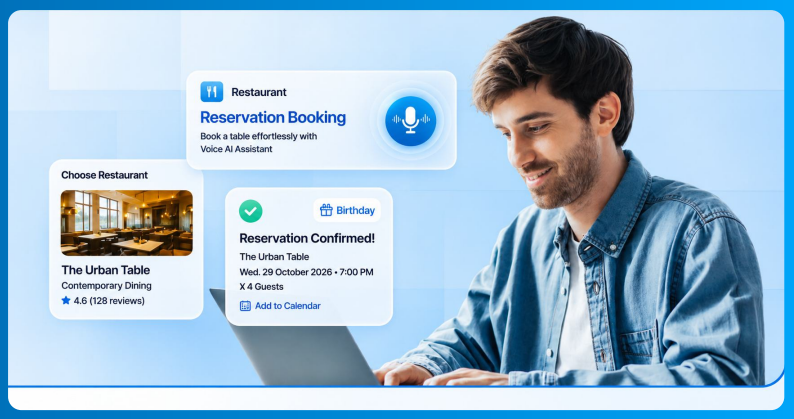
TATA COMMUNICATIONS

TATA COMMUNICATIONS VOICE AI + AI WORKERS FOR

Appointment booking



Appointment booking is a CX challenge but an operations liability

Booking journeys might often start in **voice, IVR, web, or messaging,** but most still break across rigid menus, fragmented systems, and manual hand-offs.

What your customers' current booking journeys look like:



1 Intent capture

"I need to book an appointment."

Customers start on voice, web, IVR, or messaging, unsure how they can reach an outcome as quickly as possible.

2 Verification and policy checks

"Why do I need to repeat my details?"

Customers repeat details while agents verify eligibility, preferences, and policies

3 Availability and optioning

"Can you find me the right slot?"

Agents check availability across locations and schedules before offering options

4 Booking and confirmation

"Is my booking actually confirmed?"

Updates depend on manual handoffs, increasing delays, errors, and follow-ups

5 Reminders and rescheduling

"I need to change my appointment."

Customers restart the process, repeat context, and wait for the right team

The result

- Higher customer effort from repeated details
- Booking drop-offs and failed confirmations
- Increased operational workload from manual handoffs

Voice AI handles the conversation

Voice AI acts as the natural interaction layer, listening, understanding, asking follow-up questions, and keeping the interaction human-like and contextual across channels.

With Tata Communications AI Platform

AI Workers handle the work

AI Workers sit behind the conversation layer to plan, coordinate, and execute work across enterprise systems with governance, auditability, and human-in-the-loop controls securely.

Together, they turn appointment bookings from a fragmented service interaction into a connected, end-to-end workflow across channels and systems.

Business value for operations, CX and business leaders

- Faster, frictionless booking with less effort
- Fewer missed appointments and better completion rates
- Frontline teams freed from routine, manual handoffs
- Seamless continuity across voice, IVR, web, and messaging

Industry use cases

- Hospitality
- Healthcare
- Automotive
- Professional services
- Utilities

- Booking confirmations
- Appointment rescheduling
- Reminders & follow-ups
- After-hours support
- Telehealth care
- Tests & diagnostics
- 24/7 concierge
- Tour & activity planner
- Test drives
- Evaluation booking
- Technician dispatch
- Site visits
- Installations & repairs
- Demos & maintenance

Appointment booking flow with Tata Communications AI Platform

1. **Intelligent conversation** — Voice AI engages customers naturally, understands intent, answers context-aware questions, and handles interruptions using enterprise knowledge.
2. **Data collection & unification** — Voice AI collects and verifies customer details such as name, phone number, and email.
3. **Availability check** — AI Workers connect with scheduling systems via APIs and webhooks to check real-time availability.
4. **Booking** — AI Workers instantly create bookings in enterprise systems and the assigned individual's calendar (e.g., doctor or technician).
5. **Confirmation** — AI Workers trigger confirmations and reminders through the customer's preferred channel (SMS, WhatsApp, or email).

Why Tata Communications AI Platform?

Tata Communications AI Platform helps enterprises remove friction, extend service availability, and free human teams to focus on complex cases.

AI OPERATING SYSTEM

The execution layer that unifies systems, data, and workflows for bookings, scheduling, reminders, and follow-ups.

CONTEXT GRAPH

The intelligence layer that continuously builds enterprise context by connecting data, interactions, intent, and relationships.

ONE TRUSTED PARTNER

A single partner for deploying and scaling AI-powered booking, from platform and integrations to managed services and operational support.

Impacting enterprise KPIs

24/7
service without additional agents

30%*
reduction in missed appointments

15%*
higher booking completion rates

2X*
more efficient than a call center

*Up to