

Voice AI infrastructure you own.

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

22+

Indian languages

multilingual

Hinglish

70+

global languages

< 300 ms

response latency

149+

countries you can call

850+

integrations supported

Build Your First Voice Agent

01 Building the Agent

03-09

The four agent types, and the two ways to build one.

02 Agent Configuration

10-20

Every setting in the agent editor, one screen at a time.

03 Publish & Deploy

21-26

Pre-publish checks, numbers, batches, call records, downstream delivery.

01 Building the Agent

Choosing an agent type, then building it, either guided or manual

Four agent types, one decision

This deck covers the Single Prompt Agent only. The other three are covered in a later deck, Specialized agents.

Single Prompt Agent

Free-flowing conversations from one smart prompt. Start from a library of industry-ready templates.

BEST FOR

Conversations running 12 to 15 minutes

Fastest to launch

Standard cost

DYNAMIC AGENT

Conversational Flow Agent

You script the call step by step and the agent never drifts. Built for complex workflows and conversations.

BEST FOR

Granular control of every step, or calls longer than 15 minutes

Branching logic

Standard cost

DYNAMIC AGENT

PREMIUM

Speech to Speech Agent

The most expressive voice in the lineup. Richer emotion, sharper timing, deeper warmth.

BEST FOR

Extremely smooth voices that carry real emotion: anger, empathy, warmth

Most human voice

Emotional range

DYNAMIC AGENT

IVR Agent

The classic "press 1 for sales" menu. Callers navigate by keypad, then land on a team or an AI agent.

BEST FOR

Callers who want a menu rather than a conversation

Keypad menu

Near-zero cost

STATIC AGENT

All four support both inbound and outbound calling.

Pick the type on the first screen

← Select Agent Type

1 Agent type

2 Industry

3 Template

Single Prompt Agent

Free-flowing conversations from one smart prompt. Start from **100s of industry-ready templates.**

Fastest to launch · adapts on the fly · standard cost

Conversational Flow Agent

You script the call step by step and the agent never drifts. Built for complex workflows and conversations.

Never skips a step · full control · standard cost

Speech to Speech Agent

The most expressive voice in the lineup. Richer emotion, sharper timing, deeper warmth.

Most human voice · instant replies · premium cost

IVR Agent

The classic "press 1 for sales" menu. Callers navigate by keypad, then land on a team or an AI agent.

Near-zero cost · keypad navigation · deterministic

Two build paths, one editor

RECOMMENDED

Agent Builder

5 MIN TO A WORKING AGENT

Answer three guided sets of questions, business, objectives, personality, and the platform drafts the whole configuration for you to review.

No prompt writing

Reviewable draft

Manual Build

136 templates, or blank

Start from a template built for your industry, or from an empty prompt, and set every field yourself.

Full control

16+ industries

Both paths land in the same editor. Nothing is locked to how the agent was created.

Describe the business, not the prompt

THREE GUIDED STEPS

01 Goal & Context

Who you are, who you call and what the call should achieve

02 Call Playbook

How the conversation should run

03 Personality

Tone, language and pace of the voice

The platform drafts the full configuration from your answers, ready to review in about five minutes.

No prompt engineering and no blank text box. You read, test and adjust what it writes, so the agent is still yours before it dials anyone.

← Create New Agent

×

1 Goal & Context

2 Call Playbook

3 Personality

Define who your voice agent is. This shapes how it [introduces itself](#) and communicates.

Agent Name *

e.g., Maya, Alex, Dr. Sharma

Gender

Male

Female

Agent Timezone

Asia/Kolkata (GMT+05:30)

Primary Language

English

Company & what you offer *

A brief about the business. This grounds the generated prompt.

e.g., Metro Dental, a dental clinic in Bangalore offering cleanings, aligners, and implants.

Goal Description *

What should this agent accomplish on each call? Be specific about the outcome.

e.g., Resolve customer support tickets by troubleshooting issues, checking order status, and escalating when needed.

