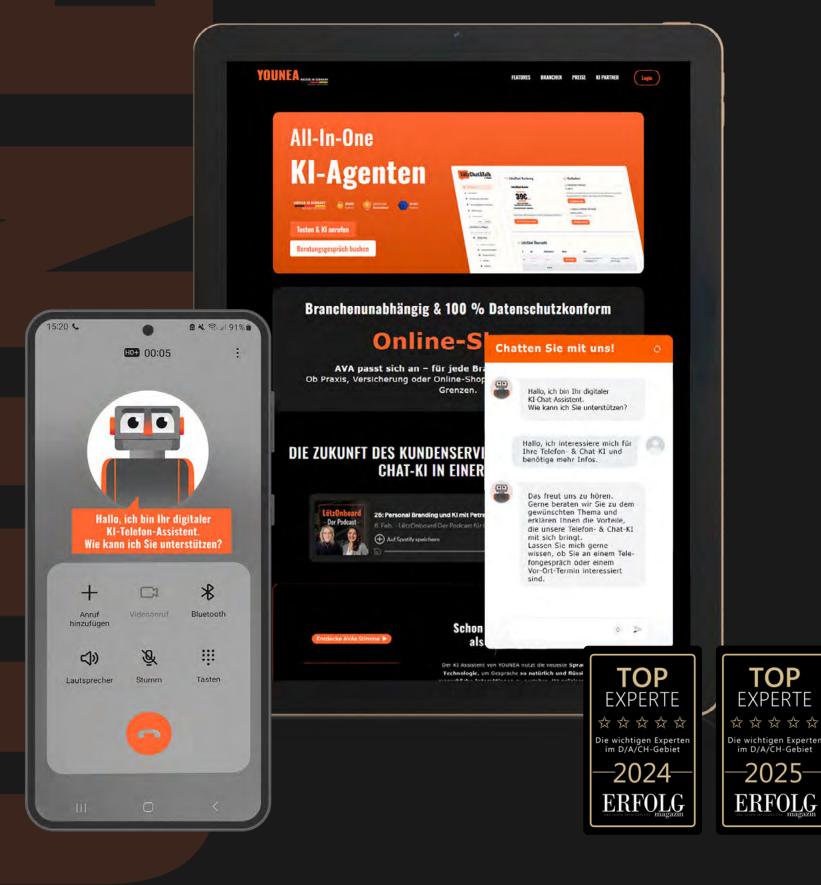
## Top 10 arguments of the telephone/chat Al from YOUNEA











**1** Award-winning company

YOUNEA has won several awards and has been featured in Erfolg-Magazin, Der Spiegel, Manager Magazin, Wirtschaft TV and on Spotify, among others.

**9** EU AI Act & GDPR compliance

Our Al agent complies with both the EU Al Act and the GDPR. This means that the highest security and data protection standards are guaranteed.

**3** Automated order processing

Take and submit orders automatically and process and fulfil them directly in the CRM.

**Multilingual support** 

The Al agent is available in several languages, which improves international customer service. For example, German, English, French, Luxembourgish and Portuguese.
This allows employees and suppliers to communicate in their native languages.

Automation of customer service processes
The Al agent automates both incoming and outgoing phone calls, emails, chats and WhatsApp messages.

**6** Improved availability 24/7

Customers are served directly without waiting times and complicated menus - immediate availability around the clock.

**7** Natural dialogues

Instead of rigid voice menus, the agent conducts real, natural dialogues that lead to a pleasant customer experience.

Extended functions

In addition to purely conducting calls, the Al agent also arranges appointments and sends reminders.

**Q** Cost efficiency

Automation reduces expensive call centre processes, resulting in considerable cost savings in the millions of euros.

10 Successful market penetration

Numerous major customers in Germany, Austria and Switzerland are already using our Al agent.

DER SPIEGEL Die Presse













