

LOVI



Voicesense

# II ElevenLabs

**Ai Agents & Deep Voice Analysis**

*más allá de las palabras*



Lucas Desiderio  
**ElevenLabs**

Andrés Pulgarín  
**Lovi.ai**

Tómas Maldonado  
**Voicesense.com**

## DemoTalk

✦ REAL USE CASES ✦

ANALISIS DE LA VOZ PARA TOMA DE DECISIONES

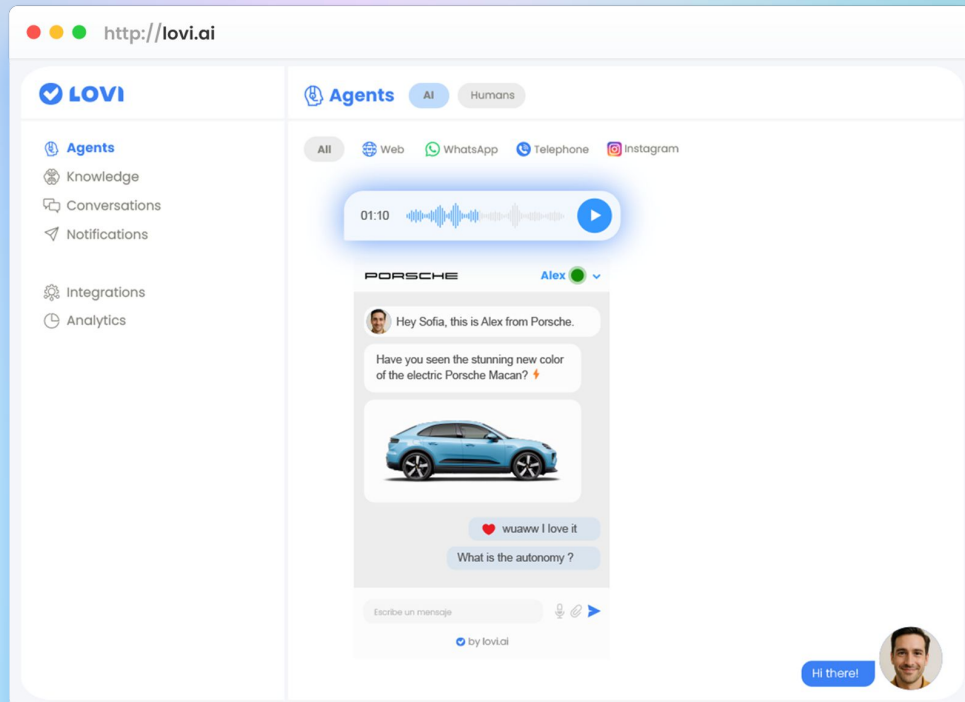
 **patio**  
campus

# AI Agents & Deep Voice Analysis

Madrid, July 10th, 2025



# AI Agents for Customer Love



# ✓ Customer Love

# ✓ Customer Love

**Respond to every customer  
on any channel,  
at any time,  
in any language.**

# ✓ Product

# Agent Actions

- ✓ Think
- ✓ Contact
- ✓ Talk
- ✓ Analyse

# Agent Actions

- ✓ Think
- ✓ Contact
- ✓ Talk
- ✓ Analyse

# Modules



Knowledge



Notifications



Conversations



Analytics



 **Agents**

 Knowledge

 Conversations

 Notifications

 Integrations

 Analytics

 **Agents**

AI

Humans

All

 Web

 WhatsApp

 Telephone

 Instagram

01:10





PORSCHE

Alex  

 Hey Sofia, this is Alex from Porsche.

Have you seen the stunning new color of the electric Porsche Macan? ⚡





## Knowledge

**Knowledge base**

Schaer Int

+

Crawlers

FAQs

Documents

Configuration

Playground



## Campaigns

**WhatsApp notifications**

Templates

Create template

Campaigns

Create campaign

**Voice notifications**

Campaigns

Create campaign



## Conversations

**Unassigned** 0

**All requests**

**Automated**

**Tags**

Facebook

Web



## Analytics

**Analytics**

**General metrics**

Activity report

Social Listening

Click to go back, hold to see history

ChatGPT Simon Get Client Informa... Bustos ShortCuts FLUJO CAMPAÑA... Scaleup Spain Net... Uli Home Notion Competencia Alquiler vacacional... All Bookmarks

