live calls, success defined up front.

xtium.com/ai-services/xtai-voice · 888-77-XTIUM

[1] Gartner, press release, Feb 18, 2026. [2] Gartner, press release, Aug 19, 2024. [3] Gartner, press release, Jan 26, 2026. [4] Badge: Gartner, Critical Capabilities for Managed Network Services, 2026. [5] Modeled, not measured: XTIUM business case for one customer. Gartner does not endorse any vendor, product or service depicted in its research publications.