

BUILT
FOR



Office Interiors · Case Study

AI-Powered Voice Support.

How a bilingual AI voice agent became the intelligent front door for Office Interiors — handling **400+ calls in its first two weeks** with call times cut in half, real-time eAutomate device lookups, and automated service dispatch through CEO Juice.

400+

FIRST 2
WEEKS

~50%

CALL TIME
CUT

EN / FR

BILINGUAL ·
24/7

VOICE AI · PRODUCTION
DEPLOYMENT

BUILT & DEPLOYED BY
ENVYRO · 2026

BY THE NUMBERS

Launched fast. Scaled from there.

Live since early 2026 on Office Interiors' inbound phone lines — handling routine calls end-to-end while routing complex ones with full context. The agent earned its place in week one and has been growing in volume ever since.

400+

Calls in First 2 Weeks
after going live

~50%

Call Time Cut in Half
after eAutomate integration

99%

Positive or Neutral
caller sentiment

14 days

Kickoff to Live
on Office Interiors' phone
lines

1,508

Calls to Date
and still scaling

EN / FR

Bilingual
auto-detected per caller

24/7

Always-On
nights, weekends, holidays

Per call

Email Alerts to Staff
full visibility, no black box

HOW IT WORKS

Every neutral and negative call reviewed; agent refined daily. Email notifications fire to Office Interiors staff after every call so the team always has eyes on production. Zero additional headcount required.

Service calls were a bottleneck.

Office Interiors handles a high volume of inbound calls — service requests, device questions, billing — and every call hit the same friction points before reaching anyone who could help.



No After-Hours Support

Calls outside business hours either went to voicemail or got lost. Customers needing service in the evening or on weekends had to wait until Monday.



High Repetitive Volume

Staff spent hours every week answering the same questions about service status, device info, and dispatch — work that pulled them off higher-value tasks.



Bilingual Requirements

Office Interiors serves English and French-speaking customers across the Maritimes — bilingual coverage isn't optional, and consistent quality across both is hard at scale.



Manual Service Dispatch

Service requests required manually looking up device info in eAutomate, capturing the issue, and creating the transaction by hand — slow, error-prone, and a daily drain on staff time.

A bilingual AI voice agent that closes the loop.

Envyro designed, built, and deployed a **production-grade bilingual voice agent** — handling inbound calls with natural conversation, performing **real-time device lookups** in eAutomate, and creating service tickets through **CEO Juice** with automatic customer email alerts.

The agent doesn't just answer — it **resolves**. Calls that used to require staff intervention now flow from caller intent to dispatched service ticket without anyone touching a keyboard.

Built by Envyro · Maintained day-to-day with Ron Taylor (CEO Juice) and the Office Interiors team.



Natural Voice AI

Natural, human-like voice handling inbound calls with a trained knowledge base specific to Office Interiors' services.



Bilingual EN / FR

Auto-detects caller language and switches seamlessly. One agent, two languages, consistent quality across both.



Real-Time eAutomate Lookup

Pulls device ID, customer name, make, model, and contact info live during the call — verifying details in seconds, not minutes.

