

Artificial Intelligence

Your Team

Your digital assistant that calls and answers 24/7, schedules appointments, reminds collections, and initiates the sales process.



Caller • Listener • Follower • Sales Converter

Metafonics®

What Exactly Does It Do?

Metafonics is a digital assistant that manages your business phone traffic, talks to your customers, and initiates the sales process.

What Changes in Your Business with Metafonics?

- ✓ You instantly see and analyze customer requests and orders.
- ✓ Orders and requests are immediately forwarded to the relevant department in your business.
- ✓ Appointment and sales processes are automatically initiated and your relevant department is informed about the customer request.



Metafonics®

"It provides businesses with an AI-powered digital team member. This system operates 24/7, managing your customer communication seamlessly."

- ✓ The system instantly notifies relevant departments via WhatsApp when necessary.
- ✓ All processes are recorded and reported.
- ✓ You monitor, control the process, and focus on the outcome.
- ✓ Your customers' repetitive questions are answered with patience and care.

Turn Your Phone Traffic Into Revenue

A significant portion of daily calls to your business are potential sales opportunities. Every missed call means a lost customer and lost revenue.

✕ In Most Businesses

- ✕ Calls may go unanswered.
- ✕ Customers wait and give up.
- ✕ Sales opportunities are lost.

What does Metafonics do?

☎ Incoming Calls

- ✓ Provides information
- ✓ Initiates the sales process
- ✓ Schedules appointments
- ✓ Directs to the correct department

☎ Outgoing Calls

- ✓ Calls potential customers
- ✓ Provides campaign information
- ✓ Sends collection/payment reminders
- ✓ Makes customer satisfaction calls

"With Metafonics, businesses not only manage incoming calls but can proactively call customers and turn phone communication into an active operational tool."



How Does It Work?

Focus on growing your business. Let the assistant manage sales, appointments, and collections for you.



The AI-powered voice assistant integrated into your phone line operates 24/7.



The assistant automatically calls your existing customer list, explains your products and services, answers questions, filters relevant customers, and only transfers truly potential ones to you.



It communicates with the other party fully aligned with your business culture through scenarios tailored to your industry.



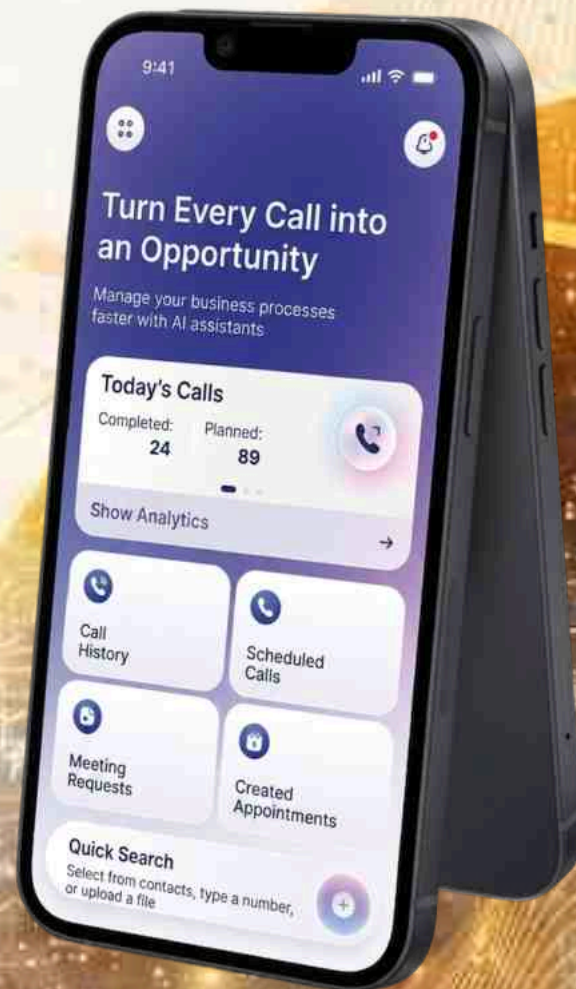
It calls customers with upcoming or overdue payments to remind them and accelerates the collection process.



