



AI Voice Agent

Automate inbound call handling for any phone system, in any environment, with no infrastructure changes.

Colleen AI Voice Agent handles inbound calls automatically using natural language, without the menus, decision trees, or intent training that traditional systems require.

It can be deployed in front of any hunt group or call queue — no CCaaS needed.

Get Visibility Into Every Call

Every interaction is captured in Variphy's analytics platform, giving administrators:

- **Live call monitoring** with caller, agent, and call state in real time.
- **AI-generated summaries** and full searchable transcripts.
- **Call volume analytics** and historical records across all Colleen-handled calls.



Agent Types

Virtual Receptionist

Routes callers by name or department using your existing directory — Webex, Microsoft Teams, Active Directory, or a spreadsheet — and handles multiple matches intelligently.



Support Desk

Detects urgent issues, transfers calls to the right person automatically, and creates tickets in ConnectWise or ServiceNow — so routine calls stay automated and critical ones never get missed.



General Knowledge Q&A

Answers caller questions from a configured knowledge base and delivers a full summary and transcript when the call is done.

