manivox.ai

PARTNER TRAINING

Partner Academy

Everything you need to understand, explain and sell Manivox voice agents.

Version of October 30, 2026

Contents

PART A · FEEL IT

00 Hear it first

01 The phone problem nobody solved

02 What changed: from menus to conversation

PART B · UNDERSTAND IT

03 Anatomy of a call

04 What it can do, and what it should not do

PART C · IMAGINE IT

05 A day with an agent

06 Use-case library

PART D · SELL IT

07 Why Manivox

08 Trust: the questions every client asks

09 Your contract and your obligations

10 From first meeting to signed deal

PART E · SHOW IT

11 Platform tour

12 Build your first demo

Hear it first

GOAL

You have had a natural phone conversation with an AI agent, before reading anything about it.

Before any explanation, call an agent yourself. The demo on manivox.ai takes two minutes: choose a voice and a language, enter your first name, and ask for an appointment. Keep the screen open: each step the agent takes appears as it happens.

Call the demo

1. Open manivox.ai and start the interactive demo.
2. Choose a voice, then French, English or Spanish.
3. Enter your details: the agent will greet you by your first name.
4. Call the number shown, and ask for an appointment.

FOR PRESENTERS

Do not explain the technology yet. Let the call speak first.

FOR TRAINERS

Demo access lasts a limited time, so have everyone register in the session, not the day before. After the call, ask one question: which of your clients misses calls like this?

WITH A CLIENT

If the client has no phone at hand, call the demo from yours, on speaker. After the call, ask one question: how many calls like this does your business miss?

What did you notice?

- It answered straight away, and greeted you by name.
- You could interrupt it, and it stopped to listen.
- It told you it was an AI, and it still felt natural.
- It did something: the appointment was confirmed on your screen.

FOR PRESENTERS

Let people answer before you show this list. The last point matters most: the agent did not just talk, it did the task.

The phone problem nobody solved

GOAL

You can describe the cost of unanswered calls in your client's own words.

Small businesses still run on the phone. It rings while staff are with a customer, at lunch, or after closing time. Voicemail, hold music and "press 1" menus lose the caller, and the business rarely knows how many it lost.

Where the calls go today

- Busy hours: the phone rings, and nobody is free to pick up.
- Lunchtime and after hours: nobody answers at all.
- Voicemail: the caller has to wait for a callback. How many hang up instead? Nobody counts.
- The caller tries the next business on the list.

FOR TRAINERS

Ask: how many calls did your best client miss last week? Let people guess before you go on. If nobody knows, that is the point: missed calls leave no trace.

WITH A CLIENT

Ask: how many calls did you miss last week? Most businesses cannot say, and that is the point: missed calls leave no trace.

What the evidence says

General practitioners in the Paris region spend about seven hours a week on the phone, and 45% of the calls they receive are appointment requests (URPS Île-de-France, survey of 3,734 calls, 2010).

FOR PRESENTERS

Say where the figure comes from: it is an independent survey, not a vendor's claim. For a client outside healthcare, do not transpose it. Ask what share of their own calls are bookings. The survey dates from 2010 and online booking has grown since, so present it as an order of magnitude, not as today's exact share.

What a missed call costs

- Practice: an empty slot in tomorrow's diary, and a patient who has found another practice.
- Garage: a service booked with the competitor across the road.
- Hotel: a room booked through a booking site, commission included.
- Social landlord: a leak reported the next morning, when the flat below is already wet.

FOR TRAINERS

Ask each partner to finish the sentence "A missed call is…" for their best client. In the discovery meeting, they will put a number on it.

WITH A CLIENT

Ask the client to finish the sentence "A missed call is…". Write the answer down and reuse it word for word in your proposal.

Your phone line never sleeps again

A Manivox agent answers every call, understands the request and handles it, in the caller's language. It replies with low latency, inside a normal conversational pause.

FOR PRESENTERS

Do not explain the technology yet; that comes later. Leave the problem and the promise side by side.

What changed: from menus to conversation

GOAL

You can tell a voice agent apart from a phone menu, a chatbot and an answering service.