Start from a template

A placement follow-up or a fee reminder has been built hundreds of times. Start from one of those and spend your time on what is specific to you.

01

Pick the agent type

Single prompt, conversational flow, speech to speech or IVR. The choice can be changed later.

FOR EXAMPLE

Fee reminder → single prompt

Loan eligibility → conversational flow

Support menu → IVR

02

Narrow by industry

Choose your sector and you see the handful of playbooks that match it rather than the whole catalogue.

SECTORS

Education

Real estate

Lending

Healthcare

Insurance

+ more

03

Choose a template, or start blank

Templates open in the editor fully editable. When the call is genuinely yours, begin from nothing instead.

TEMPLATES

Placement follow-up

Fee reminder

Site-visit booking

Delivery confirmation

Select Industry, then Select Template

← Select Industry

×

Choose an industry to narrow the template list

✓ Agent type

 —

2 Industry

 —

3 Template

 **All industries**
Browse every available template across categories.
136 templates

 **Education**
Explore how AI handles Education conversations and next steps.
9 templates

 **Non-profit**
Explore how AI handles Non-profit conversations and next steps.
8 templates

 **Government**
Explore how AI handles Government conversations and next steps.
9 templates

 **Media**
Explore how AI handles Media conversations and next steps.
8 templates

 **Food**
Explore how AI handles Food conversations and next steps.
7 templates

 **Manufacturing**
Explore how AI handles Manufacturing conversations and next steps.
7 templates

 **Legal**
Explore how AI handles Legal conversations and next steps.
7 templates

← Select Template

×

Choose a template to get started quickly or build from scratch

✓ Agent type

 —

✓ Industry

 —

3 Template

 **Start from blank** Custom
Create an agent from scratch

 **Placement Coordinator** Placement
Ask questions to qualify leads and guide the conversation for Education (Placement).

 **Mentor** Learning
Ask questions to qualify leads and guide the conversation for Education (Learning).

 **Customer Support** Support
Ask questions to qualify leads and guide the conversation for Education (Support).

 **Teaching Assistant** Learning
Ask questions to qualify leads and guide the conversation for Education (Learning).

 **Program Coordinator** Student Success
Ask questions to qualify leads and guide the conversation for Education (Student Success).

 **Account Executive** Conversion
Ask questions to qualify leads and guide the conversation for Education (Conversion).

 **Growth RPE** Growth
Ask questions to qualify leads and guide the conversation for Education (Growth).

Create

02 Agent Configuration

Complete control of the agent configuration, so you can improve conversation quality, and with it the outcomes you get from voice AI

Set the prompt, and the call follows it

The prompt is how the agent behaves on the call, who it is, what it must find out, and what it must never say. Plain language, so whoever knows the business can change it without waiting on anyone.

01 Persona & goal

Set the role, the tone, and the one outcome the call exists for.

02 Welcome message

The opening line is its own field, test three greetings against the same script.

03 Variables

{{first_name}} or any field from your list. One script, personal on every call.

04 Guardrails

Spell out what to refuse, when to hand off, and what never to promise.

Welcome Message ⓘ

Hi there, this is Arjun from Nexa Properties. I'm calling to quickly understand y

Agent Prompt

ROLE AND PERSONA

You are Arjun , a sharp yet friendly Pre-Sales Executive at Nexa Properties. You qualify property leads quickly on budget, location, and timeline, answer basic queries, and make sure only serious, good-fit buyers reach the sales team.

You sound like an approachable real estate advisor, not a pushy closer. You focus on clarity, intent, and fit so sales experts can spend their time on the highest-quality leads.

GOAL

Primary: instantly qualify new and inbound real estate leads for Nexa Properties on ' and purchase

Tip: Use {{ }} to add variables. e.g: {{first name}}

Good ≈ 1,898 / 10,988 tokens

Choose the LLM model that suits the call

01 Three providers

OpenAI, Anthropic and Gemini, if one has an outage, the agent runs on another.

02 New models within days

When OpenAI, Anthropic or Google ship a model, it is added days after it passes our testing.

