dialnexa

Voice AI infrastructure you own.

Every capability in this deck exists in three places: the dashboard, the API, and an MCP tool.

22+	70+	< 300 ms	160+	850+
Indian languages	global languages	response latency	countries you can call	integrations supported
multilingual · Hinglish				

WHAT THIS PART COVERS

dialnexa

Agent types

01 **Overview** 03–07
The five agent types, and how to pick one.

02 **Single prompt agents** 08–18
One set of instructions, and where that is enough.

03 **Conversational flow agents** 19–29
A call built step by step, with a warm hand-off to a human.

04 **Speech-to-speech agents** 30–32
Tone and emotion, and when they are worth the cost.

05 **Recorded announcement agents** 33–34
Your own audio, dialled out at scale.

06 **IVR agents** 35–37
A keypad menu that routes to a team or another agent.

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01 Overview

Five agent types, from free-flowing conversation to a simple keypad menu

Dynamic and static agents · Choosing an agent · Hearing and speaking

OVERVIEW

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Five types of agents, in two families

Dynamic agents
Reply live to what the caller says

Single prompt agent

One set of instructions. The agent decides each reply.

Best for short, open enquiries.

Quick to build | Standard | Economical

Conversational flow agent

The call follows a path you build, step by step.

Best for long or regulated calls.

Step by step | Long calls | Conditional branching

Speech-to-speech agent

Hears and speaks in one go, so tone carries through.

Best for calls where warmth matters.

Emotional voice | Natural pace | Premium cost

Static agents
Play what you prepared, no live replies

Recorded announcement agent

Dials out and plays your recording to every number.

Best for reminders and alerts.

Your own audio | At scale | Low cost

IVR agent

A keypad menu that sends callers to the right place.

Best for routing inbound calls.

Keypad menu | Instant answer | Low cost

OVERVIEW

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Choose your agent type

THE CALLER ONLY LISTENS OR PRESSES KEYS

A one-way message to many people Reminders, alerts and announcements	→	Recorded announcement agent	STATIC	₹
The caller picks an option Press 1 for sales, 2 for support	→	IVR agent	STATIC	₹

THE CALLER TALKS WITH THE AGENT

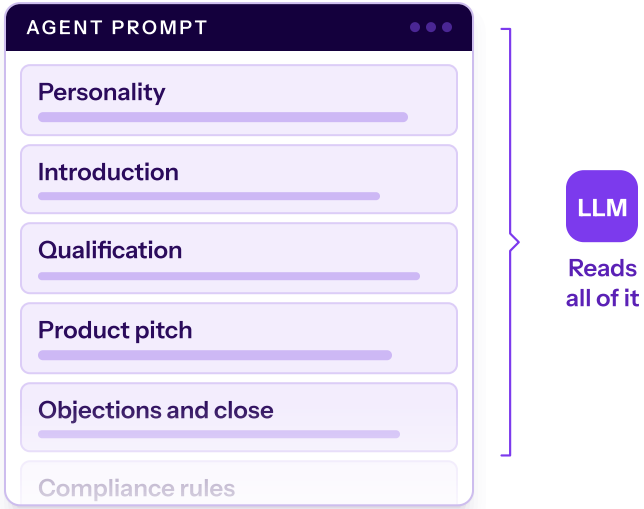
A short, open conversation Enquiries and lead qualification, live the same day	→	Single prompt agent	DYNAMIC	₹₹
A different path for each answer Or a call that runs past 15 minutes	→	Conversational flow agent	DYNAMIC	₹₹
The most natural, emotionally rich voice Fast, smooth and human-like	→	Speech-to-speech agent	DYNAMIC	₹₹₹

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One big prompt, or many small ones

Single prompt agent

ONE PROMPT FOR THE WHOLE CALL



The LLM reads every section on every turn.

Conversational flow agent

A SMALL PROMPT FOR EACH STEP



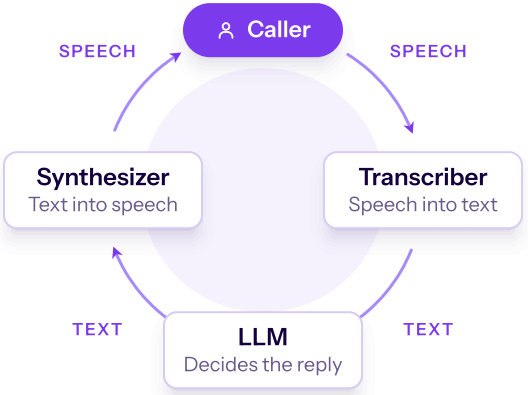
Only the active step is read. The conversation decides which one.

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Two ways an agent hears and speaks

