



When AI call first - Predictive Voice Agents for churn Retention & Prevention



Automating conversations. Driving efficiency. Unlocking growth.



AI-Powered
Conversations



Reduce Cost
Increase Conversion



Serve Millions
Instantly



Secure. Reliable.
Enterprise Ready.

Trusted by leading enterprises | **1.5M+** customers served monthly

We are SmartRep

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As an industry leader in the field of Artificial Intelligence, SmartRep specializes in the creation of **advanced AI solutions designed** to revolutionize customer interaction.

We harness the transformative power of AI, to build **sophisticated conversational agents** that drive engagement and deliver exceptional, personalized journeys **tailored to your unique business needs.**

“

*We transform the way
businesses communicate
with their customers
through
Artificial Intelligence.*

Revolutionizing Every Customer Touchpoint

WITH AI AGENTS



AI Voice Agent



AI Chat Agent



AI Video Agent



Better Experience



Lower Costs



Stronger Results

THINK LIKE YOUR CUSTOMER



Today, we'll explore some of the **key challenges** the industry is facing — and **how they can be addressed!**



The Real Problem



The Wrong Timing



The Idea



What Changes



Think & Act



Live Demo



The Question

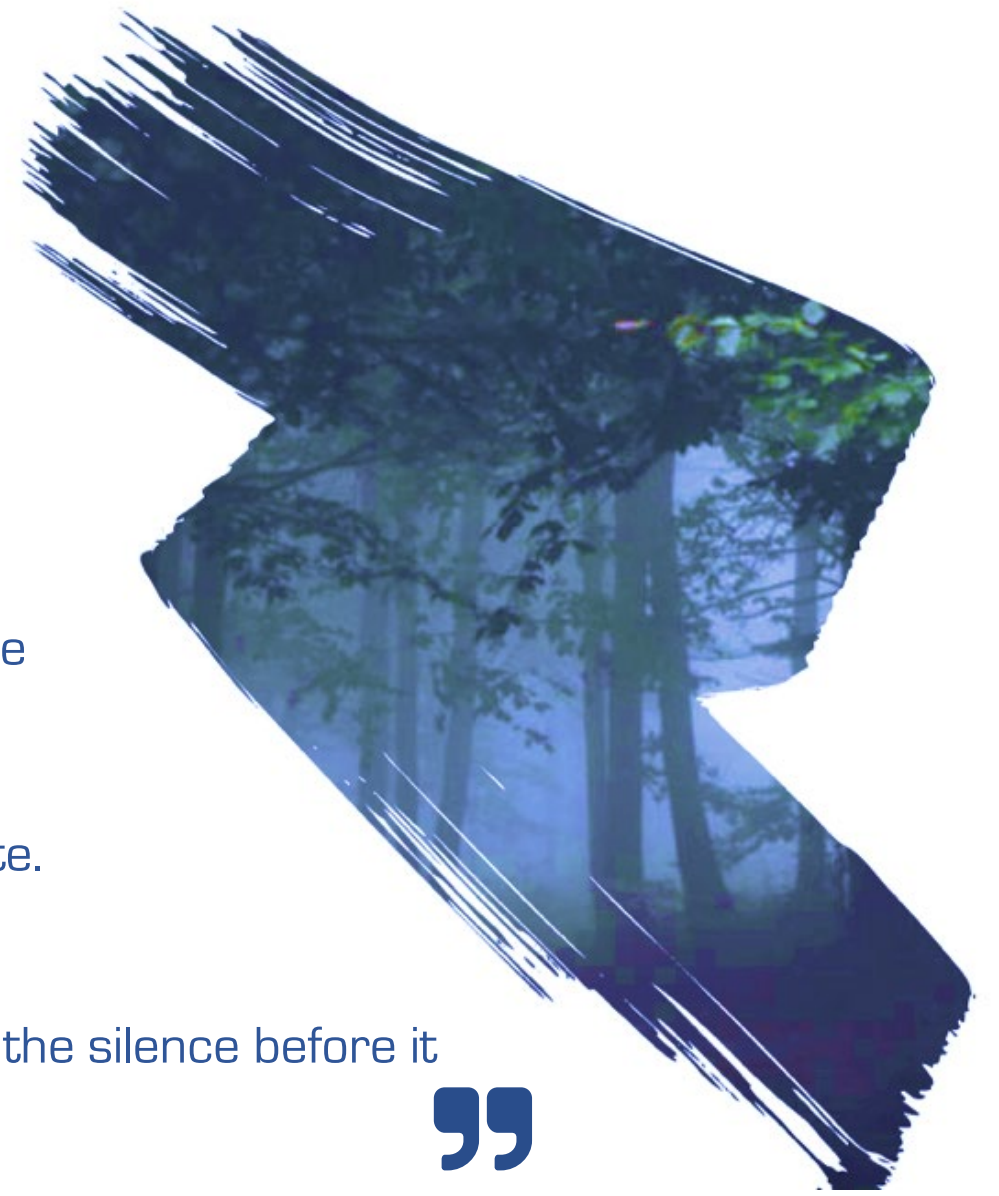
The Real Problem



Customers don't leave suddenly. In reality, they decide to leave long before a policy expires.

The problem is... we usually call them when it's already too late.

In insurance, churn doesn't happen at renewal. It happens in the silence before it



The Wrong Timing

.....

“

Most insurers do the same thing:
mass campaigns, same message, same timing,
for everyone...

But retention is not a volume problem.
It's a timing problem...

The real question isn't if we should call.
It's when!

”



The Idea

.....

“

What if we could know which customers are at risk before they make the final decision?

And what if the first call wasn't a script, but a meaningful, human conversation?

That's where **When AI Calls First** was born..!

”



What Changes



“

We use predictive signals to identify churn before renewal...

Then, Voice AI agents make the first call — not to everyone, but only to those who truly need it...

At the right moment...

With the right tone...

And with seamless escalation to a human agent when it matters...

”

