

Executive Overview

Regal is the leading AI Agent and AI-enhanced CCaaS Platform for consumer businesses. Build a low-latency, human-like AI Agent once and deploy across all channels. Connect with your customer data sources to perfect every customer interaction with a blend of your AI-enhanced human agents or our autonomous AI agents. Finally, leverage our tools to build a culture of continuous improvement. Power better support, sales, and operations - with way less effort.

Product & Service Offerings

- AI Agents: Voice (WebRTC, calls, agentless calls, ringless voicemail), Messaging (1:1 and 1:Many SMS/MMS), and Digital (email, webchat, other text-based chat)
- No-Code AI Agent Builder
- AI Agent Actions: Scheduling, Payments, Updating CRM, Qualification and much more
- Omnichannel CX: Human agents can connect to customers via Voice, Messaging, and Digital (same channels as above)
- Unified Customer Profile
- Sales Dialers: Power Dial, Preview Dial, Progressive Dial
- Outbound No-Code Journey Builder
- Drag-and-Drop IVR Builder
- A/B Testing
- AI Scorecards
- Conversation Intelligence
- Custom Dashboards
- Native Integrations with Common Systems
- Webhooks and APIs

Sales Engineer Take On Best Fit

[Regal.io](#) is an outbound-oriented contact center solution as well as offers advanced virtual agents designed to handle high-volume, repeatable tasks in contact centers, particularly in B2C industries such as healthcare, insurance, and financial services.

John Paullin - Field Sales Engineer UCaaS, CCaaS

Key Features & Differentiators

Leader in AI Voice Agents

AI Voice Agent: Our AI Voice Agents feel human, have super low-latency, let your customers speak naturally, interrupt, and change topics. They speak 30 different languages and can take on different accents and personalities to match the experience you want to build for your customers. They're always online, they're omniscient, easily customizable, and available at a low-cost per minute basis.

AI Agent Builder: Allows anyone to build AI Agents through prompt engineering. Customize how AI Agents talk, what you want them to say, and what outcomes you want them to drive. Test in the builder before deploying them to your contact center.

Omnichannel Capabilities:

- Voice - WebRTC, calls, agentless calls, ringless voicemail
- Messaging - 1:1 and 1:Many SMS/MMS
- Digital - Email, webchat, other text based chats

Agent Actions: AI Agents can programmatically take actions like scheduling follow ups, sending SMS messages, updating your CRM, and processing payments.

Human Agent Desktop: Manage human and AI Agent actions on our no-code Agent Desktop, which also includes our Journey and IVR builders as well as our A/B testing functions. If needed, you can keep your human agents on your existing CCaaS system and manage your AI Agents through Regal instead.

Live Monitoring and QA: Assure AI Agent quality through live monitoring, AI scorecards, and conversation intelligence on 100% of calls.

Native A/B Testing: Continuously refine your AI Agents by experimenting with different messaging, cadences,

and even voices and accents.

AI-Enhanced CCaaS

Unified Agent Desktop: Unify your customer data by connecting your customer systems to Regal. Leverage that data, and the data created by Regal to perfect every customer interaction.

No-Code Outbound Journey Builder: Leave your IT team alone and build out automated outbound customer engagements for your AI and human agents right from our Agent Desktop. Our no-code tools can be leveraged by anyone, even non-technical stakeholders.

Drag-and-Drop IVR Builder: Create inbound IVR flows without writing a single line of code through our drag-and-drop UI. Leverage your existing customer data to route callers to the right agent based on their history and requirements.

Robust Analytics and Reporting: Build robust custom dashboards with our comprehensive reporting and smooth data in/out capabilities. Measure agent performance based on your KPIs and ensure consistent performance.

Workforce Optimization: Track your agents' performance across all of their interactions using conversational intelligence, AI scorecards, and insights gained from our rich analytics.

Native A/B Testing: Improve your customer experience by experimenting with different messages, cadences, even speed-to-lead to find the right time and right message to delight your customers at scale..

Top Industries Served

- Healthcare
- Insurance
- Education
- Other

Ideal Customer Profile

Ideal Customer Profile

- Contact center teams at consumer businesses - including sales, support, and operations teams
- Consumer Industries with High-Intent Purchases: Consumer Healthcare, Insurance, Education, and Home Services
- 20 - 2,000 agents making at least 20,000 calls per month
- Organizations seeking to improve conversion rates, CSAT, customer engagement through personalized communication strategies, and operational efficiency with AI Agents

Qualifying & Technical Questions

- How big is your contact center?
 - Looking for 15+ agents
- How many calls is your contact center making each month?
 - Looking for 20,000+ calls per month
- What is your current set up?
 - Looking to displace Five9, Talkdesk, or any softphone set up like Dialpad
- Have you discussed implementing AI Agents into your contact center?
 - Looking for prospects who are actively researching or looking for AI Agents
- Are you experiencing any issues with your current contact center setup?
 - Looking for: lack of insight, inability to prioritize tasks or leads, can't experiment easily, always relying on IT, speed-to-lead issues, CSAT issues, connect rate issues