1 Single prompt and flow agents

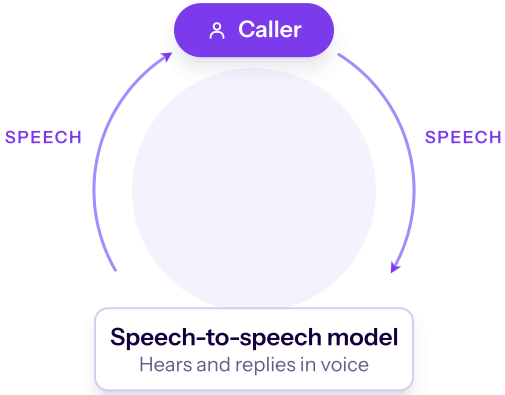
THREE STEPS



Control over language and words | Validate responses | Economical

2 Speech-to-speech agents

ONE STEP



Extremely human-like experience | Tone modulation | Natural pace

dialnexa

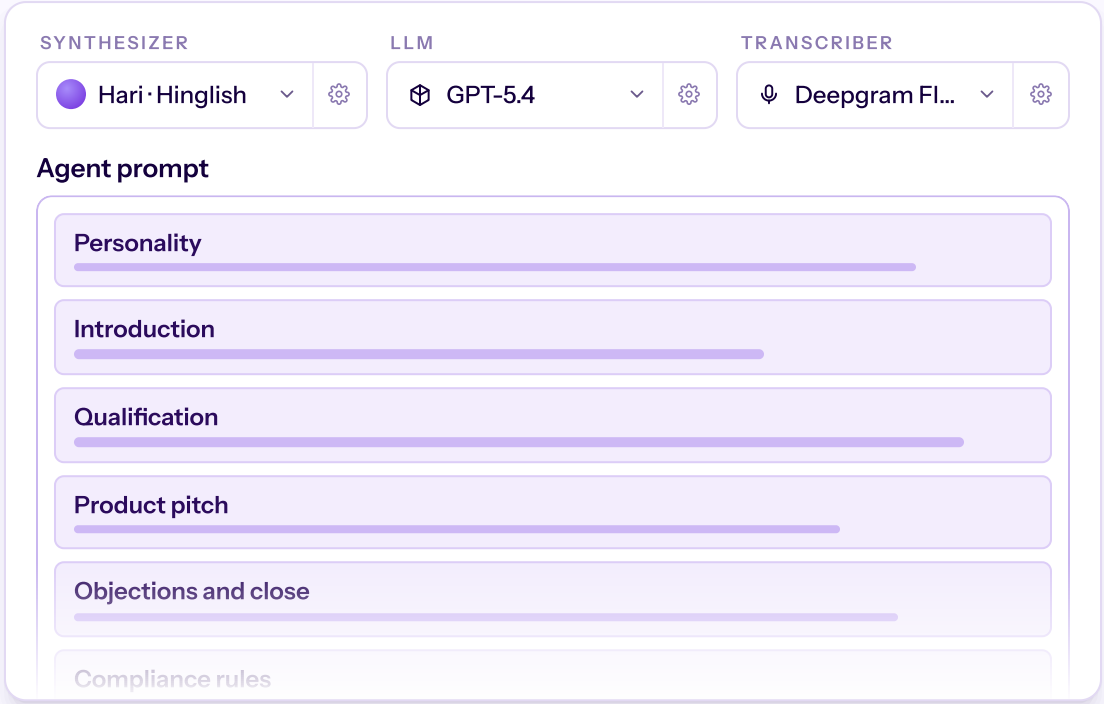
02 Single prompt agents

One set of instructions, and the agent decides what to say at every turn

SINGLE PROMPT AGENTS

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The whole call lives in one prompt



Pick the language
Choose from 70+ supported languages, matched to your callers.

Pick the voice
The voice callers hear, by accent, gender and tone.

Pick the LLM
The model that decides every reply, balanced for speed and depth.

Pick the transcriber
Turns what the caller says into text, tuned to their language.

Define the prompt
Personality, script and every stage of the call, written once.

SINGLE PROMPT AGENTS

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Control every part of the conversation

What it says	The script, the first line and the lines it must never cross.	Prompt · Welcome message · Variables · Guardrails
How it hears	Turns speech into text and decides when the caller has the floor.	Transcriber · Fallback transcriber · Interruptions · Denoising
How it thinks	Decides every reply, grounded in your documents and systems.	LLM · Fallback LLM · Knowledge base · Functions
How it sounds	The voice, the timing and the feel of every reply.	Synthesizer · Eagerness · Audio cache · Ambient noise
Language	Speaks the way callers speak, in their timezone.	70+ languages · Hinglish map · Time awareness
How it ends	Handles quiet and dead lines, and caps every call.	Reminders · End on silence · Voicemail · Max duration
After the call	Turns each call into data your team can act on.	Post-call analysis · Webhook

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- What it says
- How it hears
- How it thinks
- How it sounds
- Language
- How it ends
- After the call

01 OF 07

What it says

Everything the agent says comes from text you control. Change a line and the next call uses it.

Prompt

Who the agent is, the goal and the script, in plain language.

"You are Hari, a friendly consultant from Nexa Properties."

Welcome message

The opening line, kept separate so new greetings are easy to test.

"Hi, this is Hari from Nexa Properties. Is now a good time?"

Variables

Any field from your contact list, filled in on every call.

{{first_name}} · {{project}} · {{city}}

Guardrails

What to refuse, when to hand off, and what never to promise.

"Never promise a discount."

dialnexa

- What it says
- **How it hears**
- How it thinks
- How it sounds
- Language
- How it ends
- After the call

02 OF 07

How it hears

The agent only works with what it hears clearly. These controls decide how well it listens, and when.

Transcriber

Turns the caller's speech into text, picked per agent.

Deepgram Flux, Soniox and more

Fallback transcriber

A second transcriber takes the next turn if the first one lags.

Switches after 300 ms

Interruption sensitivity

How readily the agent stops talking when the caller speaks.

The caller cuts in, the agent pauses

Denoising mode

Filters background noise, from Light to Max.

Traffic, a TV, a busy office

dialnexa

- What it says
- How it hears
- **How it thinks**
- How it sounds
- Language
- How it ends
- After the call

03 OF 07

How it thinks

One model decides every reply. Ground it in your facts and let it act during the call.

LLM

OpenAI, Anthropic and Gemini models, chosen per agent.

A sharper model for sales, a lighter one for reminders

Fallback LLM

A lighter model replies if the main one slows down or goes offline.

A backup model takes over, mid-call

Knowledge base

Answers come from your documents, not guesswork.

Fee tables, policy clauses, course lists

Functions

Looks up and updates your systems while the caller is on the line.

Checks a slot and books the visit

You can also control how much it looks up in your documents before it answers, and how long it waits on your systems. Turn on predictive preprocessing for better, faster replies.

dialnexa

- What it says
- How it hears
- How it thinks
- How it sounds
- Language
- How it ends
- After the call

04 OF 07

How it sounds

The same words can sound robotic or human. These controls shape how every reply lands.

Synthesizer

The voice callers hear, by language, accent and gender.

Male or female, Indian regional or global accents

Response eagerness

How quickly the agent jumps in when the caller pauses.

No talking over people, no dead air

Audio cache

Greetings and confirmations are prepared once and replayed instantly.