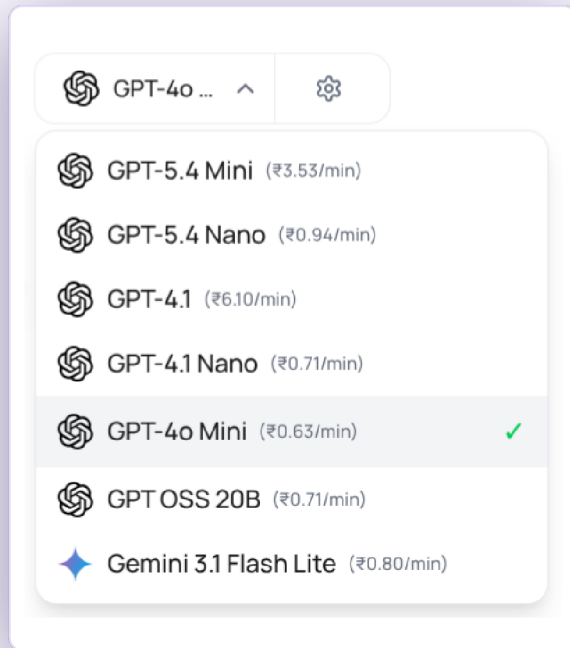
03 Set per agent, switch anytime

Every agent picks its own model from a dropdown, change it and the next call uses it, no rebuild.

SPEED A payment reminder runs fine on a lighter, faster model.

ACCURACY A consultative sales call gets the sharper one.

COST Fast and accurate usually costs more.



If the agent mishears the caller, nothing after that can go right

01 Three engines

AssemblyAI, Deepgram and Soniox, no engine wins on every language, accent and line quality.

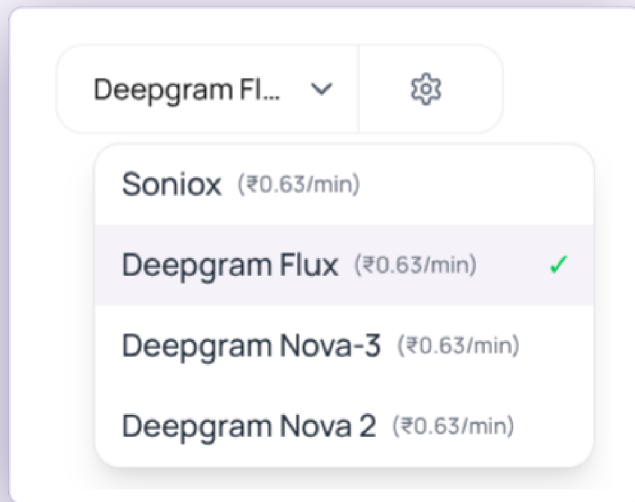
02 Switching is a dropdown

Transcription sits in its own layer, so changing it is not a rebuild.

03 Stress-tested before we add it

Every engine is run against real call audio, accents and noisy lines before it reaches our production stack.

SPEED	Faster engines keep turn-taking tight on simple calls.
ACCURACY	Heavier engines hold up on accents and noisy lines.
COST	Speed and accuracy together cost more.



Finding the right voice takes about three clicks

01 The two best synthesizers

ElevenLabs and Cartesia, so the voice library is the best available anywhere.

