



impactTech

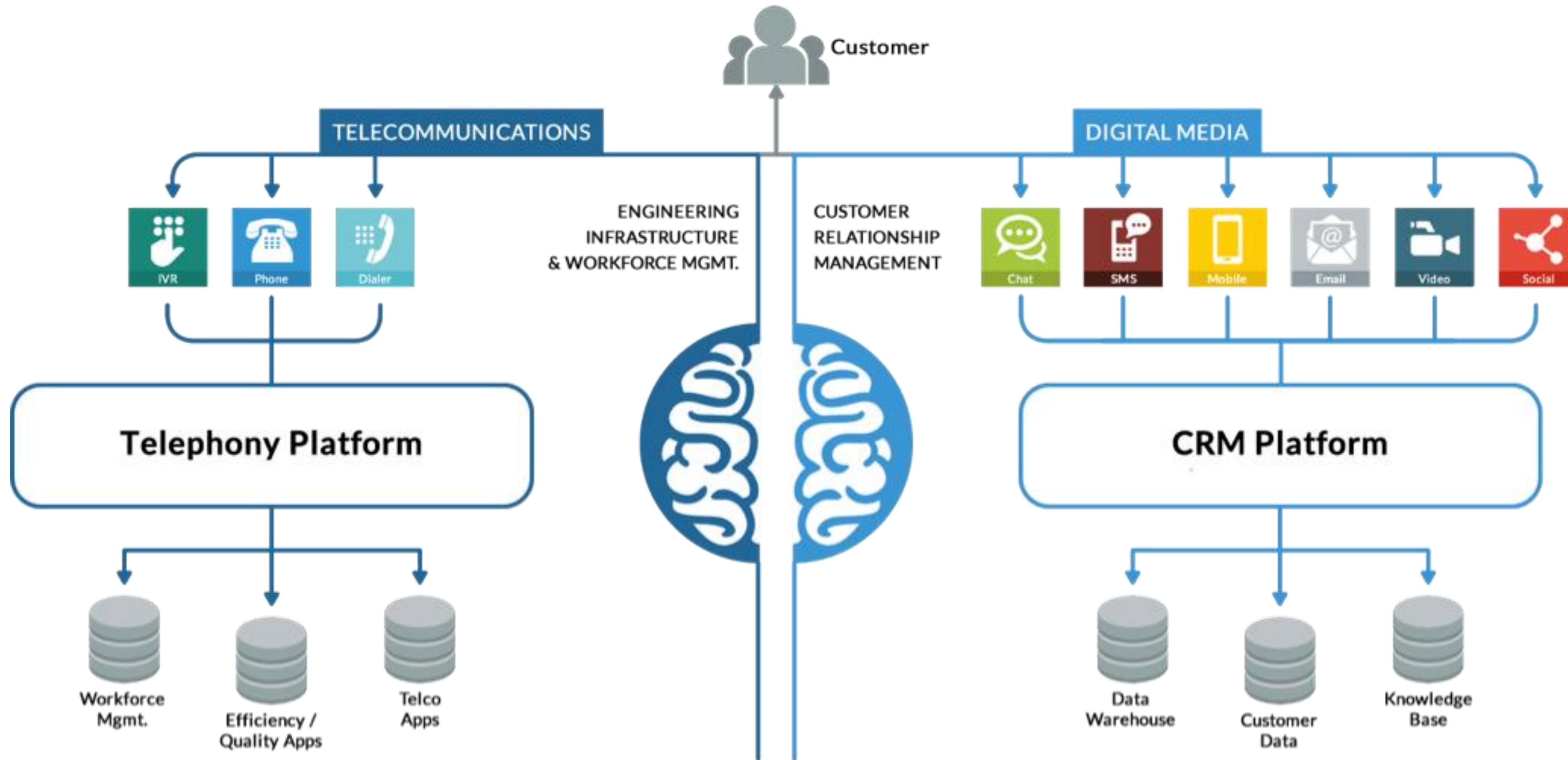
What we Offer?