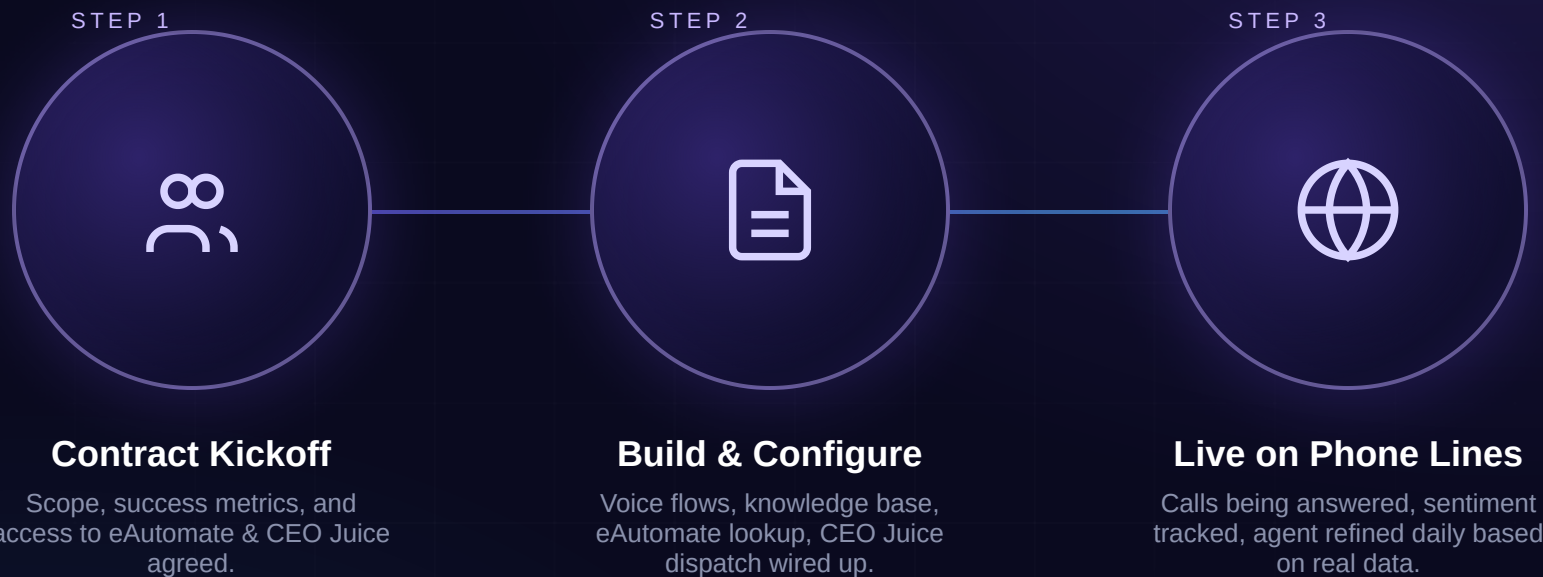


CEO Juice Dispatch

Automated service ticket creation in eAutomate plus customer email alerts — and live email notifications to Office Interiors staff after every call.

Live in 2 weeks.

From contract kickoff to handling real customer calls — the AI voice agent went from zero to fully operational in just 14 days, with daily refinements driven by real call data ever since.



14 days

KICKOFF TO LIVE

0 headcount

ADDED TO DEPLOY

Daily

REFINEMENT CADENCE

Beyond the launch.

The 400-call launch wasn't a flash in the pan. The agent stayed in pilot through late January 2026, then volume **scaled** as Office Interiors routed more inbound traffic to it.

Today the agent handles **1,508 calls and counting** across both English and French callers — with concurrency for parallel calls and average latency holding near 2 seconds.

1,508

TOTAL CALLS

3m 1s

AVG DURATION

2,028 ms

AVG LATENCY

Live

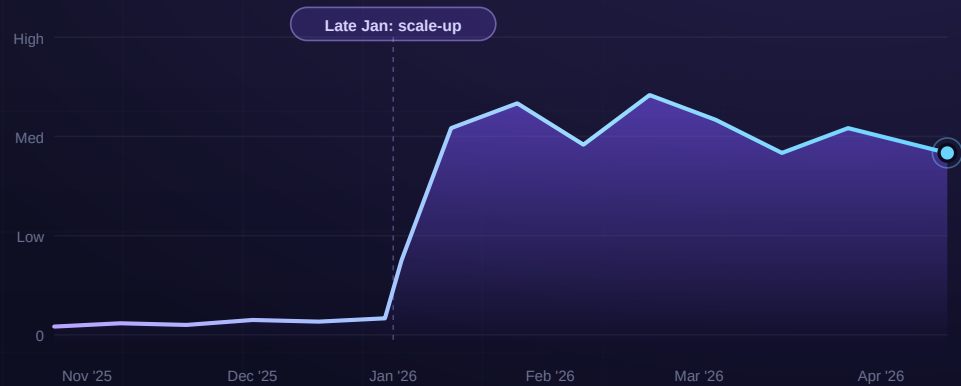
IN PRODUCTION

Calls over time

Nov 2025 — Apr 2026 · cumulative trend

PILOT

SCALED



1,508 TOTAL CALLS · CONTINUED GROWTH IN PRODUCTION

From caller intent to dispatched ticket.