"Hello", "Okay", "Thank you" play with no delay

Ambient noise

A faint room tone, because total silence sounds artificial.

Office ambience

You can also control the voice provider, how fast it speaks, and which voice it uses, picked from thousands.

dialnexa

- What it says
- How it hears
- How it thinks
- How it sounds
- **Language**
- How it ends
- After the call

05 OF 07

Language

Callers trust an agent that speaks like them. These controls make it sound local.

70+ languages

Pick the language your callers actually speak.

English, Hindi, Tamil and more

Hinglish map

Formal Hindi words are swapped for the everyday ones.

अवधि → ड्यूरेशन

Your own words

Brand names, places and product terms, added once.

Nexa, Whitefield, 3BHK

Multilingual calls

Switches language mid-call when the caller does.

Starts in English, continues in Kannada

You can also control which languages it speaks. Pick up to four and restrict the rest, or switch on multilingual to let it follow the caller.

dialnexa

- What it says
- How it hears
- How it thinks
- How it sounds
- Language
- **How it ends** ›
- After the call

06 OF 07

How it ends

Not every call ends with a goodbye. These limits protect your budget and the caller's patience.

Reminder message

One nudge in the caller's language when they go quiet.

"Are you still there?"

End call on silence

Dead calls end themselves instead of billing an empty line.

Ends after 20 seconds of silence

Voicemail detection

Hang up, or leave a message, instead of talking to a machine.

Hang up or leave a message

Max call duration

A hard limit, so one stuck call cannot eat a campaign budget.

Capped at 15 minutes

You can also control how long it rings before giving up, so calls do not land in voicemail, how often it sends a reminder, and whether it hangs up when the caller puts it on hold.

dialnexa

- What it says
- How it hears
- How it thinks
- How it sounds
- Language
- How it ends
- After the call ›

07 OF 07

After the call

Every call becomes structured data, ready for your team and your systems.

Post-call analysis

Records how the call went and pulls out the fields you care about.

Outcome, budget, locality, visit date

Recording and transcript

Every call is recorded and transcribed, ready to review.

Play back any call, line by line

Webhook

Sends the results to your CRM or any other system.

Lead stage updated automatically

Call history

Every call, searchable and filterable by those same fields.

Filter by outcome or date

You can also control which LLM reads the call, what kind of answer each field captures, like a yes or no, a number or a date, and filter or export your calls by any of them.

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Nexa · Site Visit Agent

Agent ID: agent_NXA7Q2SITE

Auto saved | Test | Publish

Hari · Hinglish | GPT-5.4 | Deepgram Flux

Welcome Message

Hi, this is Hari from Nexa Properties. You recently enquired about a home, so I thought I would call.

Agent Prompt

You are Hari, a friendly and sharp property consultant at Nexa Properties.

Your role is to speak with people who enquired about a home and guide them toward a site visit.

You are not a pushy salesperson. You listen first and ask smart questions.

Your key traits:
Warm and energetic
Clear and confident
Honest and non-pushy

System Prompt

Global settings

- **Functions** — Reads and updates your systems
- **Knowledge Base** — Answers from your documents
- **Speech Settings** — How it speaks and listens
- **Call Settings** — How calls start, wait and end
- **Post-Call Analysis** — Summary, sentiment, outcome
- **Fallback Settings** — Backup LLM and transcriber
- **Webhook** — Results to your CRM

dialnexa

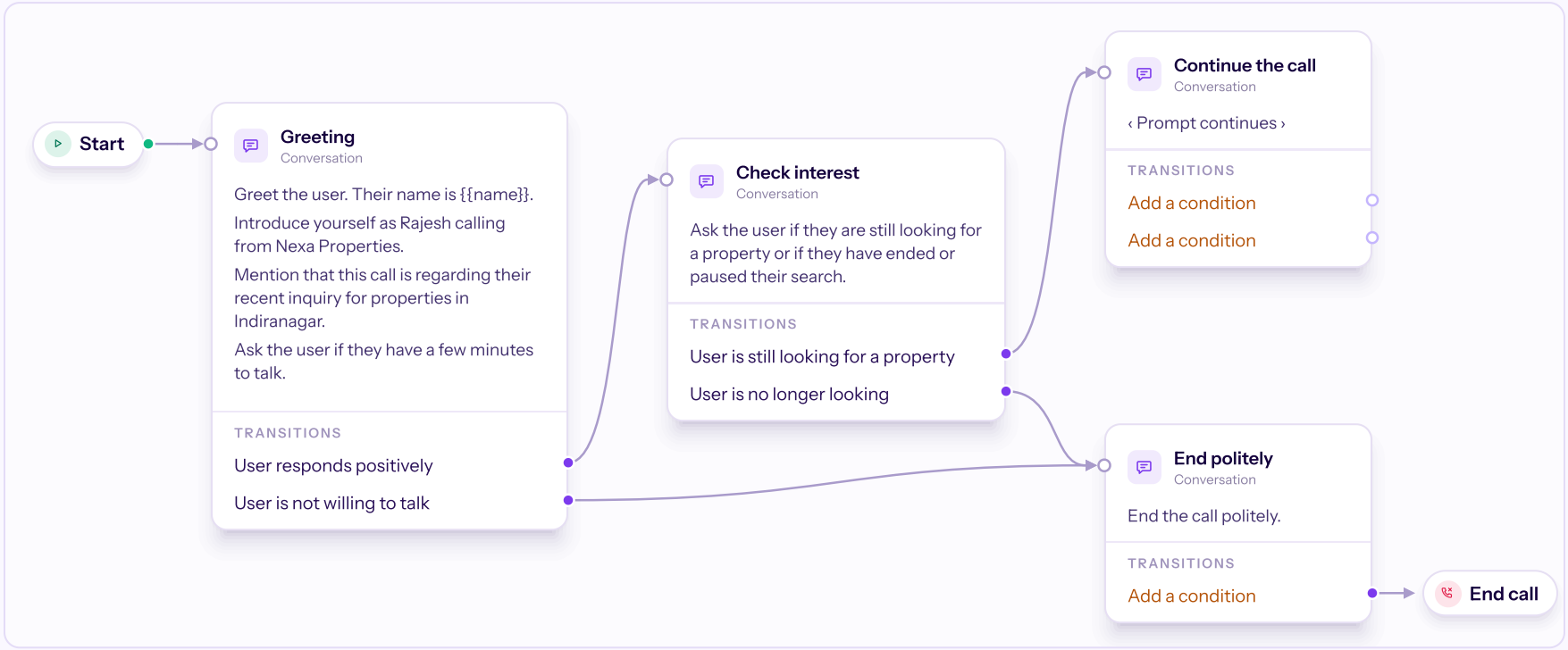
03 Conversational flow agents

A call scripted step by step, so the agent follows a path you drew rather than one the model chose