Unassigned 0

All requests

Automated

Tags

An Andres (Test)  
17/5/25, 18:57  
ES | Last: 3m |  
Finalized: 17/5/25, 18:57

F Francis  
15/5/25, 15:54  
ES | Last: 2d |  
Finalized: 15/5/25, 15:54

Te Test  
15/5/25, 15:50  
ES | Last: 2d |  
Finalized: 15/5/25, 15:50

da daniela  
14/5/25, 12:19  
ES | Last: 3d |  
Finalized: 14/5/25, 12:19

Ha Herminia  
14/5/25, 12:06  
ES

JU JUDIT  
14/5/25, 10:21  
ES | Last: 3d |  
Finalized: 14/5/25, 10:21

Os Oscar  
13/5/25, 17:34  
ES | Finalized: 13/5/25, 17:34

Os Oscar  
13/5/25, 17:33  
ES | Finalized: 13/5/25, 17:33

Jo Jesús  
13/5/25, 13:18  
ES | Last: 4d |  
Finalized: 13/5/25, 13:18

Al Ale  
13/5/25, 9:57  
ES | Last: 4d |  
Finalized: 13/5/25, 9:57

An Antonio  
12/5/25, 14:04  
ES | Last: 5d |

Perfecto, Andres (Test), me lo apun- Dime, ¿en qué grado estás interesado?

17/5/25, 18:57

En enfermería.

17/5/25, 18:57

El grado medio en auxiliar de enfermería es muy interesante, Andres (Test). Puedes trabajar en hospitales, clínicas, balnearios, atención primaria, bucodental, geriátrico, pediátrico, esterilización, unidades especiales y salud mental. ¿Quieres saber más sobre los planes de -

17/5/25, 18:57

El precio de la matrícula para el grado medio en auxiliar de enfermería es de tres mil novecientos noventa y cinco euros. El precio anual es de tres mil novecientos noventa y cinco euros y el precio total es de tres mil novecientos noventa y cinco euros. ¿Quieres saber más sobre nuestras modalidades o nuestra propuesta de valor?

17/5/25, 18:57

¡Genial, Andres (Test)! Si te parece, te envío al WhatsApp de este número toda la información junto al enlace de reserva para que puedas inscribirte.

17/5/25, 18:57

Pues ha sido un placer hablar contigo, Andres (Test). Estoy muy contenta de que hayas decidido estudiar con nosotros. Ya te digo, te envío ahora mismo toda la información a tu WhatsApp. ¿Hay algo más que quieras saber, tienes alguna otra pregunta?

Perdona, ¿y cuánto cuesta?

17/5/25, 18:57

No, me gustaría inscribirme.

17/5/25, 18:57

Vale.

17/5/25, 18:57

User information

ID User:  
29f3af29-41e0-43e7-af83-67c06a-

Name:  
Andres (Test)

Email:

Phone:  
+34689781494

Chat information

Call audio:  
0:00 / 1:58

Tags:  
Select one

Channel: Voice

Language: ES

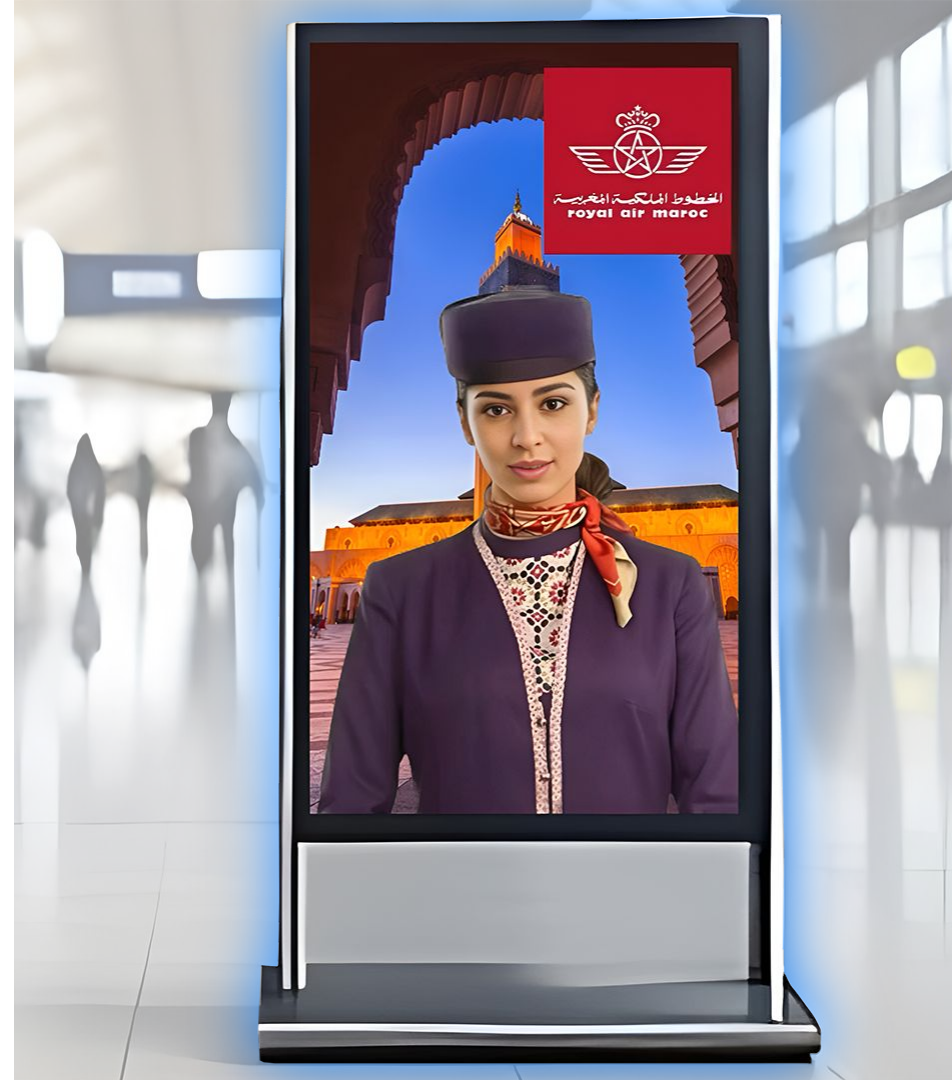
Date: 17/5/25, 18:57

Completion date: 17/5/25, 18:57

Chat JSON Data

✓ Product

# One Platform, All Channels



✓ Product

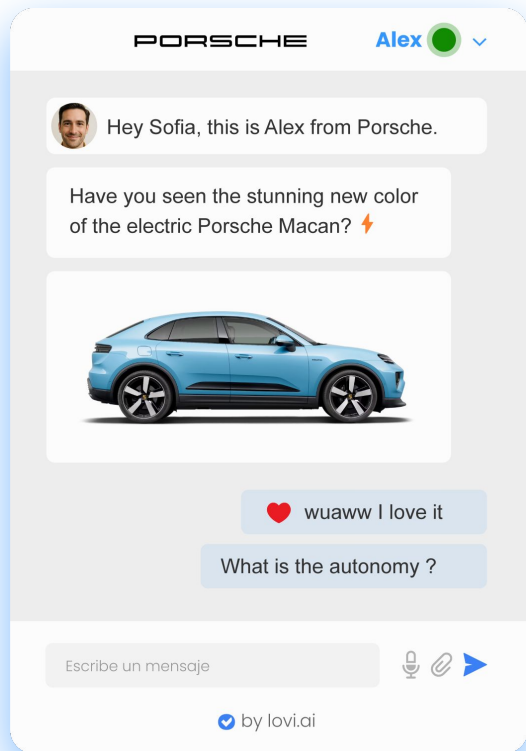
# AI-first Automation Platform

- Generative AI powered
- Multichannel
- Multimodal
- **Multi AI Agent Support**
- LiveChat for human escalation
- WhatsApp campaign management
- Phone Call automation & voice analytics
- Real-time dashboards

# ✓ Use cases and customers

# Use Cases

- ✓ Customer Love
- ✓ Employee Love
- ✓ Citizen Love



The **all-in-one Platform** to **automate** customer support and sales conversations across multiple channels.

