



Buy the Voice Agent, or Build It Yourself?

What it actually takes to run an inbound AI voice agent,
and why most teams choose to buy rather than build.

An inbound AI voice agent looks straightforward to build. But after you wire it to your phone system, you meet the real work: sub-second latency tuning, telephony integration, call transfer logic, guardrails, monitoring, and a maintenance load that never ends. **Colleen AI Voice Agent** handles inbound calls out of the box and connects to your existing phone platform, so your team ships in days instead of quarters.

How they compare	COLLEEN AI VOICE AGENT	BUILDING YOUR OWN
Time to first live call	Days	6 to 18 months to production quality
Engineering required	None to deploy	Dedicated AI, voice, and telephony engineers
Telephony integration	Compatible with your environment	You build and maintain SIP and media handling yourself
Speech and language stack	Configured and tuned by Variphy	You select, integrate, and tune ASR, TTS, and LLM components
Latency and call quality	Optimized for natural conversation	You tune barge-in, turn-taking, and response speed by hand
Ongoing maintenance	Variphy updates models and handles fixes	Your team owns every model change, regression, and outage
Analytics and reporting	Advanced, granular analytics	You build dashboards and logging from scratch
Security and compliance	Handled at the product level	You own data handling, retention, and audit requirements
Scaling	Scales with your call volume	You provision, load test, and manage capacity
Support	Variphy support	Your on-call rotation

Building your own inbound voice agent is a multi-quarter engineering commitment with a maintenance bill that outlives the launch. Colleen AI Voice Agent gives you a working agent now and keeps it current, so you get the outcome without owning the plumbing.

Why teams choose Colleen AI Voice Agent



It answers inbound calls from day one, with no model training project to staff first.



It plugs into the phone platform you already run, so you avoid a custom telephony build.



Variphy maintains the models and the stack, so your engineers stay on your own roadmap.