SPECIALIZED AGENT CAPABILITY

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Conversational flow agents



CONVERSATIONAL FLOW AGENTS

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Everything in a single prompt agent, and more

Keep the same voice, LLM and call settings. Add control over every part of the call.

SAME AS SINGLE PROMPT AGENTS

- Synthesizer
- LLM
- Transcriber
- Call controls
- Post-call analysis

YOU NOW ALSO CONTROL

Call sections
Each section of the call gets its own controls.

Exact wording
Key lines read word for word.

Application nodes
Work done while the caller is on the line.

Branching
Every answer leads somewhere planned.

Global nodes
Common requests handled from any step.

Warm transfers
Hand over the live call, with a brief.

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Every section of the call gets its own controls

SINGLE PROMPT AGENT

One prompt for the whole call

- Greeting
- Qualify
- Pitch
- Objections
- Close
- Compliance rules



CONVERSATIONAL FLOW AGENT

1 **Greeting** — Introduce Rajesh and confirm the name

2 **Qualify** — Budget, location and move-in date

3 **Pitch** — THIS STEP ONLY

INSTRUCTION

Share three highlights of Nova Heights in under a minute.

WORDING

Conversation | Static

NEXT STEP

If **Interested** → Pricing

If **Has a concern** → Objections

4 **Objections** — Price, location and timing concerns

Longer calls stay on track

Each step carries only what it needs, so minute 45 holds as well as minute one.

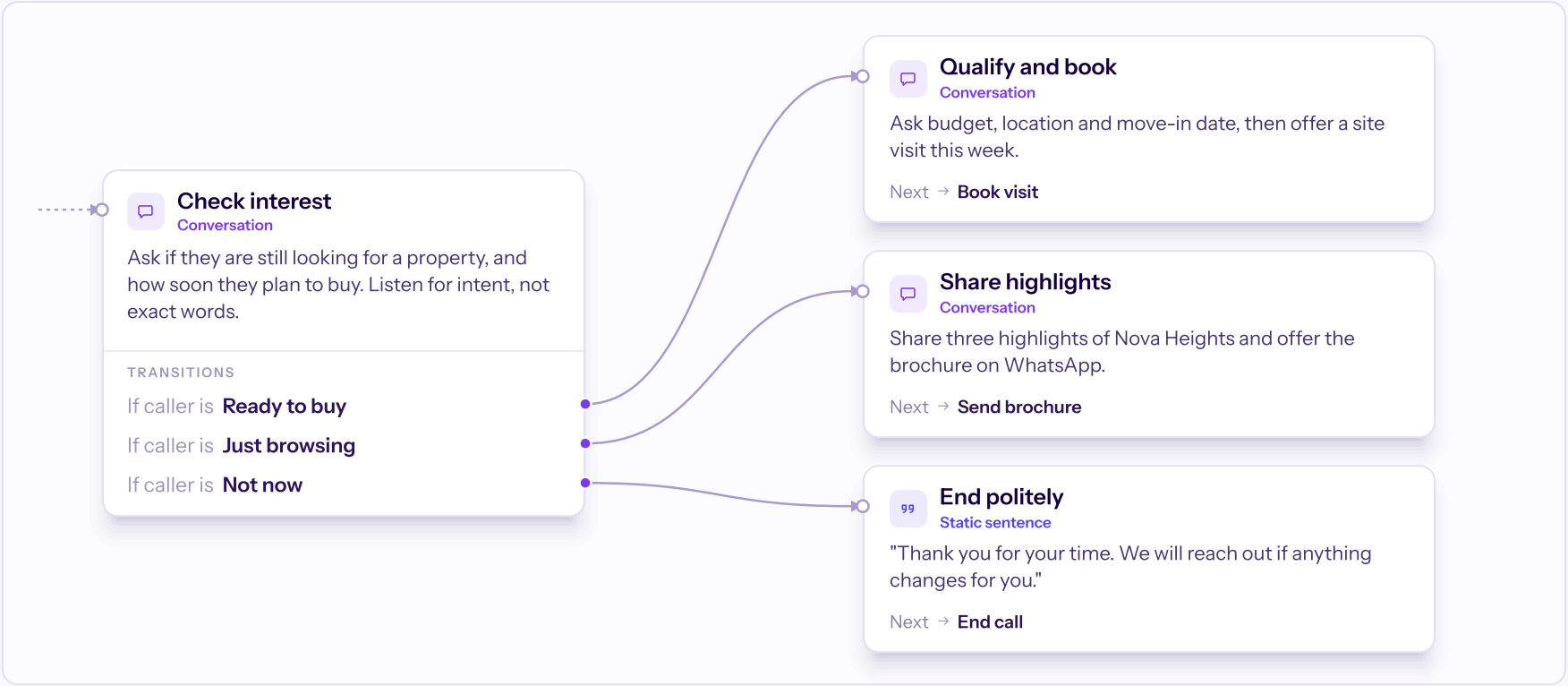
Change one step, not the whole agent

Rewording the pitch never affects the greeting or the close.

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Every answer leads somewhere planned

Each answer opens its own path. Add a new path without touching the others.



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Exact words where they matter

Prices, terms, disclosures and legal lines are read exactly as written, every time. Everything else stays conversational.