SIEMENS

cabify

PORSCHE

Carrefour

TEKA



Schär

Alcampo

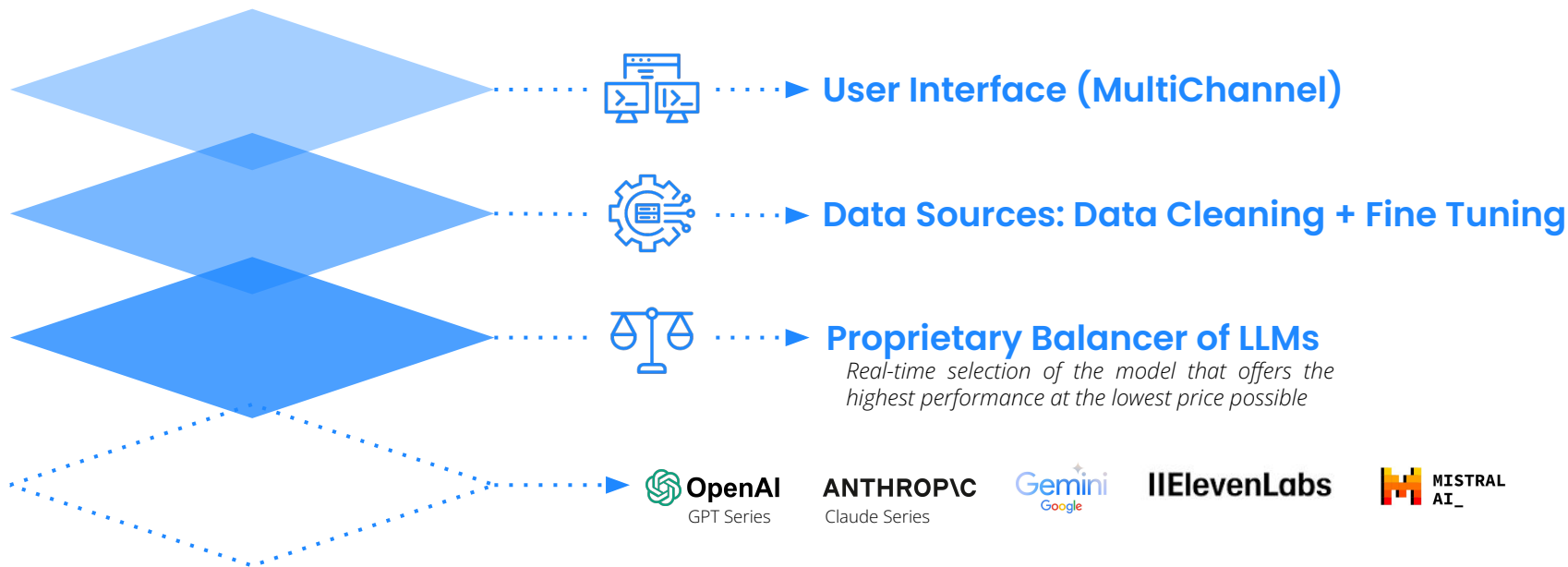
pikolin



LLONGUERAS

bed's

# Unique Technological Architecture





# Tech Roadmap

Developed an **AI-powered customer service platform** using classical **NLP** techniques, gathered user feedback, and started **initial integration the GPT-2 API** for enhanced performance.

Improved the system's ability to generate coherent responses by **fully integrating GPT-2**, and **validated the hybrid model** in relevant environments with Alcampo (Auchan Retail) and Pikolin.

Shifted strategic focus towards **generative AI**, redesigning the platform to prioritize it as the core architecture. Implemented **advanced techniques** for improved understanding, and response accuracy.

Develop, launch and commercialize Lovi AI as a SaaS platform with **new tools, voice support, voice analysis**. Invest on platform development and **strategic integrations** (Hubspot, Ringover, VoiceSense)

## Foundational Development

2019 – 2020  
TRL 1-3

## Validation and Hybrid Model

2020 – 2021  
TRL 4-5

## Generative AI Focus and Advanced Techniques

2022 – Present  
TRL 6

## Next Steps

TRL 7-8

# ¡Thanks!

**Andrés Pulgarín**

 +34 689 781 494

 andres@botslovers.com

**Andrés Soler**

 +34 675 308 995

 andres.soler@botslovers.com