TELMA AI

Modernizing customer service with advanced AI chatbots, voicebots and analytics solutions.

Czech startup with more than 20 years of experience in AI, focused on automating customer service and business processes with chatbots and voicebots. The solution automates up to 80% of routine tasks, reduces costs, opens new revenue streams and improves customer loyalty. Telma.ai offers omnichannel support across platforms (phone, web, email, chat) and seamless integration with other systems. It focuses on controlling the use of large language models (LLM) and customizing solutions, including on-premise deployments.

Unique selling points:

- 25+ years of experience in developing AI for business (we created AI for IBM Watson).
- Automate up to 80% of routine tasks and reduce costs.
- Omnichannel solutions for multiple communication platforms (phone, web, chat, email, SMS, WhatsApp).
- Full AI control, including LLM hallucinations and on-premise deployment.

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telma.ai

Product

Platform for customer service automation

Technology readiness

Development

Proof of concept

Prototype

First implementation

▶ Extensive implementation