Static sentence

Read word for word

> "This call is recorded. Prices are indicative; final terms are as per the RERA-registered agreement."

> "Investments are subject to market risks. Please read all scheme related documents carefully."

Prices | Terms | Disclosures | Legal lines

Conversation

Natural, in its own words

> "Sure, happy to help. Are you looking at 2BHK or 3BHK homes?"

> "No problem, I can call you back. Would the evening work better for you?"

Questions | Answers | Objections | Small talk

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Common requests, handled from any step

Global nodes handle requests that can come at any point, like a callback or a price question. Build the response once, and it works from every step.

Call me later

Conversation

GLOBAL NODE

TRIGGER

Caller asks to talk another time.

INSTRUCTION

Ask for a convenient day and time for the callback. Confirm the slot, book it and thank the caller.

TRANSITIONS

If **callback booked** then move to **confirm the callback**

If **caller declines** then move to **end the call politely**

Pricing question

Conversation

GLOBAL NODE

TRIGGER

Caller asks about the price.

INSTRUCTION

Share the approved price range and what it includes. Mention any current offer, then ask if they would like a site visit.

TRANSITIONS

If **wants a site visit** then move to **book the site visit**

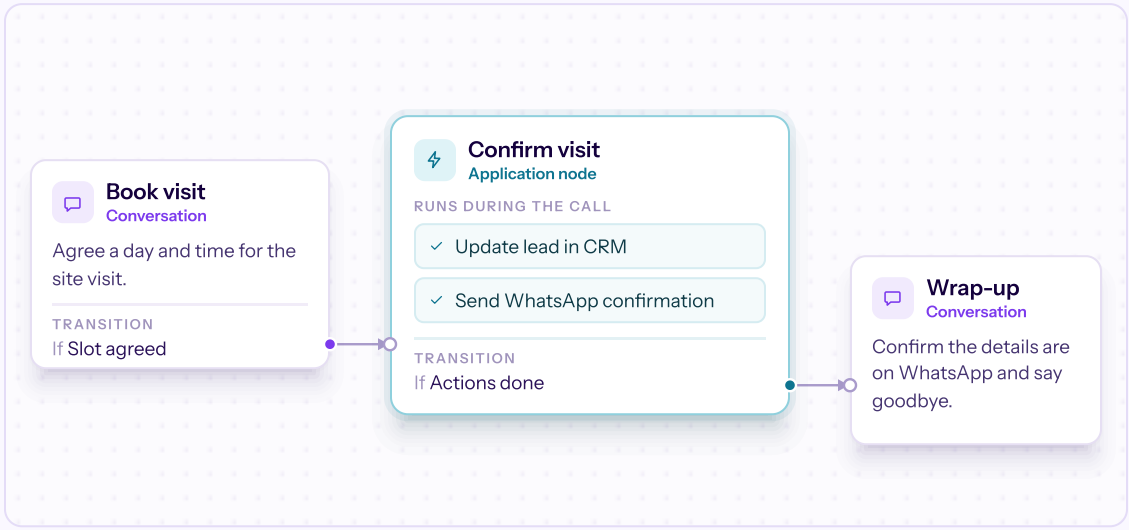
If **price too high** then move to **handle the objection**

CONVERSATIONAL FLOW AGENTS

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Work done while the caller is on the line

Application nodes take action during the call, like updating your CRM or sending a WhatsApp message.



CRM updated ✓ Done

Status **Site visit booked**
Visit Saturday, 11 am

WhatsApp sent ✓ Done

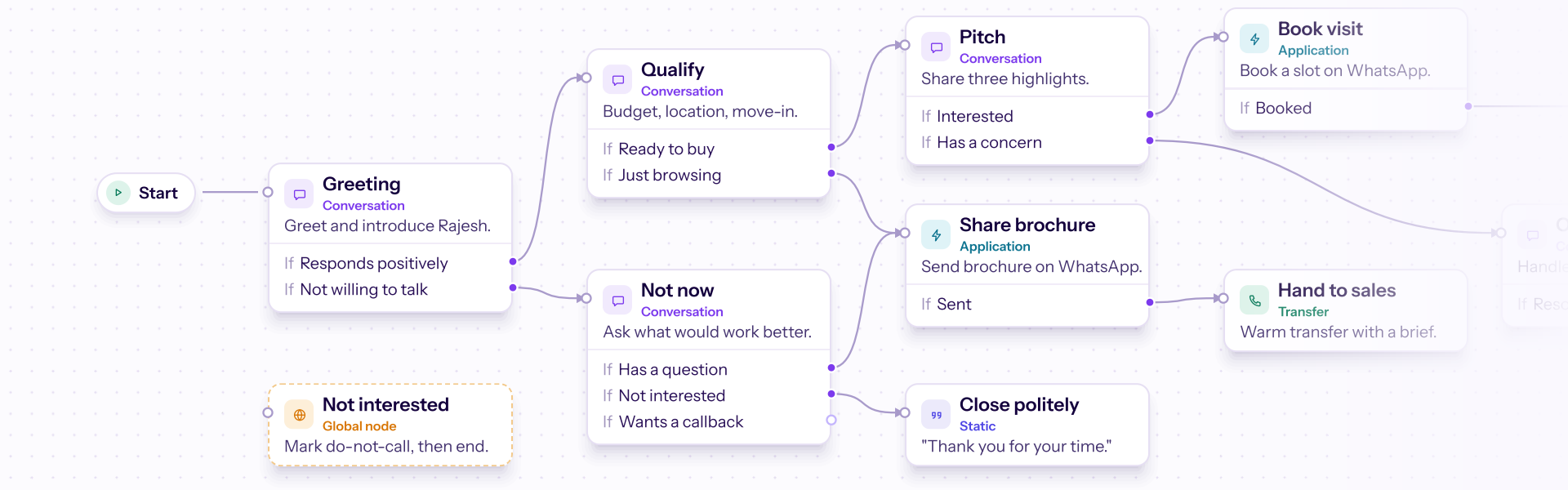
Site visit confirmed: Nova Heights, Saturday 11 am.
Your host: Rajesh.

