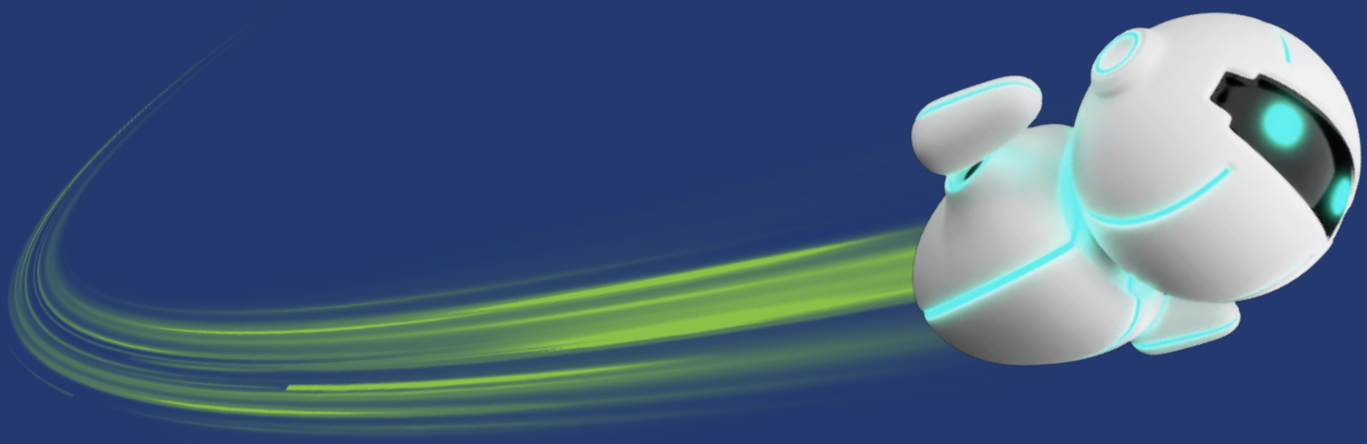
PLUS

VANILLA

Built by experts who actually know voice



Powered by fuse2 an SCG company



Platform Features

Intelligence – What your agent knows, and what it'll tell you after

Vendor Agnostic
Runs on OpenAI, xAI or Gemini today, with more added as providers improve

Call Intelligence
Transcription, sentiment and outcome — in the portal and emailed after every call.

Knowledge Base
Trained on your docs and policies, or crawled from your website — fully configurable

Connected – Where it sits, and what it can reach

Network Agnostic
Bolts onto any PBX, SIP trunk or number, deployed on Fuse 2's UK carrier-grade core.

Smart Transfers
Free across the Fuse 2 network, standard rate elsewhere — with attended transfer and accept or reject.

Open Integration
Connects to any REST API — push and pull data from your existing tools, no limits.

Supervise – Boundaries it can't cross, and nothing left unanswered

Security Guardrails
Protected controls the AI can't talk its way round, with abuse flagged to our specialists.

Email Handoff
Callers can leave a query; the AI summarises it and sends callback details to your inbox.

Number Awareness
Knows the number it's calling on and the caller's number — no repeating details back.

Ready to go – Live in days, not months

20+ Languages
Native multilingual support, built in from day one.

Guide Setup
Pre-built templates, a step-by-step wizard, and AI-assisted prompt writing for non-technical users.

Meet Your Agents

Every missed call is a customer who'll try someone else. Whether that's during your busiest times, lunch rush or the middle of the night, that gap is where business slips away.

Now that your AI agents are here, your team is free to focus on the tasks in front of them, not the phone ringing behind them. You'll never need to worry about a missed call ever again.

There are two versions available; **Standard** and **Pro**

STANDARD

Answers Every Call
Morning, noon or night your agent picks up. Not one missed.

Trained on Your Business
Your menus, your hours, your policies. Nothing invented, nothing guessed.

Managed Through ORCA
Your portal for managing agents, with built-in AI assist tools.

PRO

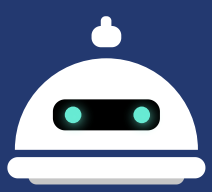
Takes Bookings
Integrates with your table management systems.

Threat Assessment
Advanced monitoring flags abuse or misuse in real time.

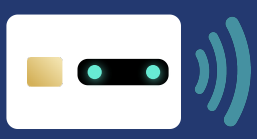
Offers, Not Apologies
"I'm sorry..." becomes "How about...?"

+ everything in the Standard Plan

Built for industries like:



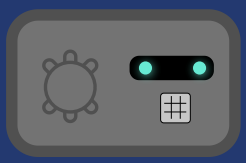
Hospitality



Retail



Healthcare



Finance

and anywhere else the phone rings...

Retail Agents

Long queues are one of the most common reasons why customers abandon a purchase mid-basket. That means you can't risk your staff members getting pulled onto a call.

Your bespoke AI Retail Agents will manage your calls, keeping your staff on the floor and help keep your queues short.



- Check Stock Availability
- Store Hours & Location
- General Enquiries
- Alternative Product Suggestions
- Pre-Order Stock
- Click & Collect

Hospitality Agents



The phone rings loudest when your staff are the busiest and every missed call is a missed booking.

Not anymore. Your bespoke AI hospitality Agents are here. Fully trained on your business, fluent on your menus, hours, policies and always ready to answer the phone. No more hold music, no more voice mails.

- Menu & Allergen Questions
- Check Availability
- Parking Info
- Real-Time POS Table Sync
- Smart Alternative Time Suggestions
- Takes Bookings

Healthcare Agents



Missed calls in healthcare aren't just inconvenient - they delay emergency care. With staff stretched across high influxes of calls and walk-ins, waiting has real consequences.

With your bespoke healthcare AI agents at the phone, booking appointments becomes effortless. No more patients waiting in call queues. No more missed calls.

- General Practice Enquiries
- Prescription Enquiries
- Test Result Status
- Live Appointment Booking & Changes
- Integration With Practice Booking System

Finance Agents

People think about their money all the time, not just during working hours. They're only free in the evening out of work hours, exactly when you're not there to answer.

Your bespoke finance AI agents are always ready to pick up when your team isn't. Fully educated on your business to support your team when they're too busy or unavailable.



- Mortgage Calculators
- Check Credit Card Eligibility
- Application Status
- Call Back Requests
- Smart Alternative Time Suggestions
- Log To Your CRM

PLUS

VANILLA



Our AI Agents are Available Now!

support@vanillacloud.co.uk

0207 952 2577

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