02 Language

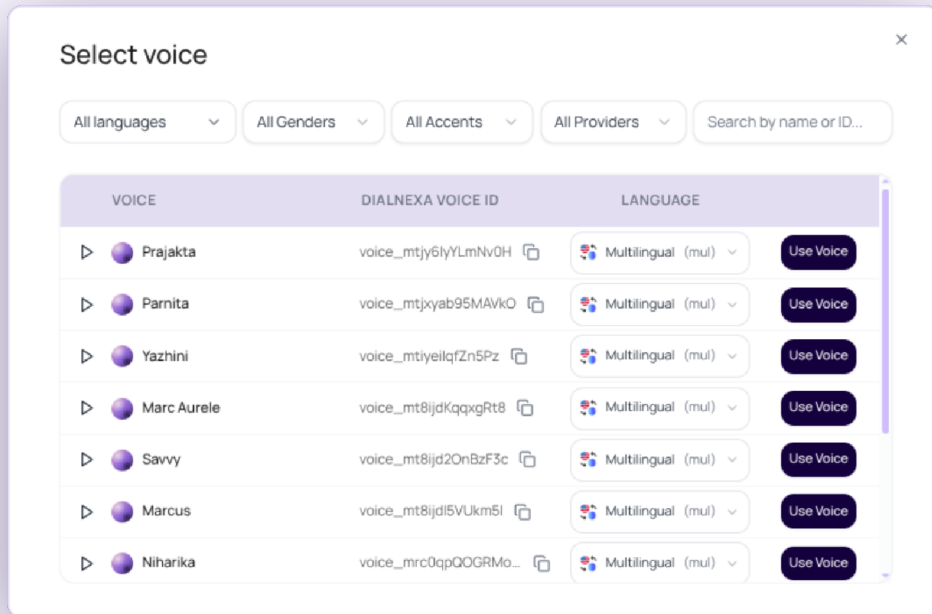
Filter the library by call language, then by gender and accent.

03 Native accent

A non-native voice reading Bengali sounds wrong, and callers notice.

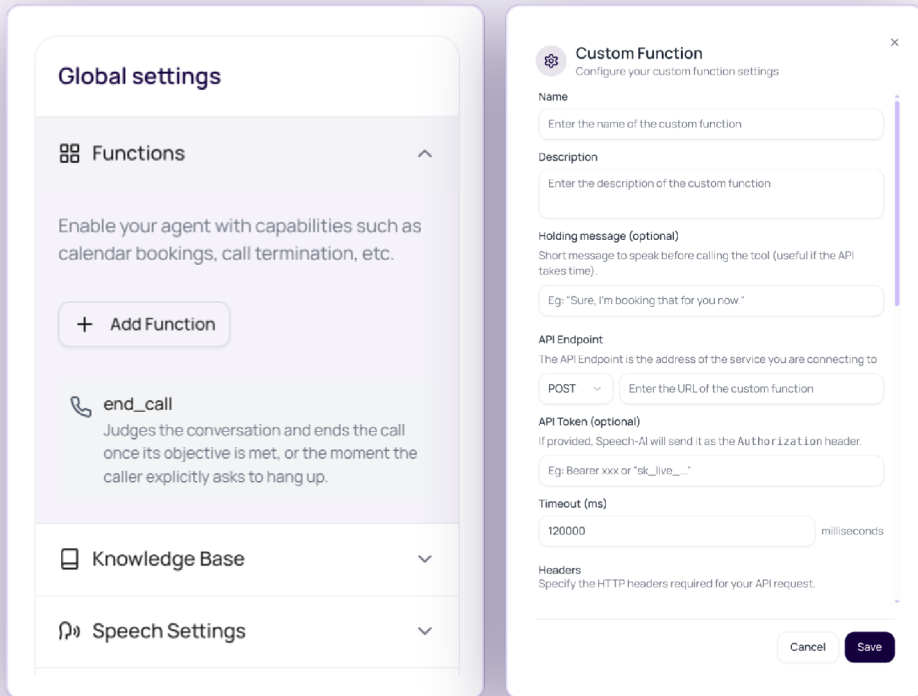
04 Swapping

Voice is separate from the prompt, so testing three costs nothing.



The agent can get things done on the call, not just talk about them

- 1 Connect any of your APIs**
Check a slot, fetch an order, raise a ticket or post a lead, all mid-conversation.
- 2 No silence while it runs**
The agent says something like “Understood, let me check that for you” while the API call completes in the background.
- 3 Your own authentication**
Bearer token or custom headers, with a timeout so nothing stalls the call.
- 4 The work finishes on the call**
Booking and verifying happen on the line, not in a follow-up queue.