The single biggest unlock: real-time eAutomate lookup chained to automated CEO Juice dispatch — turning a phone call into a fully processed service request without manual data entry.

Step 01



Caller Provides Serial

Customer calls in. Agent greets in their language and asks for the device ID or serial number.

Step 02



Real-Time Lookup

Agent queries eAutomate live. Pulls back customer name, make, model, and contact info — instantly.

Step 03



Verify & Capture

Agent confirms details with the caller, then captures the actual service issue in natural conversation.

Step 04



CEO Juice Dispatch

Service ticket created in eAutomate, customer email alerts sent, internal notification fires to staff. All automated.

~50% shorter calls

Auto-lookup eliminates manual serial & account entry

Zero manual entry

Tickets land in eAutomate without staff touching the system

Real-time visibility

Email notifications to staff after every call — full transparency

Every call reviewed. Every day, better.

This isn't set-and-forget. Every neutral and negative call gets personally reviewed; the agent gets refined daily based on what real customers actually say.

“

We put this into production two weeks ago — handled over 400 calls — mostly positive sentiment. I listened to every neutral and negative call to understand the frustration or issues, tweaked the agent almost every day. Yesterday was the big breakthrough — we're now doing a real-time lookup in eAutomate for the device ID or serial number, pulling back customer name, make, model, and contact info. Now we just verify, get the problem, and send it to CEO Juice — which sets up the transaction in EA and sends out email alerts to the customer. **Call time cut in half. Caller frustration gone.**

RT

Ron Taylor

CEO Juice · Office Interiors integration partner

How we keep improving

Every call listened to

All neutral and negative sentiment calls personally reviewed to identify friction points and edge cases worth fixing.

Daily agent refinements

Voice flows, knowledge base, and escalation logic tuned almost every day based on real conversation data.

Email notifications per call

Office Interiors staff get notified after every call so the team always has eyes on production — no black box.

Measurable results, visible every day.



24/7 Availability

Calls answered at midnight, on Sundays, on holidays. No missed customers, no waiting for business hours.



Reduced Staff Burden

Staff freed up from repetitive intake work — focused now on complex cases that genuinely need human judgment.



Instant Device Lookup

Real-time eAutomate queries replace manual serial number lookups — call times cut by roughly half.



Automated Service Dispatch

CEO Juice creates the transaction in eAutomate, fires customer email alerts, and notifies staff — automatically.

DAY-TO-DAY REALITY

Customers get answers faster. Staff handle fewer routine calls. Service tickets land in the system without manual entry. The team has full visibility into every conversation through email notifications. The business runs the same — just smoother, longer hours, and with less drag on people.

Built on production-grade infrastructure.

Each component chosen for reliability, observability, and clean integration with Office Interiors' existing tooling.

VOICE PLATFORM	Production-grade voice AI — natural-voice inbound call agent with sub-2s latency and concurrent call handling
LANGUAGES	English & French — auto-detected per caller, single agent
DEVICE LOOKUP	Real-time eAutomate API — live serial & account lookups during the call
SERVICE DISPATCH	CEO Juice — automated ticket creation in eAutomate plus customer email alerts
NOTIFICATIONS	Per-call email alerts — Office Interiors staff notified after every conversation for full transparency
ANALYTICS	Live dashboard + custom tracking — call counts, duration, latency, sentiment, transcripts
ESCALATION	Live human handoff with full call context — caller never has to repeat themselves



ABOUT ENVYRO

Custom AI agents. Built for production.

Envyro is a specialized AI agency — **Botpress Certified Partner** and **AWS-certified** — building custom AI agents and automation workflows that work in production, not just demos. We design, deploy, and maintain — and we stay on the call as your systems evolve.

Office Interiors

Maritimes-based office
equipment & service · bilingual
voice AI

Durham County, NC

Government · 350K+ residents ·
24/7 GenAI resident support

Veris Residential

\$1.6B NYSE-listed REIT ·
resident-services AI

ThriftBooks

World's largest online used
bookstore

Ready to deploy AI that actually works?

Let's talk about what production-grade looks like for your business.

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