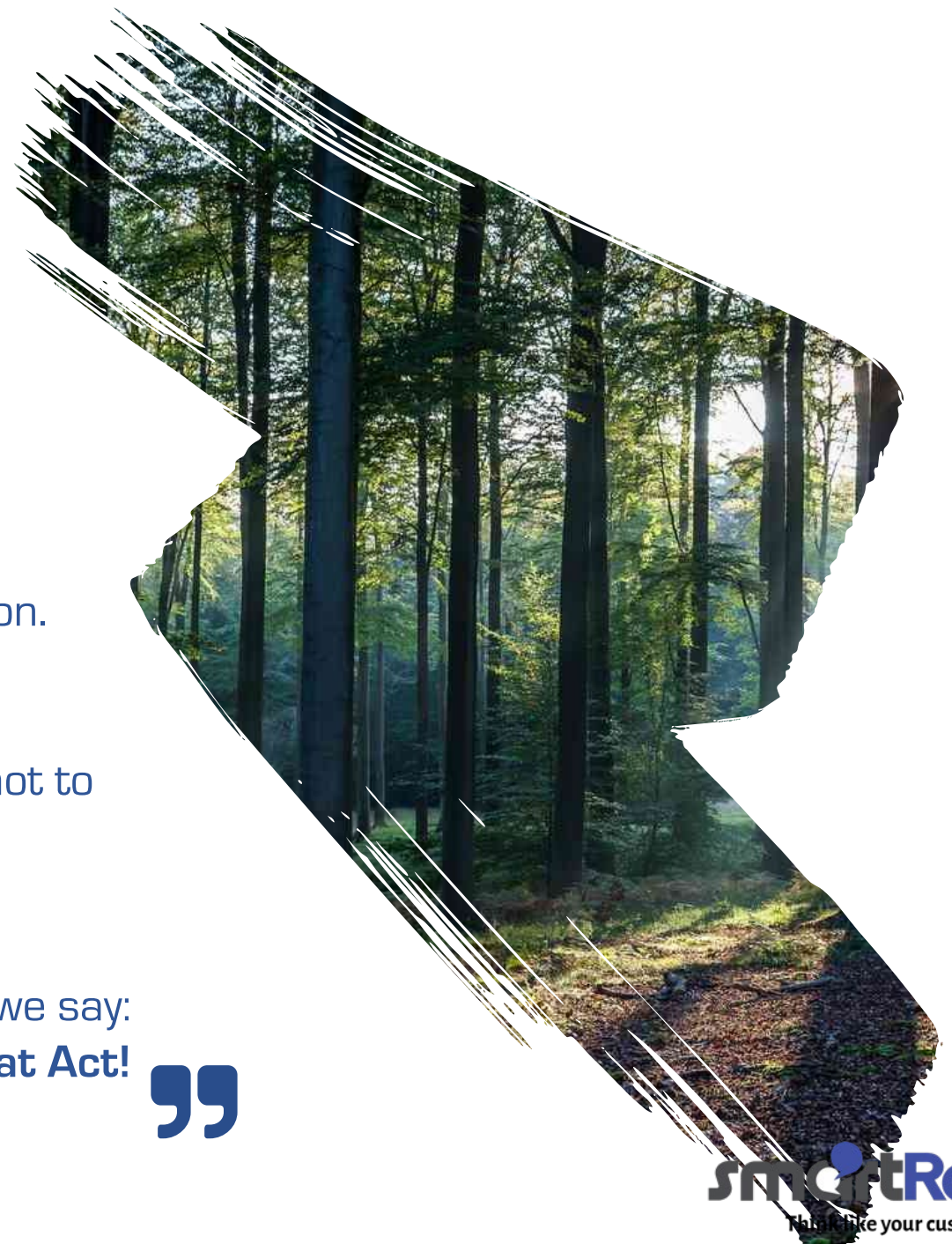
Think & Act



Because AI has no value if it only thinks.
And automation has no value if it doesn't lead to action.

Then, Voice AI agents make the first call — not to everyone, but only to those who truly need it...

That's why we say:
Voice AI That Thinks, Agents That Act!



The Outcome

.....



“

When you call earlier, you don't just reduce churn...

You **protect revenue.**

You **free up agents.**

And most importantly — **before it's too late..!**

”

Insurance Voice Agent Demo

A comprehensive system that combines machine learning with AI voice agents for early detection and effective management of high-risk churn customers. Leveraging historical policy data, the system predicts churn rate and triggers automated phone calls, during which AI agents converse with customers, identify concerns, and propose targeted solutions aimed at retaining them.

Churn Rate Predictive Model

Insurance Renewal Predictor
AI-Powered Churn Prediction System

Random Forest | Accuracy: 82.69% | F1 Score: 89.16%

Policy ID
Test1234
Optional: Policy identification number

Client Name
e.g., John Doe
Optional: Full name of the client

Phone Number
e.g., +30 123 456 7890
Optional: Client contact number

Policy Type
Select policy type... ▾

Policy Tenure (months)
How long has the customer had this policy?

Current Premium (€)
Current premium amount in euros

Premium Change (%)