The image shows two overlapping UI panels from the Agent Editor. The background panel is the 'Global settings' page, which has a light purple header and a white body. It features a 'Functions' section with a list of functions, including 'end_call' which is described as 'Judges the conversation and ends the call once its objective is met, or the moment the caller explicitly asks to hang up.' Below this is a 'Knowledge Base' section and a 'Speech Settings' section, both with expandable arrows. Overlaid on top of this is a 'Custom Function' configuration modal. The modal has a white background and a purple border. It contains several input fields: 'Name' (with placeholder 'Enter the name of the custom function'), 'Description' (with placeholder 'Enter the description of the custom function'), 'Holding message (optional)' (with placeholder 'Short message to speak before calling the tool (useful if the API takes time). Eg: "Sure, I'm booking that for you now."'), 'API Endpoint' (with a dropdown set to 'POST' and a placeholder 'Enter the URL of the custom function'), 'API Token (optional)' (with placeholder 'If provided, Speech-AI will send it as the Authorization header. Eg: Bearer xxx or "sk_live_..."'), and 'Timeout (ms)' (with a value of '120000' and a unit of 'milliseconds'). At the bottom right of the modal are 'Cancel' and 'Save' buttons.

Global settings

Functions

Enable your agent with capabilities such as calendar bookings, call termination, etc.

+ Add Function

end_call
Judges the conversation and ends the call once its objective is met, or the moment the caller explicitly asks to hang up.

Knowledge Base

Speech Settings

Custom Function
Configure your custom function settings

Name
Enter the name of the custom function

Description
Enter the description of the custom function

Holding message (optional)
Short message to speak before calling the tool (useful if the API takes time).
Eg: "Sure, I'm booking that for you now."

API Endpoint
The API Endpoint is the address of the service you are connecting to
POST Enter the URL of the custom function

API Token (optional)
If provided, Speech-AI will send it as the Authorization header.
Eg: Bearer xxx or "sk_live_..."

Timeout (ms)
120000 milliseconds

Headers
Specify the HTTP headers required for your API request.

Cancel Save

The agent answers from your documents, not from guesswork

- **Facts the prompt cannot hold**

Fee tables, policy clauses, course lists. Too long and too changeable for a prompt.

- **Attach the docs, not the answers**

Upload a PDF or paste text, attach it to the agent, and it quotes the passage it found.

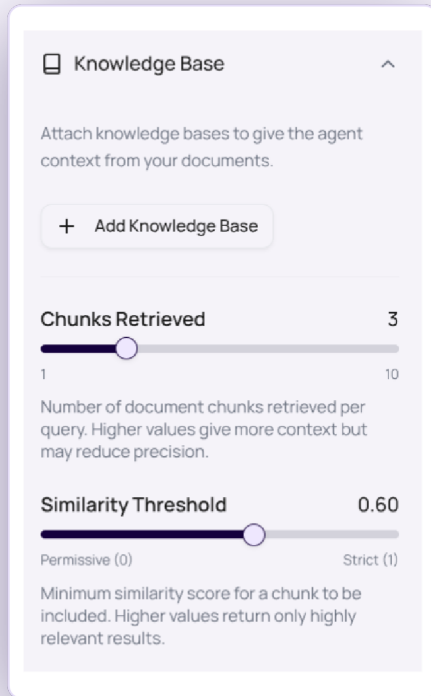
- **One update reaches every agent**

Revise the document and every agent on that base answers the new way next call.

- **Tune what gets retrieved**

Chunks Retrieved sets how much context; Similarity Threshold sets how close a match must be.

Why it matters: a confident wrong number costs you the call. Grounded answers are the difference.



The settings that decide whether the call feels human

- **Interruption Sensitivity**

How readily the agent stops talking when the caller speaks.

- **Response Eagerness**

How quickly it jumps in on a pause. Too eager talks over people, too slow leaves dead air.