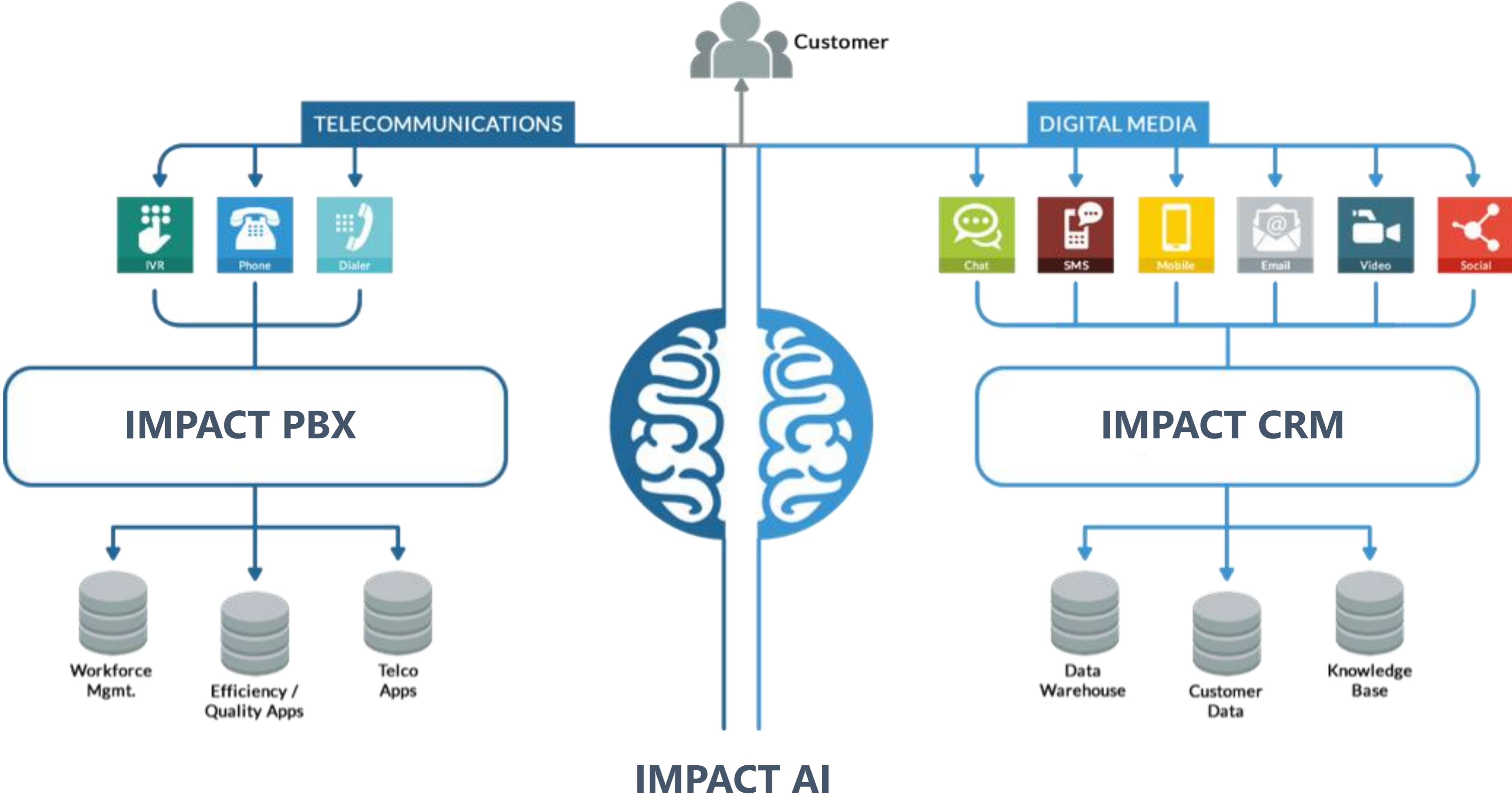
Impact Tech offers a one stop shop for businesses by providing a variety of business intelligence AI-driven solutions such as CRM, PBX, Payment Gateway.



How everything typically works



How everything should work



Telephony Platform

IMPACTPBX pbx.impactechs.com 248.57\$ Hello, admin

No extensions assigned to this user. In order to manage Operator Panel you need to add this user to Users field in [Extensions > Extension Edit](#).