850+ integrations can be connected the same way.

Salesforce · HubSpot · Zoho CRM · Google Sheets · Google Calendar · Slack · LeadSquared · Gmail · Outlook · WhatsApp · Meta · LinkedIn and more

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The whole call on one canvas



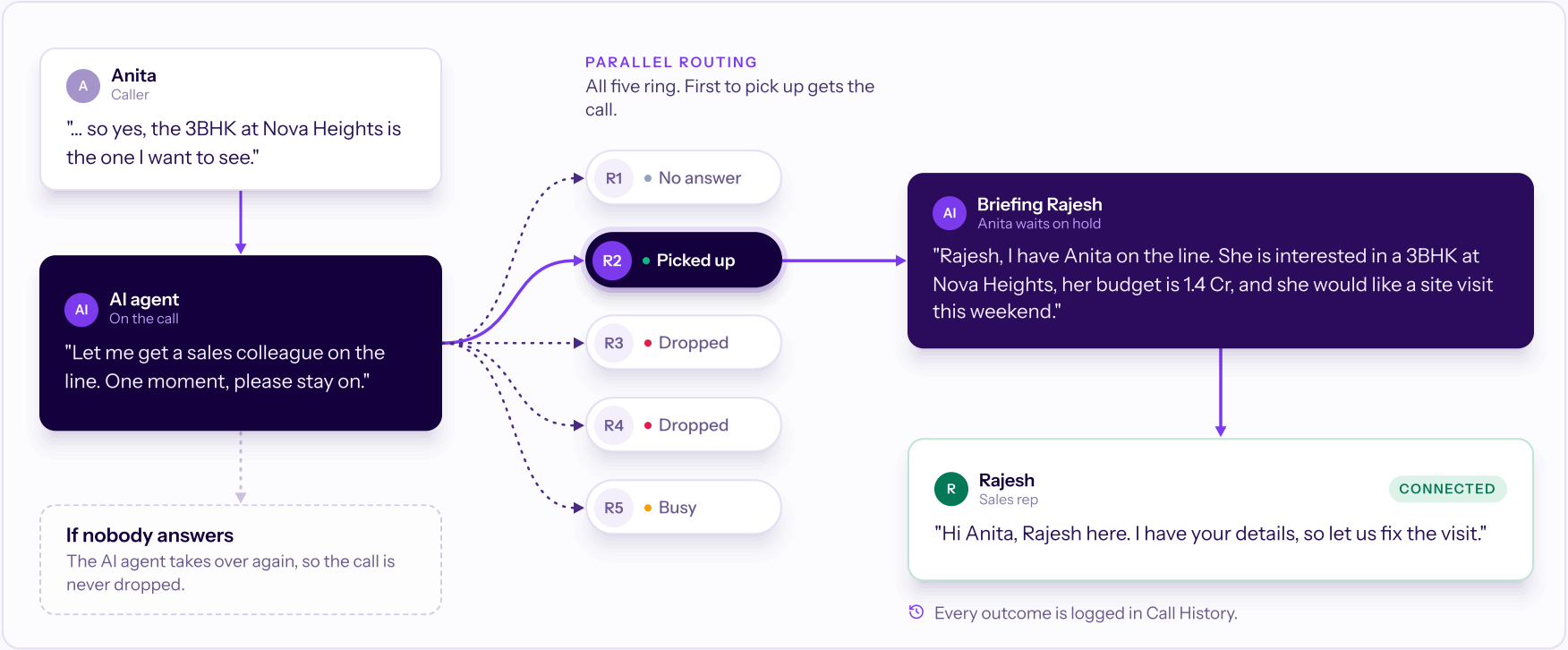
See the whole call
Every step and path is visible at a glance.

Review before going live
Your team can review and approve the call before it goes live.

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Warm transfers

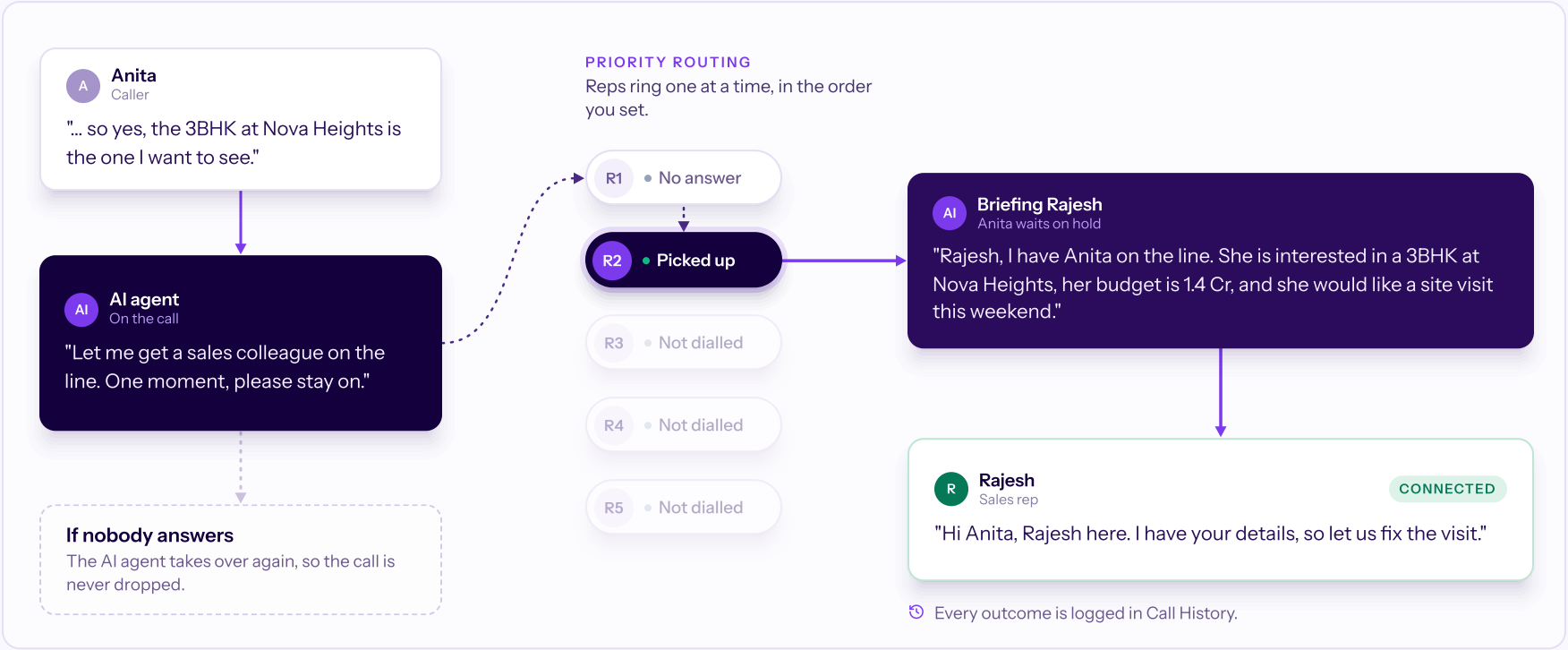
All your reps ring at once, and the first to pick up gets a brief before the caller joins.