Schedules appointments, confirms them, and manages cancellations and changes.



Handles all calls during and outside business hours, minimizing missed calls.



Metafonics® AI Assistant

Sample Dialogue



Customer:
Hello, this is Mehmet Yılmaz. I want to have my air conditioner serviced, so I called to get information. I want to do the maintenance before summer.



AI Assistant:
Hello Mr. Mehmet, of course, I will assist you. What is the brand of your air conditioner?



Customer:
Well, my air conditioner brand is Vestel, and I have two at home. Since they worked a lot last summer, I want to have both checked.



AI Assistant:
Understood, Mr. Mehmet. We can create a maintenance record for your two air conditioners. May I have your district information? We will direct the nearest service team to you.



Customer:
I live in Ataşehir.



AI Assistant:
Thank you, sir. We have a service planned for Ataşehir tomorrow. Would morning or afternoon be more suitable for you?



Customer:
I work, so afternoon would be better. I am home after 4.



AI Assistant:
Alright, sir. I am scheduling your appointment between 4:00 PM and 5:00 PM tomorrow. Our service team will call you before arriving to get your address details. Does this plan work for you?



Customer:
That's fine for me.



AI Assistant:
Thank you, Mr. Mehmet. Your appointment is set. Tomorrow, our service team will call you one hour before arrival to confirm address and location, then come for maintenance. Can I assist you with anything else?



Customer:
No, thank you. Have a good day.



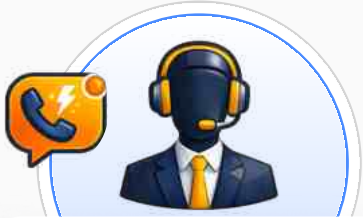
AI Assistant:
Thank you, Mr. Mehmet. Have a nice day.



Scan the QR code with your phone to listen to the demo conversation.



Assistant Calls, Understands & Directs



1. Answers

The customer calls you.
The assistant answers
the call instantly.



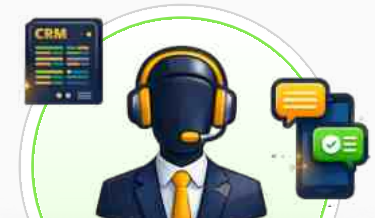
2. Analyzes

The AI analyzes the
customer's request
during the conversation.



3. Identifies

It identifies the type of
request and classifies
the priority level.



4. Transfers

After detecting the
customer's request/
need, the assistant
instantly forwards the
information to the
relevant team via SMS or
WhatsApp message and,
if necessary, adds it to
the calendar.



5. Creates

An appointment is
created or a follow-up
process is initiated.



6. Concludes

The correct request is
directed to the right
person. Operations
speed up. Lost
opportunities decrease.