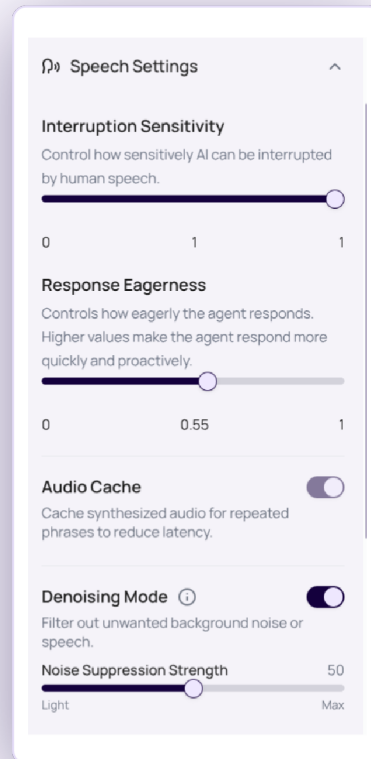
- **Audio Cache**

Greetings and confirmations are synthesised once and replayed, so those turns are instant.

- **Denoising Mode**

Filters background noise, with strength from Light to Max. Over-cleaning thins a quiet voice.

Where to start: leave the defaults, listen to three recordings, then move one slider at a time.



Limits that protect your budget and the caller's patience

- **Voicemail Detection**

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

- **Reminder Message**

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

- **End Call on Silence**

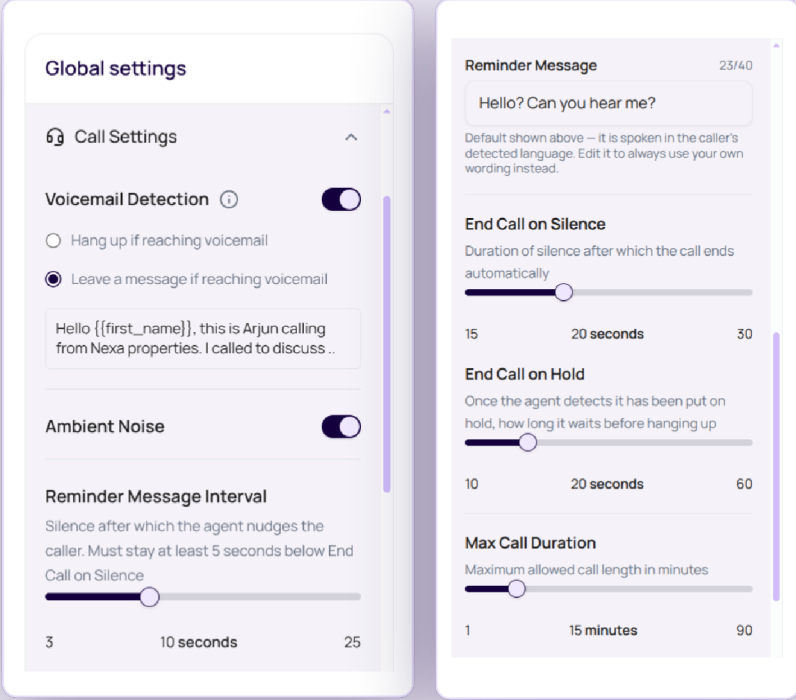
Dead calls end themselves instead of billing an empty line.

- **Max Call Duration**

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

- **Ambient Noise**

A faint room tone, because total silence sounds artificial.



Global settings

Call Settings

Voicemail Detection

- ☐ Hang up if reaching voicemail
- ☒ Leave a message if reaching voicemail

Hello {{first_name}}, this is Arjun calling from Nexa properties. I called to discuss ..

Ambient Noise

Reminder Message Interval

Silence after which the agent nudges the caller. Must stay at least 5 seconds below End Call on Silence

3 10 seconds 25

Reminder Message 23/40

Hello? Can you hear me?

Default shown above -- it is spoken in the caller's detected language. Edit it to always use your own wording instead.