For twenty years, "automating the phone" meant menus: press 1, press 2. Callers learned to press 0 and wait for a person. What changed is that a machine can now understand free speech, do the task, and reply within a normal conversational pause.

Four ways to answer a phone

	PHONE MENU	CHATBOT	ANSWERING SERVICE	VOICE AGENT
Works on the phone	Yes	No, text only	Yes	Yes
Understands free speech	No, keys or keywords	In writing only	Yes	Yes
Does the task (books, updates)	Simple tasks	Sometimes	Takes a message	Yes
Day and night	Yes	Yes	At extra cost	Yes
The caller's language	"Press 2 for…"	Often	Rarely	Yes, it switches by itself

FOR PRESENTERS

Clients often say "we already have that" and mean a menu or a chatbot. Walk the table row by row: the last column is the only one that says yes everywhere.

The one-second rule

In conversation, people reply to each other after a gap of about 200 ms, in every language studied (Stivers et al., PNAS, 2009). A silence of about one second is the most we tolerate before it feels like a problem (Jefferson, 1989). A voice agent has to reply inside that window, or the conversation breaks.

FOR PRESENTERS

This is why response time is the heart of the product. "Anatomy of a call" shows where that time goes.

What the caller notices

- They can say it in their own words: no menu to learn.
- They can interrupt, and the agent stops to listen.
- They get an answer or a booking, not a promise of a callback.
- They are told they are talking to an AI, and still reach a person when they ask.

> **FOR PRESENTERS**
>
> If you can, play the same request twice: once through a phone menu, once through the agent. The difference needs no explanation.

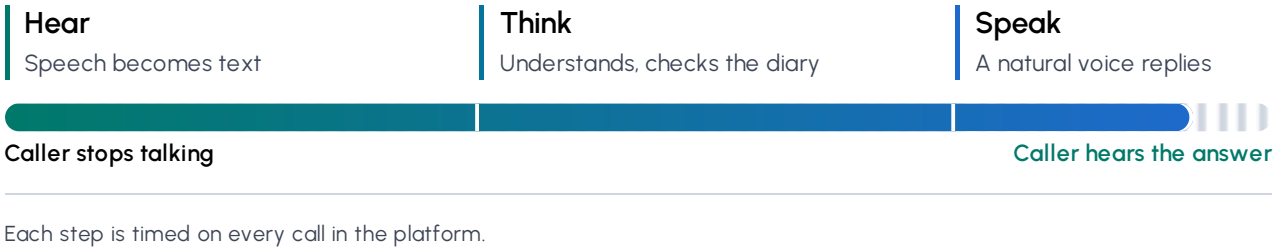
Anatomy of a call

GOAL

You can draw how a voice agent works on a whiteboard, in five boxes.

A voice agent has ears, a brain and a voice. It also has a memory (the client's documents) and hands (the client's systems). When the caller needs a person, it transfers the call.

What happens in the split second after the caller stops talking



Each step is timed on every call in the platform.

FOR PRESENTERS

Each step has a time budget, and the platform records the actual response time of every reply. That is where "low latency" comes from: it is measured, not just promised in a brochure.

The five boxes

- **Ears:** speech becomes text while the caller is still talking.
- **Brain:** understands what the caller wants and decides what to do next.
- **Voice:** a natural voice by Cartesia, the world leader in natural speech.
- **Memory:** the knowledge base, with the client's documents, price lists and opening hours.
- **Hands:** connections to the calendar, the CRM or the ticketing system.

FOR PRESENTERS

Draw the five boxes on a whiteboard, then ask the client to name their own memory (documents) and hands (software). That list is the start of the project.

The workflow: the steps agreed in advance

The agent does not improvise the job. It follows a workflow the business has approved: greet, understand the reason for the call, check the diary, book, confirm. Inside each step, it talks freely.

Listen to one call, step by step

Dental practice, appointment booking

0:00	AGENT	Lilas Dental, good morning. I'm the practice's AI assistant. How can I help?
0:05	CALLER	*I've had a toothache since yesterday. Can I come in soon?*
0:09	AGENT	I'm sorry to hear that. Let me check the diary.
0:12	ACTION	`Checked the diary: tomorrow 9:30 with Dr Martin is free`
0:13	AGENT	Dr Martin can see you tomorrow at 9:30. Shall I book it?
0:17	CALLER	*Yes, perfect.*
0:19	AGENT	Of course. May I have your name, please?
0:22	CALLER	*Claire Dubois.*
0:23	ACTION	`Appointment booked for Claire Dubois`
0:24	AGENT	Thank you, Ms Dubois. You're booked for tomorrow at 9:30. Take care.