Customer Communication and Tracking in One System

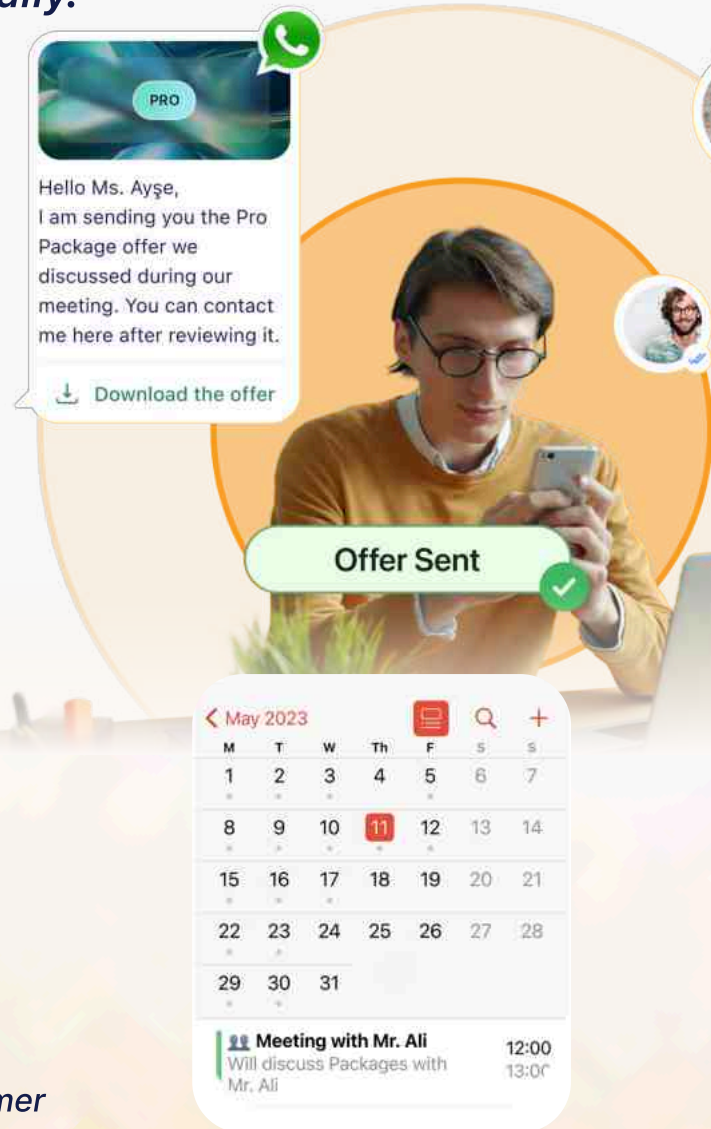
All conversations, appointments, and notifications with your customers are managed automatically.

Instant Notifications via WhatsApp

- ✓ Quotes, appointment, and payment information messages.
- ✓ Immediate notification after the conversation.
- ✓ Your customer doesn't have to call back again.

Appointment and Calendar Management

- ✓ Appointments are created automatically.
- ✓ They are added to the calendar.
- ✓ Reminders are sent to you and the customer.
- ✓ No appointment is ever forgotten.



Metafonics doesn't just talk; it informs the customer and converts to appointments.

It manages all communication from conversation to appointment on your behalf.

AI That Understands Customer Mood

Metafonics analyzes customer conversations and clearly shows you which customers are a priority.



Customers Ready to Buy

- ✓ Ready to purchase
- ✓ Expect quick follow-up
- ✓ If missed, they are lost.

**Directs to
Immediate Sale**



Indecisive Customers

- ✓ Gathers information
- ✓ Gets confused
- ✓ Prepared for sale with correct guidance.