Extensions	Total Extensions	My Extensions	Registered Extensions	Active Calls	Ringing Calls	Inbound Calls	Outbound Calls
	36	0	11	0	0	0	0

1000 Reception Unspecified EG 161:28:23

1003 William Impact Unspecified EG

1005 AI Team Unspecified EG 1199:32:13

15000 AI Team Unspecified EG

15001 Telecoms Team Unspecified EG 669:57:41

15002 Telecoms Team Unspecified EG

15003 Telecoms Team Unspecified EG 429:27:16

15004 Constantinos Ch... Unspecified EG

15005 Alex Mina Unspecified EG

15006 Unspecified Name Unspecified EG

15007 Unspecified Name Unspecified EG

2000 Sales Team Sales Available 22:41:54

2001 Sales Team Sales

2002 Sales Team Unspecified EG

2003 Support Team Sales 22:45:30

2005 Support Team Support 330:23:41

2006 Support Team Sales Available

3000 Support Team Unspecified EG 94:43:49

3001 Support Team Unspecified EG

3002 Unspecified Name Unspecified EG 791:43:18

3003 Unspecified Name Support

4000 Dimitra Zacharo... Unspecified EG 95:26:13

4100 Accounting Unspecified EG

4200 Marketing Unspecified EG

4201 Marketing Unspecified EG

4202 Neo Unspecified EG Available

5000 Marketing Unspecified EG 19:31:45

8000 Marketing Unspecified EG

8100 HR Unspecified EG 119:26:00

8200 AI Team Unspecified EG

8201 Marketing Team Unspecified EG

9000 Accounting Unspecified EG 337:03:39

9993 Support Test Unspecified EG

9994 Unspecified Name Unspecified EG

IMPACT PBX

- Manage all external and internal communication from one screen
- Save up to **80%** on phone calls
- No hosting fees
- **No set-up cost**
- No hardware cost
- Unlimited extensions and concurrent calls
- Secure

The screenshot displays the IMPACT PBX web interface. At the top, the URL is pbx.impactechs.com and the account balance is 248.57\$. A navigation sidebar on the left includes options like Dashboard, Operator Panel, Reports, Routing & Bridging, Activity & Status, Extensions, Extension Groups, Users, AI, Dialplan Manager, Contacts, SMS, Fax, Call Centers, Conferences, Ring Groups, Tools, and Advanced. The main content area shows a summary of 36 total extensions and a grid of individual extension cards. Each card displays an extension number, name, team, and call status (e.g., Available, Unknown, or with a call duration). A message at the top of the grid states: "No extensions assigned to this user. In order to manage Operator Panel you need to add this user to Users field in Extensions > Extension Edit."

Extensions	Total Extensions	My Extensions	Registered Extensions	Active Calls	Ringing Calls	Inbound Calls	Outbound Calls
	36	0	11	0	0	0	0

Extension	Name	Team	Status	Call Duration
1000	Reception	Unspecified EG	Unknown	161:28:23
1003	William Impact	Unspecified EG	Unknown	
1005	AI Team	Unspecified EG	Unknown	1199:32:13
15000	AI Team	Unspecified EG	Unknown	
15001	Telecoms Team	Unspecified EG	Unknown	669:57:41
15002	Telecoms Team	Unspecified EG	Unknown	
15003	Telecoms Team	Unspecified EG	Unknown	
15004	Constantinos Ch...	Unspecified EG	Unknown	
15005	Alex Mina	Unspecified EG	Unknown	
15006	Unspecified Name	Unspecified EG	Unknown	
15007	Unspecified Name	Unspecified EG	Unknown	
2000	Sales Team	Sales	Available	22:41:54
2001	Sales Team	Sales	Unknown	
2002	Sales Team	Sales	Unknown	
2003	Support Team	Sales	Unknown	22:45:30
2005	Support Team	Support	Unknown	330:23:41
2006	Support Team	Sales	Available	
3000	Support Team	Unspecified EG	Unknown	94:43:49
3001	Support Team	Unspecified EG	Unknown	
3002	Unspecified Name	Unspecified EG	Unknown	791:43:18
3003	Unspecified Name	Unspecified EG	Unknown	
4000	Dimitra Zacharo...	Unspecified EG	Unknown	95:26:13
4100	Accounting	Unspecified EG	Unknown	
4200	Marketing	Unspecified EG	Unknown	
4201	Marketing	Unspecified EG	Unknown	
4202	Neo	Unspecified EG	Available	
5000	Marketing	Unspecified EG	Unknown	19:31:45
8000	Marketing	Unspecified EG	Unknown	
8100	HR	Unspecified EG	Unknown	119:26:00
8200	AI Team	Unspecified EG	Unknown	
8201	Marketing Team	Unspecified EG	Unknown	
9000	Accounting	Unspecified EG	Unknown	337:03:39
9993	Support Test	Unspecified EG	Unknown	
9994	Unspecified Name	Unspecified EG	Unknown	