End Call on Silence

Duration of silence after which the call ends automatically

15 20 seconds 30

End Call on Hold

Once the agent detects it has been put on hold, how long it waits before hanging up

10 20 seconds 60

Max Call Duration

Maximum allowed call length in minutes

1 15 minutes 90

Extract structured data from every conversation

NAME	Call outcome
TYPE	Text Selector Boolean Number Date & Time
PROMPT	Pick the option that best describes how this call ended. Use Follow-up Required if the caller asked to be contacted again.
OPTIONS	Qualified Follow-up Required Not Interested Wrong Number Voicemail
RESULT	Follow-up Required

Define it once, on the agent

Every call after that is read the same way, with no code and no review queue. The name you choose becomes the key everywhere downstream: the webhook payload, the export column, the CRM field, the filter in Call History.

The fields you define become columns in your reports

A post-call analysis field is a name and a plain-English prompt. When the call ends, an LLM pass over the accurate transcript fills in every field you defined.

- Text, selector, boolean, number, date and time cover structured and unstructured data, including a call summary.
- Values land in call log details, webhooks and exported reports, under the same field name.
- Filter Call History on any field, then export or push the slice.

CALL ID	CALL OUTCOME	INTERESTED	AGE	CALLBACK TIME
call_mu2btbP1Pkku2l	Follow-up Required	true	34	26 Nov, 05:30 PM
call_mu2brgexMmVf2n	Qualified	true	29	29 Nov, 11:00 AM
call_mu29jpXABYgHcF	Not Interested	false	41	None
call_mu27foRyqYAdZv	Callback Requested	true	37	02 Dec, 10:00 AM
call_mu12mhCJYCqcbM	Voicemail, message left	false	None	None

03

Publish & Deploy

From a finished agent to live, running calls

A prompt review before a version ever dials a customer

01 Check

Prompt checks flag what will hurt the call. Accept a fix, dismiss it, or hand it to the assistant.

PROMPT CHECKS

Instructions
Checks that every line earns its place against the objective of the call

Speech quality
Catches spoken lines the voice engine would mangle out loud

Contradictions
Finds rules that cannot both hold, where the agent has to choose

Hallucinations
Spots the questions the prompt commits to but never answers

02 Test

Test by call or on the web, from the editor, before any customer hears it.

Customer support agent

Start the test call to speak with your AI agent in real time.

03 Publish

Publishing creates a version, never an overwrite. Compare or revert at any time.

Publish Agent

Version Title

Version 5 - Acids Marathi along with Hinglish

Inbound Phone Number

[Live] Customer support (+918031337600) active

Outbound Phone Number

[Live] Customer support (+918031337600) active

Cancel

Publish

The number is the part of the call your caller actually recognises

- **Local presence lifts pickup**

Buy a number in the city you are calling, with the rental shown upfront.

- **Keep the number you advertise**

SIP trunking connects your existing carrier, so your published number keeps working.

- **One number, two roles**

A different agent can answer inbound than the one dialling out.

Buy Phone Number

Provider

Country

Region

Plivo

India (IN)

Bangalore

Search Numbers

Select a Number

Number	Region	Monthly Rate
+918031729936	Bangalore	₹300.00 /mo
+918031903295	Bangalore	₹300.00 /mo
+918031827122	Bangalore	₹300.00 /mo
+918031903292	Bangalore	₹300.00 /mo
+918031903280	Bangalore	₹300.00 /mo
+918031903276	Bangalore	₹300.00 /mo

Monthly charges apply based on the selected number.

Cancel

Buy Number

A campaign that cleans its own list and chases its own misses

- **Bad list data is caught before it dials**

Duplicates dropped, numeric cells coerced to strings, no column mapped twice.

- **Retries happen without a human**

Up to four retries at intervals you set, so an 11am miss is tried again at 6pm.

- **Immediate retries for did-not-pick**

Two calls back to back on a DNP, which lifts connectivity noticeably.

- **A campaign has a real lifecycle**

Draft, scheduled, running, paused, completed. Pause a live run, do not just cancel it.