FOR PRESENTERS

Pause at the moment the agent checks the diary. Point at the box that is working: first the ears, then the brain, then the hands, then the voice.

What it can do, and what it should not do

> **GOAL**
> You can list what an agent does, and you know which requests to turn down.

Eight verbs cover almost every project. Knowing what it should not do matters just as much.

During the call

- **Answer** every call, at any hour.
- **Understand** free speech in 42 languages, and switch language when the caller does.
- **Look up** answers in the client's knowledge base.
- **Act:** book, cancel, update a record or open a ticket in the client's systems.
- **Transfer** to a person when the caller asks, or when the case needs one.

42 languages

One agent can speak several languages. It follows the caller's language during the call, with its own voice, speed and messages for each language.

- **Full support, 8 languages:** French, English, Spanish, German, Italian, Dutch, Polish and Portuguese. Relative dates ("next Tuesday"), numbers said in words and spelled-out email addresses are understood natively.
- **Standard support, 34 languages:** the full conversation and multilingual agents. Relative dates, numbers said in words and spelled-out addresses can be understood less precisely.

> **FOR PRESENTERS**
> Before you promise a language, check its badge in the editor: "Full support" or "Supported". For a project that books appointments or takes numbers in a standard-support language, test it with the way real callers speak.

The 34 standard-support languages

Arabic · Bengali · Bulgarian · Chinese · Croatian · Czech · Danish · Finnish · Greek · Gujarati · Hebrew · Hindi · Hungarian · Indonesian · Japanese · Kannada · Korean · Malay · Malayalam · Marathi · Norwegian · Punjabi · Romanian · Russian · Slovak · Swedish · Tagalog · Tamil · Telugu · Thai · Turkish · Ukrainian · Urdu · Vietnamese.

Hebrew and Urdu are understood, and their voices are being activated: they are not offered in the editor yet.

> **FOR PRESENTERS**
> Do not sell Hebrew or Urdu until they appear in the editor's language list. A language is only offered once a voice is available for it.

Around the call

- **Call out:** reminders, confirmations and surveys, through outbound campaigns.
- **Measure:** every call is transcribed, summarised and scored against the goals the client sets.
- **Follow up** by SMS and email after the call: coming soon.

> **FOR PRESENTERS**
>
> Scores need goals. Agree with the client what counts as a successful call (a booking made, a question answered) and set it up as a KPI before go-live.

What we do not sell

- Cold calling French consumers without their prior consent, required since 11 August 2026. Business-to-business calls are outside that law.
- An agent that hides that it is an AI, or pretends to be a real person.
- Medical advice or triage, and emergency or crisis lines. The agent can pass an emergency on, never handle it.
- Decisions about people, such as recruitment, creditworthiness or access to essential services, without Manivox's written agreement.
- Manipulation, hard-sell debt collection, emotion recognition and voice cloning.

> **FOR TRAINERS**
>
> Saying no to these projects builds more trust than any demo. Clients remember the partner who told them what not to automate.

> **WITH A CLIENT**
>
> Show this slide even if nobody asks. Saying what we turn down makes the rest of the list credible.

A day with an agent

> **GOAL**
> You can tell three before-and-after stories that your prospects will recognise.

Three businesses, one day. Each story is a kind of call small businesses get every week, told twice: as it goes today, and as it goes with an agent.

Monday, 8:05 am. The dental assistant is with a patient.

Today: the phone rings and nobody can pick up. Voicemail. The patient calls the next practice on the list.

With Manivox: the agent answers straight away, finds a free slot in the diary and books it. The assistant finds the appointment already in the calendar.