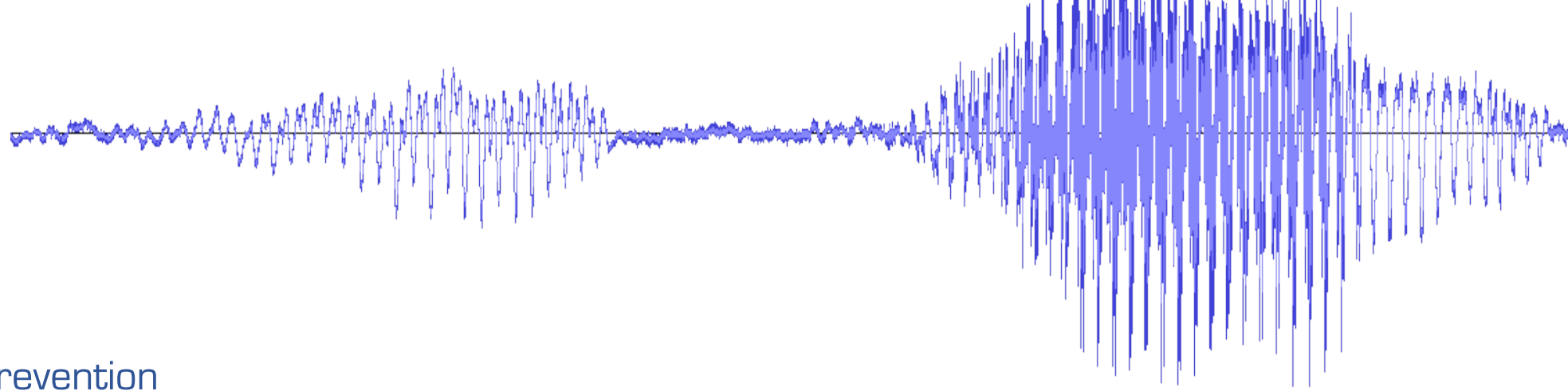
Outbound Call Triggered



Voice Agent Conversation

Use cases

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Renewals & Churn Prevention

Claims Communication & Experience

Payments & Collections

Quote Follow-Ups & Abandoned Sales

Policy Onboarding & Early Engagement

Upsell & Cross-Sell

The Question

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“ At the end of the day, the question isn't whether we will use AI.

The real question is:

**Will we call first —
or will customers say goodbye first?**

”



Tailored AI & Agentic Solutions: Bespoke Intelligence for Your Enterprise

We don't believe in one-size-fits-all. Our consultative approach ensures that every agentic solution is **custom-engineered** to integrate with your systems, adhere to your **unique business logic**, and solve your most complex **operational friction points**.



HR Solutions

Streamline the entire employee lifecycle from automated recruitment screening to seamless onboarding.



Training Solutions

Empower your workforce at scale with personalized, interactive AI video training sessions and skills assessments.



Collections & Payment Solutions

Automate payment reminders and collections to safeguard cash flow and prevent service-interruption churn.



Logistic Solutions

Provide customers with instant access to real-time order tracking and shipment updates through deep backend system integration.



Transcription & Sentiment Solutions

Transform every conversation with your customer into a strategic asset with real-time speech-to-text, automated summaries, and advanced sentiment analysis to drive data-driven decisions.



Loyalty & KYC Solutions

Safeguard your brand and revenue through automated identity verification (KYC) and proactive retention strategies designed to minimize churn and maximize customer lifetime value.

Trusted by



Banking & Insurance



ALPHA BANK



Groupama
Ασφαλιστική

MEGA
BROKERS



Public Sector



EYAO



ΔΕΔΔΗΕ



ΕΛΛΗΝΙΚΗ ΔΗΜΟΚΡΑΤΙΑ
ΥΠΟΥΡΓΕΙΟ ΑΝΑΠΤΥΞΗΣ
ΓΕΝΙΚΗ ΓΡΑΜΜΑΤΕΙΑ ΕΜΠΟΡΙΟΥ



Education



HELLENIC
AMERICAN
UNION



Courier

SPEEDEX

ACS



Retail

METRO
CASH & CARRY



Transportation & Automotive



SFAKIANAKIS
GROUP

SUPERFAST FERRIES

Blue Star Ferries

HELLENIC SEAWAYS

ANEK LINES



SUZUKI



Other sectors



OBRELA



NOVA ICT

Awarded with



Ready to Lead the AI Transformation?

Every enterprise journey is unique. We are ready to audit your workflows and deploy AI Agents that reshape operational efficiency, reduce costs, and redefine your customer experience.

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