Automation using Explainable AI

.....



How to automate the whole process with
Explainable AI

Explainable AI (xAI) on top of PBX

The screenshot displays a call analysis interface for a call on 17/11/2020 at 16:43:20. The interface is divided into several sections:

- CALL SUMMARY | BRAND PROTECTION:** A red speech bubble icon indicates a brand protection event.
- CALL SUMMARY | SENTIMENT ANALYSIS:** Shows sentiment levels for Agent and Customer. Agent sentiment is mostly Positive (green), while Customer sentiment is mostly Negative (red).
- CALL SUMMARY | TALK-2-LISTEN:** Displays a 66.67% ratio.
- DIALOG | AUDIO:** A waveform visualization showing the audio of the call with color-coded segments for sentiment and tags/entities.
- DIALOG | TRANSCRIPTION:** A text-based transcript of the call with highlighted entities like names and companies.
- EVENTS | TAGS & ENTITIES:** A table summarizing detected tags and entities.

Tags	Count	Entities	Count
Greetings	3	Person	5
Formal introduction	6	Time	1
Reason to call	10	Ordinal	1
Exercise of pressure	2	Geo-political	2
Leverage	1	Date	2
Manager request	1	Percentage	1
		Money	1

At the bottom, there are playback controls (volume, speed, play/pause, stop, next) and a set of action buttons: Delete, Download, Retranscribe, Reanalyse Compliance, and Close.

Brand Protection Using ML/DL

Waveform with Sentiment Analysis and Events

Call Transcription

Call metrics: Talk-to-Listen Ratio

Events / Intent recognition (i.e. greetings, formal intros)

Entity Recognition (i.e. Date, Orgs)

IMPACT SALES HERO

- Automatically monitor all external and internal communication
- More than **80% transcription accuracy**
- Understand the context of the conversation (Entity recognition)
- Understand how the potential lead is reacting (Lead Sentiment Analysis)
- Clone your most successful seller

Agent 17/11/2020 16:43:20

CALL SUMMARY | SENTIMENT ANALYSIS

Agent: Positive (Green), Neutral (Grey), Negative (Red)

Customer: Positive (Green), Neutral (Grey), Negative (Red)

CALL SUMMARY TALK-2-LISTEN 66.67%

DIALOG | AUDIO

Agent

Customer

00:00/02:15

DIALOG | TRANSCRIPTION

Customer | customer
Hello

Agent | agent
Hi there is this Ivana

Customer | customer
Speaking

Agent | agent
Hi my name is anthony i'm calling from the company fx markets

Customer | customer
A what

Agent | agent
From fx markets we are an online forex broker

Customer | customer
Ok okay

EVENTS | TAGS & ENTITIES

Tags		Entities	
Greetings	3	Person	5
Formal introduction	6	Time	1
Reason to call	10	Ordinal	1
Exercise of pressure	2	Geo-political	2
Leverage	1	Date	2
Manager request	1	Percentage	1
		Money	1

Buttons: Delete, Download, Retranscribe, Reanalyse Compliance, Close

CAPTURE – UNDERSTAND - DELIVER

Thank you!



TELEPHONE

+357 25262136



EMAIL

hello@impactechs.com



OFFICES

Troodos 20

Agios Athanasios 4100

Limassol - Cyprus