Listen to the 8:05 am call

Dental practice, appointment booking

0:00	AGENT	Lilas Dental, good morning. I'm the practice's AI assistant. How can I help?
0:05	CALLER	*I've had a toothache since yesterday. Can I come in soon?*
0:09	AGENT	I'm sorry to hear that. Let me check the diary.
0:12	ACTION	`Checked the diary: tomorrow 9:30 with Dr Martin is free`
0:13	AGENT	Dr Martin can see you tomorrow at 9:30. Shall I book it?
0:17	CALLER	*Yes, perfect.*
0:19	AGENT	Of course. May I have your name, please?
0:22	CALLER	*Claire Dubois.*
0:23	ACTION	`Appointment booked for Claire Dubois`
0:24	AGENT	Thank you, Ms Dubois. You're booked for tomorrow at 9:30. Take care.

> **FOR PRESENTERS**
> The first line tells the caller it is an AI, as the EU AI Act requires. Point out how short and warm it is: disclosure does not have to sound like a legal notice.

12:30 pm. The mechanics are under a car.

Today: the phone rings in an empty reception. A customer wants to book a service and asks whether their car is ready. Someone wipes their hands and walks over, or nobody does.

With Manivox: the agent books the service in the workshop calendar and reads the repair status from the workshop system. The mechanics keep working.

> **FOR PRESENTERS**
>
> "Is my car ready?" is the call every garage knows by heart. Ask your prospect how many of those they take in a day.

2:10 am. A guest calls the hotel in German.

Today: one night porter, a queue at the desk, and a guest who does not speak the local language.

With Manivox: the agent answers in German, explains late check-in, and leaves a message in Reception for the morning team. If the guest switches to English, so does the agent.

> **FOR TRAINERS**
>
> Three sectors, three times of day. Ask which story sounds most like each partner's best prospect, and have them tell it in their own words.

> **WITH A CLIENT**
>
> Ask which of the three sounds most like their business, and spend your time on that one.

Use-case library

GOAL

You can find the right opening story for any prospect in under a minute.

Each card is a conversation opener: the pain, what the agent does, what it connects to, and how success is measured. Cards marked "Already live with clients" describe agents already running for our partners' clients.

Find your prospect

ANY BUSINESS

Smart switchboard and reception

Pitch these first · Inbound · Starter

THE PROBLEM

Calls land on whoever is free, or on nobody. Messages get lost.

WHAT THE AGENT DOES

Asks callers why they are calling, routes to the right person, takes a message when busy, answers opening hours and directions.

BUILT WITH

Router, transfer, knowledge base, Reception (call board and messages inbox).

> Router: the first step of the workflow. It asks why the person is calling and sends the call to the right next step or person.

WHAT TO MEASURE

Calls answered, share handled without transfer, messages delivered.

Note: The universal first project: every prospect has a phone line, and day one needs no integration.

AUTOMOTIVE

Garages and dealerships

Pitch these first · Already live with clients · Inbound · Connected

THE PROBLEM

Mechanics can't answer while working, and "is my car ready?" calls interrupt everyone.

WHAT THE AGENT DOES

Books services, gives repair status, takes messages for the workshop.

BUILT WITH

Workshop calendar or dealer system, transfer to the front desk, callback requests.

WHAT TO MEASURE

Bookings made, status calls resolved without staff.

Measured by Manivox: 20 dealership agents in production took about 12,000 inbound calls in four months. Independent mystery shop of 2,105 US dealerships: AI booked the service appointment on 86% of calls, staff on 90% (Pied Piper PSI, 2025).

HEALTH

Medical and paramedical practices

Pitch these first · Inbound · Connected

THE PROBLEM

The assistant is with a patient, the phone rings, and the patient calls another practice.

WHAT THE AGENT DOES

Books, moves and cancels appointments, answers practical questions, sends urgent cases to a human.

BUILT WITH

Calendar connector, knowledge base, transfer.

WHAT TO MEASURE

Appointments booked, calls answered outside hours.

Independent source: 45% of GP calls are appointment requests, and GPs spend about 7 hours a week on the phone (URPS Île-de-France, 2010). Admin only, never medical advice. Health data is sensitive: flag the agent to Manivox before go-live.

HOUSING

Social landlords: the 24/7 tenant line

Already live with clients · Inbound · Connected

THE PROBLEM

Thousands of tenants, leaks at night, the same rent questions every day.

