KALLINA · LISBON, NOVEMBER 2026

Your next customer is calling right now. Who answers?

Kallina answers your customers' calls and messages the moment they arrive and completes the booking, the order or the payment.

by Mega Promoting · kallina.info

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THE PROBLEM

A customer who gets no answer calls the next business.

For restaurants, clinics, salons or a delivery service, the customer decides in minutes. These are the moments when they leave.

Peak hours

Three phones ring at once. The team takes one call and misses two.

After closing

Evening, weekend, holiday. The call goes nowhere, and the customer books somewhere else.

A late callback

Calling back four hours later is too late for someone with a toothache or a hungry family.

Messages waiting

WhatsApp, Instagram and the website chat pile up while the team serves people in front of them.

Hiring for these hours rarely works. The volume comes in waves, the job is repetitive, and few people want that seat for long.

Kallina AI

THE SOLUTION

Kallina answers every customer and finishes the task.

Phone, WhatsApp, web chat, SMS and email. It remembers each customer from one channel to the next.

01

The customer calls or writes

At peak hours or after closing, on any channel.

02

Kallina answers right away

In the customer's language, with your prices, menu, schedule and rules.

03

The task gets done

Books the slot, confirms the order, sends the payment link, updates the client record.

04

Your team takes the rest

Complex cases go to a person, with the whole conversation attached.

Your team runs it themselves. They explain the job by talking to it, upload new documents or connect a database. Connecting it to your systems takes up to 30 minutes.

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WHERE IT FITS

Any business that lives on calls, bookings and orders.

A simple test: if one or two people on your team spend the whole day on calls and messages, Kallina can take the repetitive part.

Restaurants & delivery

Phone orders, online order confirmation, table bookings.

Clinics & dental

Appointments, reschedules, reminders, price questions.

Beauty & wellness

Bookings on Instagram and by phone, while the owner works.

Transport

Tickets, schedules, seat reservations, order status.

Real estate

First contact with every lead, viewings booked.

Automotive

Service appointments and incoming sales enquiries.

Education

Course sign-ups, trial lessons, payment links.

E-commerce

Questions about orders and delivery, sales in DMs.

IN PRACTICE

A restaurant chain in Moldova: phone orders handled end to end.

BEFORE

Phone orders and online orders depended on the staff on shift. At busy hours, calls went unanswered and online orders waited for confirmation.

WHAT KALLINA DOES

Since May it takes the phone orders, confirms the online orders and enters them directly into the restaurant's POS system (Syrve).

FOR THE TEAM

The work of about three hires is covered, and the staff focus on the guests and the kitchen.

25,000+

conversations handled

~130

conversations a day

~3

hires the team didn't need to make

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YOUR DATA, YOUR RULES

What business owners ask us first.

Where is my data?

Servers in Europe, GDPR-ready. For banks, clinics or public institutions, Kallina can run on-premise, on your own servers.

Will it break what I use?

Kallina connects to your POS, CRM, booking or telephony system. If you have none, it comes with its own CRM.

What if it can't help?

It hands the conversation to a person on your team, with the full context, so the customer never repeats anything.

Who controls it?

Your team. They change what it says and does by talking to it, without developers.

How do we start?

With one task that hurts the most, such as phone orders or bookings. You see the result in the first month.

How do I pay?

A monthly plan plus what you actually use. Voice is billed per second, so cost follows your volume.

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THE COMPANY BEHIND KALLINA

Mega Promoting, an AI-native company from Moldova.

Since 2019 in business, building AI products since 2024

100+ paying clients across industries

Moldova Innovation Technology Park resident

Special Jury Prize, MITP Awards 2025

Supported by EBRD Star Venture, Microsoft for Startups, NVIDIA Inception

Team: Oleg Chetrean (CEO & CTO), Lilia Chetrean (COO), Aliona Valuța (Client Success)

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LIVE

Answers customers on phone, chat, WhatsApp, SMS and email and completes bookings, orders and payments.

GRAI

IN DEVELOPMENT

Our own audio model for Romanian and Russian, built for local speech and dialects, available through an API.

TASKIN

IN DEVELOPMENT

A shared workspace for people and AI agents: the request, its context and the next decision stay together. taskin.si

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LET'S MEET IN LISBON

We'll call your business and show you what your customers hear.

Book a 20-minute meeting with us on b2match or stop by our stand. You leave with something useful either way.

A free channel check

We test how fast your phone, WhatsApp and Instagram answer, and show you where customers get lost.

A live demo on your case

Your menu, your services, your schedule. You talk to Kallina as your customer would.

Find us on 12 November

The Moldova stand, Pavilion 1, Web Summit.

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