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Warm transfers

Reps ring one at a time in your order, and the first to pick up gets a brief before the caller joins.



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04 Speech-to-speech agents

For calls where how something is said matters as much as what is said.

SPEECH-TO-SPEECH AGENTS

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It hears and speaks like a person

PREMIUM COST

Speech-to-speech models are trained on human speech, not text. They hear how something is said, and reply the way people talk.

CALLER SAYS	THE AGENT
"Fine, whatever."	**Hears the tone** — Reads it as annoyed, not agreed, and softens.
"I... think I can pay by Friday?"	**Picks up hesitation** — Hears the doubt and confirms the date gently.
"Hello? Are you there?"	**Replies quickly** — Answers straight away, with no awkward pause.
"Haha, yes! Saturday works."	**Matches the caller's energy** — Gives the same warmth back.

SET UP IN THREE STEPS

1. **Pick a model**
2. **Pick a voice**
3. **Write the prompt**

Top speech-to-speech models from OpenAI and Gemini are supported.

KEEP IN MIND

Less control over words and language choice

The prompt controls everything

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Where it is worth the premium

01 Customer care escalations

An upset caller needs to feel heard before they will listen.

"This is the third time I am calling about this."

HOW THE AGENT RESPONDS

Slows down, acknowledges the repeat call, then gets to the fix.

02 B2B conversations

CXOs expect quick, sharp answers. Deals are high in value, so the premium pays for itself.

"I have five minutes. What do you have?"

HOW THE AGENT RESPONDS

Gets to the point straight away and speaks like a senior rep, not a script.

03 High-value sales

Trust comes from how you sound, not only what you say.

"I need to think it over with my family."

HOW THE AGENT RESPONDS

Stays warm and unhurried, and offers a callback instead of pushing.

04 Collection calls

The right tone keeps the caller calm when money is involved.

"I lost my job last month."

HOW THE AGENT RESPONDS

Responds with empathy, then offers a payment plan.

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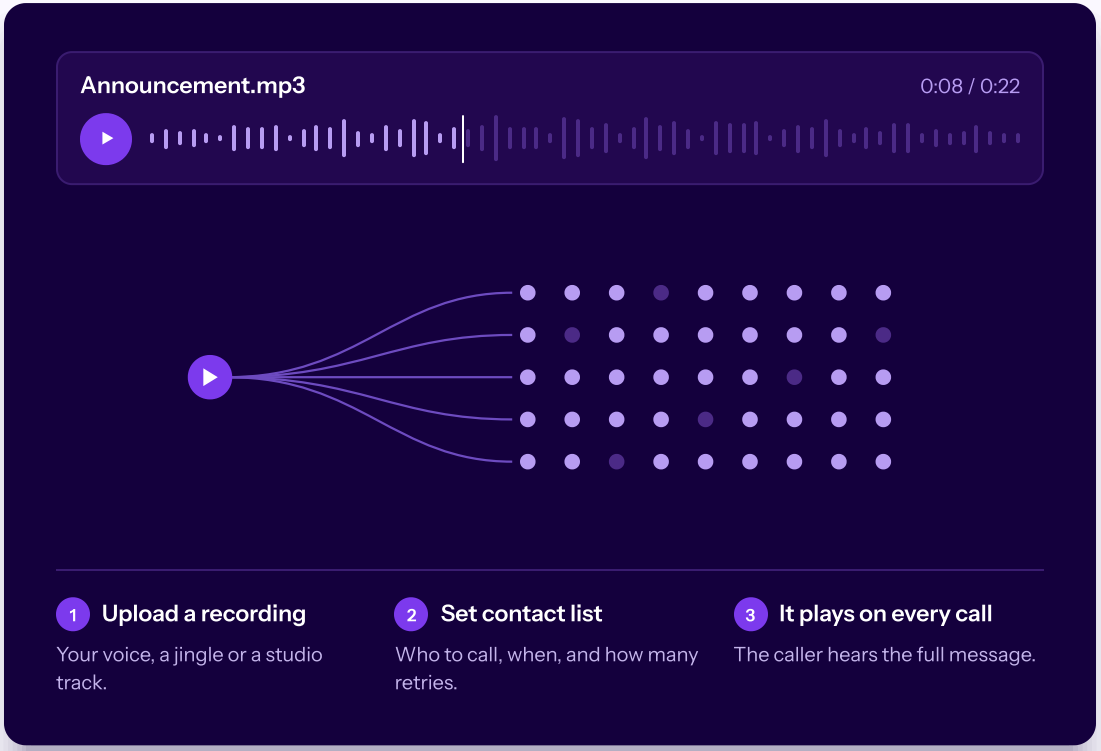
05 Recorded announcement agents

Your own recording, dialled out at scale, for the calls that need no reply

RECORDED ANNOUNCEMENT AGENTS

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One recording, played to thousands, at the lowest cost per call



LOW COST, ALWAYS CONSISTENT

You pay only for telephony on connected calls, and every caller hears the same approved message.