**Informed and
Followed Up**



At-Risk Customers

- ✓ Dissatisfied
- ✓ Complaining
- ✓ High risk of loss

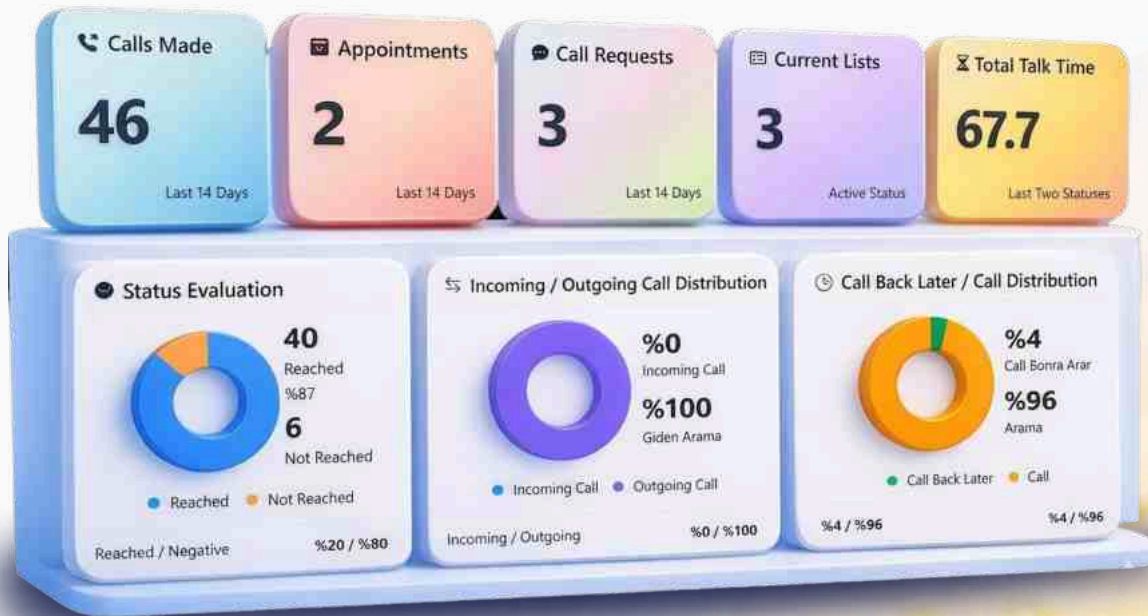
Priority intervention

"With Metafonics, you focus on customers closest to buying.

Less time wasted, higher conversion."

Smart Analysis Center

Metafonics analyzes every conversation, making your business operations clearer, more manageable, and more efficient.



Artificial Intelligence evaluates conversations and classifies them on your behalf. Every call to your company is not just answered. It is understood, sorted, and prioritized. Who is calling, what they want, and how urgent it is become clear during the conversation.

Call Summary

Close

Melike, [redacted] gelk y Final Schools, April bařılılling the reyitration campaign about the ingilenon the Nisan ayı boyunca, sinited evaly porcent with up to  n  an early rayitoeanfit conveyed April. The m řterer stated that they wanted to take advantage of the benefit and okuol invitation/bpointment offer ratated etti. At the end of the konussation, the m řterer located that an appointment be cluatured for uven rediumen; yardımcn played the konussation by Saturday after ogflowien the experitimen beklenting clopsen.

Reports and Analytics

In this table, you can access all your call information and review the call details.

Download Table

#	Type	Status	Date	Duration	Access	Call Back Later	Meeting Request	Call Report
1	Outgoing Call	Reached	16.03.2024 10:37:31	2:03	Uyguns	Reached	No	Summary Detail
2	Outgoing Call	Not Reached	16.03.2024 10:25:04	0:24	Uyguns	Not Reached	No	Summary Detail
3	Outgoing Answer	Not Reached	16.03.2024 10:24:22	0:44	Uyguns	Not Reached	No	Summary Detail
4	Web Call	Reached	11.03.2024 11:19:12	0:49	Uyguns	Reached	No	Summary Detail

Average Results When 100 Searches Are Made

This data consists of average performance metrics from Metafonics' artificial intelligence search systems.

*Rates may vary by industry.



Metafonics Average
Conversion Model

100 SEARCH
7 APPOINTMENT
2 CUSTOMER

How Does the Metafonics® Setup Process Work?

The Metafonics artificial intelligence assistant is tailored specifically for your business. The setup process usually takes 3–7 days to complete and the system becomes ready for use.

1

Phone Line Identification

A new line is assigned or your existing line is redirected to the system.

**2**

Artificial Intelligence Integration

The Metafonics system is integrated into your phone line.

**3**

WhatsApp Notification Setup

Automatic WhatsApp notification messages are set up for your customers.

**4**

Company-Specific Call Flow

Custom conversation scenarios and routing flows are prepared for your business.

**5**

Testing and Launching

Test calls are made and the system is actively put into use.



All setup and technical processes are carried out by the Metafonics team. Your business does not need to perform any technical operations.

Work Areas

Metafonics organizes phone traffic, manages customer requests, and facilitates operations regardless of the industry.