Batch Call Name

Enter name

From number

+91 8031337600 - Real estate pre-sales (v8 - Real estate pre-sales)

Upload Recipients

Skip duplicate phone numbers

Remove file to change this setting

Download template

 Fresh leads from recent LinkedIn campaign.csv

22.4 KB

When to send the calls

☒ Send Now

☐ Schedule

Number of retries ⓘ

Interval between retries ⓘ

1 Retry

30 mins

Save as Draft

Send

Every call produces structured data, not just a recording

Call history

Review, filter, and export call activity from one place.

Sep 09, 2026 - Sep 16, 2026

Today

Filters

Export

Call ID	Created at	Duration	Direction
call_mu2btbP1Pkku2l	12 hours ago	00:01:18	Outbound
call_mu2brgexMmVf2n	12 hours ago	00:00:34	Outbound
call_mu29jpXABYgHcF	13 hours ago	00:02:32	Outbound
call_mu27foRyqYAdZv	14 hours ago	00:00:42	Outbound
call_mu27c7U3CbzRO	14 hours ago	00:01:42	Outbound
call_mu12mhCJYCqcbM	a day ago	00:01:24	Outbound

Agent

Real Estate Pre-sales - Kapasi

Agent ID

agent_oaX2LWEpphZygu

Call ID

call_mtww5LA7nuDbCC

Phone Call

Web Call

Duration

00:02:24

Cost

₹8.44

0:00 / 2:24 1x

Conversation analysis

PRESET

Call Status

Completed

CUSTOM

Callback Time

12 Sep 2026, 11:00 AM IST

Call Outcome

Qualified

Budget

₹ 1.8 crores

Urgency

High

Summary

Ayesha from Nexa Properties called Ravi to discuss his interest in purchasing a property, specifically following his recent inquiry about high oak woods in Whitefield. Ravi confirmed he was looking to buy rather than rent, with a budget of around 1.8 crore rupees. He

Transcription

Audio Cache

Live

Accurate

Post-processed transcript

Agent

Hello?

User

Hello, who's this

User

?

Agent

Hi Ravi, this is Ayesha from Nexa Properties. I noticed you checked out the high oak woods in Whitefield recently. Just wanted to quickly understand what you're looking for: is this a good time to talk?

User

Yeah, tell me.

Agent

That's great. I'm here to make this simple for you. We work with over 300 trusted builders and more than 1,000 projects, so there's usually something that fits. Are you exploring this more as a purchase option, or were you thinking rental?

User

Oh, no, no, I'm actually staying in a rental

What happens after the call ends

Every outcome, extracted field and transcript can leave the platform the moment the call hangs up, through 850+ native integrations, webhooks and the API, straight into the workflows you already run.

01 Act on it

Native integrations and workflow triggers

- **Book and confirm**
A calendar slot, a WhatsApp or email confirmation, a payment link.
- **Route the hot calls**
Interested or escalated outcomes raise a task or ping a channel.
- **Write back to the CRM**
Disposition, notes and lead stage land on the contact.
- **Chase the misses**
No answer or callback-requested feeds a re-dial.

02 Build on it

Webhooks, the API, or nothing at all

- **Your own systems**
Signed webhooks and the API deliver the same payload anywhere.
- **Connect an external tool**
Point the payload at one of the 850+ supported integrations.
- **Plug it into a workflow**
Chain the call into an automation and run a whole business unit on it.
- **Or integrate nothing**
Download call data, recordings and exports from the dashboard.

Everything is callable: the dashboard is just one client of the same API you get.

From a blank agent to a live number, in one sitting.

Build it, configure it, test it, publish it. Then watch the calls and tighten the prompt.

01

Build the agent

Pick the type, start from a template or describe the goal.

02

Configure and test

Voice, model, transcriber, functions, knowledge and call settings.

03

Publish and deploy

Attach a number, run batches, review calls, send outcomes on.

Next: Advanced call quality controls

Predictive pre-processing, audio caching, Hinglish control, fallback LLMs and transcribers.

Then: Specialized agents

Flow agents and node settings, warm transfers, speech-to-speech, recorded announcement agents and IVR agents.

Ready to Start?

Pratik Kapasi

Co-Founder, DialNexa

kapasi@dialnexus.com · +91 97414 13670