WHEN NOT TO USE IT

When the caller has to answer or choose. Use an IVR menu or a dynamic agent instead.

USED FOR

- EMI and fee reminders
- Payment due alerts
- Appointment reminders
- Delivery windows
- Policy renewals
- Event invites
- Festive greetings

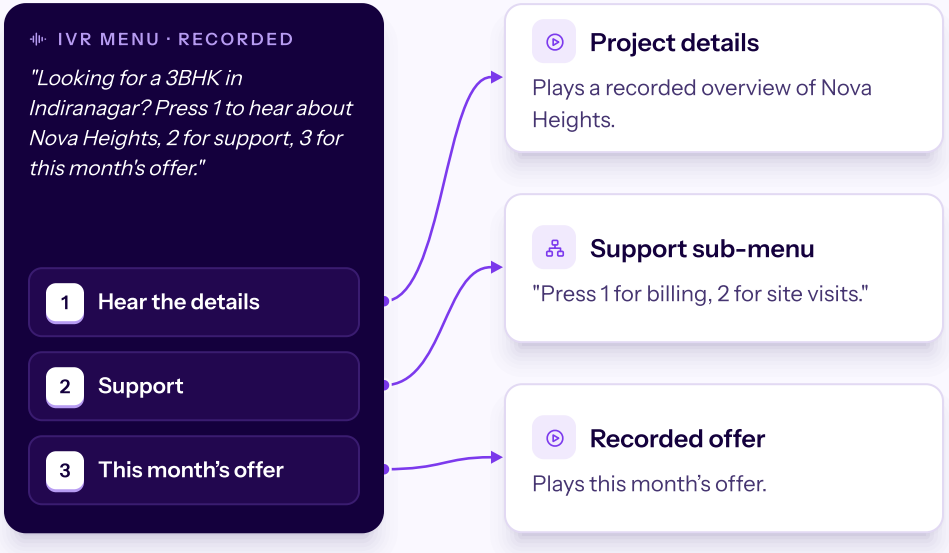
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06 IVR agents

A keypad menu on recorded audio that answers instantly and passes the caller on

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IVR basics: press a key, hear a recording



Recorded once, played instantly

Every prompt is stored as audio, so it plays the moment the call connects.

Menus and sub-menus

Each key plays another recording or opens a sub-menu.

Lakhs of calls at extremely low cost

No LLM, transcriber or synthesizer runs during the call. You pay only for telephony.

USED FOR

- Inbound front desk
- Language selection
- Order and balance checks
- Appointment confirmation

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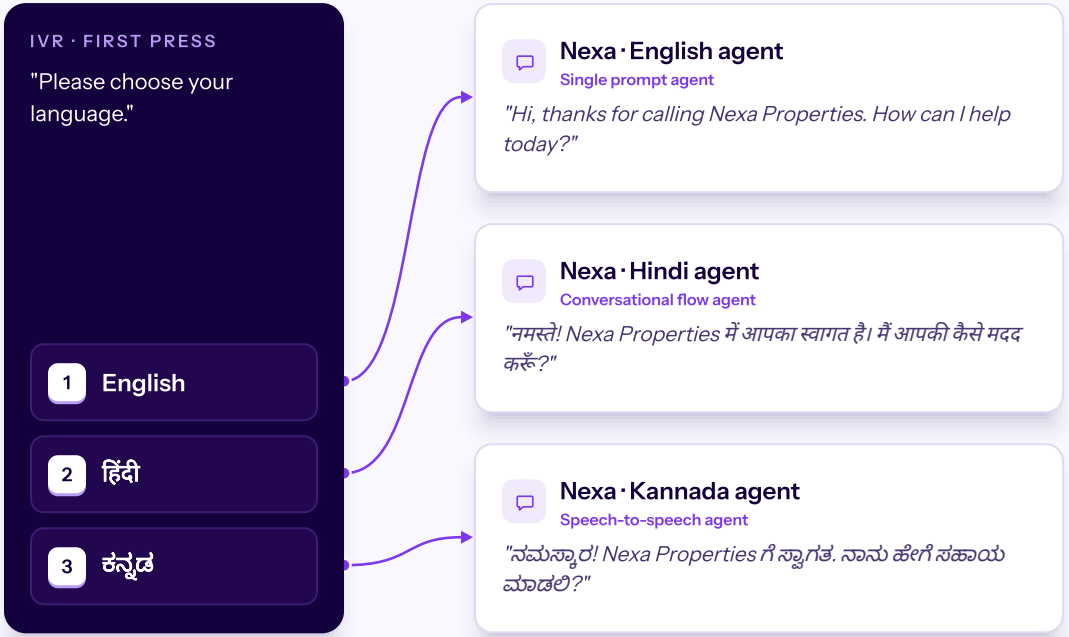
One key press hands the caller to a person or a dynamic agent

No leads lost to a second call
30–40% of leads are usually lost when a second call goes unanswered. The hand-off happens on the same call, so this leak is handled automatically.

Talk only to the interested
Call 1,00,000 at IVR cost. Only the 8,000 who press 1 reach a dynamic agent.

No starting over
The agent already knows what the caller chose, so it skips the basic questions.

One agent per language
Each key can route to an agent with its own voice, transcriber and script.



WHERE TO GO NEXT

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Five agent types, one for every kind of call

Recorded	One message, played to thousands, at the lowest cost per call.
IVR	Key-press menus that route callers to a person or a dynamic agent.
Prompt and flow	One prompt for open calls, or a step-by-step flow for full control.
Speech-to-speech	The most human voice, for calls where tone matters most.

Previous
Overview
The DialNexa platform at a glance.

Next
Build Your First Voice AI Agent
Set up, test and launch a single prompt agent.

CONTACT

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Ready to Start?

Pratik Kapasi

Co-Founder, DialNexa

kapasi@dialnexa.com · +91 97414 13670