Education

Schools, courses, driving schools, educational institutions



Health

Pharmacies, clinics, medical centers, health institutions



Technical Service

Boiler, air conditioning, white goods, and technical service companies



Automotive

Services, car rentals, automotive dealerships



Tourism

Hotels, travel agencies, tourism companies



Real Estate

Real estate offices and real estate consultants



Beauty & Clinic

Beauty centers, aesthetic clinics, care clinics



Finance & Insurance

Insurance agencies, finance and consulting firms



Public & Institutions

Municipalities, foundations, associations, official institutions



Service Sector

Logistics, law, consulting, retail, and other businesses

Metafonics® Artificial Intelligence Assistant Packages

Different Metafonics packages are offered according to the size and needs of your business. All packages include AI assistant, reporting, and management panel services.

STARTER	BUSINESS	PREMIUM	CORPORATE
Starter + ✓ 1 User ✓ Incoming Call Answering ✓ Basic Information Provision ✓ Leave a Message ✓ Call Recordings ✓ Simple Reports ✓ Mobile Panel ✓ Turkish Speech	Starter + ✓ 2 Users ✓ Appointment Scheduling ✓ Outgoing Calls ✓ Customer Callback ✓ Upload Excel Call List ✓ Detailed Call Reports ✓ WhatsApp Notifications	Business + ✓ 3 Users ✓ Mass Calling Campaigns ✓ Sales Calls ✓ Collection Reminder Calls ✓ Positive / Negative Call Analysis ✓ Call Sentiment Analysis ✓ Detailed Reports ✓ API Integration	Premium + ✓ Unlimited Users ✓ Multi-branch Usage ✓ CRM Integration ✓ ERP Integration ✓ Custom Scenario Development ✓ Multi-line Management ✓ Customer Satisfaction Survey ✓ Topic Analysis Report ✓ Dedicated Support

Metafonics Package Comparison

Starter

Answers incoming calls

Business

Answers incoming calls and schedules appointments

Premium

Calls customers, manages sales and collection processes

Corporate

Establishes a fully automated AI call center for your business

You can have an AI assistant that works 24/7 without fatigue, managing all your calls at a cost lower than a single employee.

Some of Our Happy Customers

From education to insurance, retail to service sectors, we automate your business communication and sales needs with Metafonics.



Happy Testimonials

Improve your business with artificial intelligence and easily reach your customers.



Mr. Emre

Nazmi Arkan Science High School



"I believe it has made a significant contribution to solving the recent qualified employee shortage. It has facilitated many operational processes and increased our communication strength."



Mr. Osman

Marmara Driving School



Previously, we struggled to answer phones and many candidates went to other schools without reaching us. Thanks to Metafonics Voice AI Application, we can respond instantly to candidates at any time of day. Exam dates, registration processes, and fee information are automatically provided. Candidate information is recorded in the system and our sales team works with ready data. This system has reduced our call volume and significantly increased our registration rates. I definitely recommend Metafonics to institutions wanting to professionalize customer communication in the driving school sector.



Serpil ŞENER

Founder of Şener Insurance



Speed and accurate guidance are the foundation of customer satisfaction in the insurance sector. With Metafonics, we not only managed call volume but also focused on important requests. Improved first contact quality, reporting, and prioritization have significantly eased our operations. Today, we save time and provide a more secure experience to our customers.



Mr. Ayhan

Aura Cebilon Water Purification Systems



"In the water purification sector, we receive many calls daily. Previously, we missed many calls or responded late to customers. With Metafonics, incoming calls are answered regularly, and service and filter change requests are recorded. Our customers get instant information, and at the end of the day, we can view requests collectively and respond quickly. Metafonics has greatly helped us in service planning and not missing new customer requests. Our workload decreased and our organization improved."

Contact Us

*Let's analyze your business phone calls for free.
See together how many calls are missed and how many sales opportunities are lost.*

Contact us for a free analysis and demo.

Company

+90 216 442 50 50

Artificial Intelligence

+90 216 446 50 50

Website



www.metafonics.com

Email



info@metafonics.com

LinkedIn



metafonics-ai

Instagram



metafonics.ai

YouTube



@metafonics

Address

Sur Yapı Exen Residence
Tantavi Neighborhood
Estergon Street
No:14/266
Umraniye / Istanbul



Metafonics®

Your digital assistant that
calls and answers 24/7,
schedules appointments,
reminds collections, and
initiates the sales process.