

CAIRO

FOR

ESI Cloud

Smart AI Receptionist
& Orchestrator for the
ESI eCloud PBX™ Platform

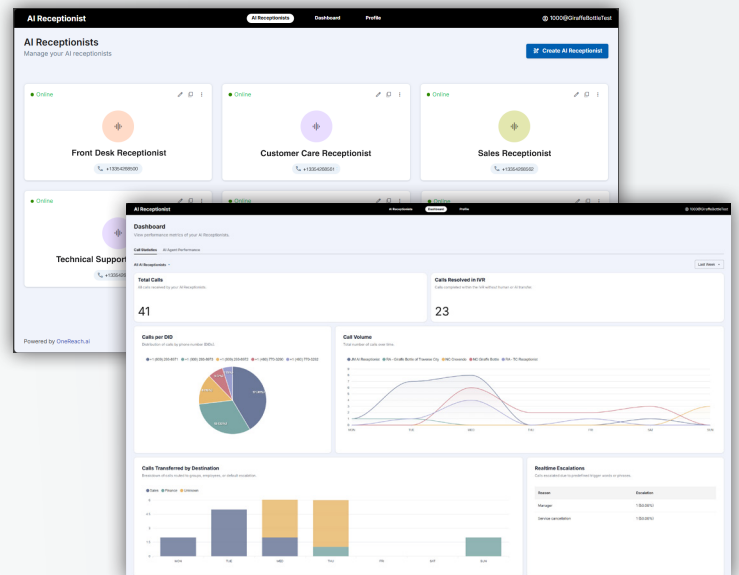


Meet CAIRO for ESI Cloud™ – Your Always-On AI Receptionist

Never miss a call again. CAIRO for ESI Cloud answers with a natural voice, understands intent, and routes callers to the right place. Purpose-built for the ESI eCloud PBX™ platform, CAIRO combines conversational AI, voice automation, and your business knowledge base to handle routine requests, reduce call handling time, and elevate every caller's experience.

CAIRO Helps Your Business:

- Deliver 24/7 call coverage with natural, human-like conversations
- Route and escalate intelligently to ESI Cloud users, queues, or eCloud Call Center™ agents
- Schedule appointments automatically with calendar integration
- Support multilingual callers for broader reach
- Improve accuracy with customizable training and knowledge updates
- Gain visibility with traffic analytics and actionable insights



CAIRO for ESI Cloud™ Core Features:



Voice & Personality

- Assign CAIRO to any business number (DID)
- Choose from professional AI voices
- Match CAIRO's tone to your brand
- Set escalation and handoff for priority or complex calls



Appointment Scheduling & Calendar Integration

- AI-enabled appointment scheduling
- Sync with Microsoft 365 and Google Calendar
- Send SMS confirmations and reminders



Security & Reliability

- Intent-based call handling and routing controls
- Rogue Spam/abuse handling controls (block/route/escalate rules)



Knowledge & Skills

- Train CAIRO from your website, FAQs, and uploaded documents
- Improve responses with guided prompts
- Natural conversation (small talk and turn taking)



Traffic Analytics & Caller Insights

- Real-time SMS alerts for keywords and intent
- Flags unanswered questions for training
- Keyword tracking and traffic statistics



Customizable Agent Templates

- Pre-built agent workflows for fast setup
- Built-in handoff and workflow scheduling

See what CAIRO for ESI Cloud™ can do for your business:

esi-estech.com/CAIRO

or contact your local ESI Reseller today!