WHAT THE AGENT DOES

Records technical incidents, gives the status of a request, answers rent questions, passes real emergencies to the on-call team.

BUILT WITH

Router, specialist steps, ticketing web service, transfer for emergencies.

> Router: the first step of the workflow. It asks why the person is calling and sends the call to the right next step or person.

WHAT TO MEASURE

Requests logged at night, status calls resolved, emergencies passed on.

Measured by Manivox: Built by two integrators in production, including a 24/7 assistant for a large social landlord.

HOSPITALITY

Hotels

Inbound · Connected

THE PROBLEM

The night shift is one person, and international guests call in their own language.

WHAT THE AGENT DOES

Answers questions 24/7 in the guest's language, takes booking requests, passes complaints to staff.

BUILT WITH

Knowledge base from the website, automatic language switching, transfer.

WHAT TO MEASURE

Night calls handled, booking requests captured.

Vendor claim: PolyAI reports hotels automating a third of reservation calls (vendor claim).

LOGISTICS

Delivery confirmation and rebooking

Outbound · Connected

THE PROBLEM

Every failed delivery costs a second trip.

WHAT THE AGENT DOES

Calls the day before to confirm the slot or rebook it, and recognises the customer if they call back.

BUILT WITH

Outbound campaign, calling hours, retries, callback recognition.

WHAT TO MEASURE

Connect rate, slots confirmed, failed deliveries avoided.

Note: Existing customers, so consent is not an issue. We have no measured outbound results yet.

FOR PRESENTERS

Filter by the prospect's sector before the meeting, and play the matching call in the first five minutes. No exact match? Start with the smart switchboard: every business has a phone line.

How to read a card

- **Level:** Starter works on day one with no integration. Connected reads and writes in the client's calendar or software. Advanced combines several specialist steps.
- **Evidence:** "Independent source" and "Measured by Manivox" figures can be quoted as they are. A "Vendor claim" comes from another vendor's case study: say so when you quote it. A "Note" is context, not a result.
- **Measure:** what to count in the first 30 days, so the client can see the result.

> **FOR PRESENTERS**
>
> Never promise a client a result we have not measured. Promise the measure instead: "In 30 days, we will both know how many calls it answered and how many bookings it made."

Why Manivox

> **GOAL**
> You can give seven reasons in one breath, and place us among the competitors.

Many companies sell voice agents. These seven reasons are the ones a client can check for themselves.

Seven reasons: what the client gets

1. **A telecom operator.** Manifone is a declared telecom operator: it provides the phone numbers and runs the telephony itself, not a layer on top of someone else's.
2. **Hosted in France.** The core of the platform runs in France on infrastructure Manifone owns: the language models, the main voice engine, the knowledge base and the telephony. Speech recognition runs in the EU, with a US-based provider.
3. **Replies with low latency,** and the response time of every reply is visible in the call detail.
4. **Voices by Cartesia,** the world leader in natural speech, with automatic language switching during the call.

Seven reasons: how you work

1. **Tested before it goes live:** Agent Lab calls the agent with test callers, including difficult ones, and replays past calls after a change.
2. **Built visually:** a workflow editor shows the steps of the call, the routes between them and the tools each step may use. Nothing needs code.
3. **Built for partners:** one account per client, a client portal with your logo, and the choice between the Manivox brand and white label.

> **FOR PRESENTERS**
> Agent Lab is switched on per account: ask Manivox to enable it on your demo account before your first meeting.

> **FOR PRESENTERS**
> Say "hosted in France", "self-hosted language models" and "French telecom operator". Never say "sovereign" or "no data leaves France": speech recognition comes from a US company, and a client who reads the contract will see it.

Where we stand

- **Developer platforms** (Vapi, Retell): powerful building blocks for teams that write code and assemble their own stack.

- **Phone-system add-ons** (Aircall, Ringover, Allo): simple to switch on, focused on answering and taking messages.
- **Enterprise contact-centre suites** (Cognigy, Parloa, Zaion): built for large contact centres, with long projects and large budgets.
- **Manivox:** a complete agent a partner can build, test and run for a small or mid-sized business, on a phone network we operate.

> **FOR PRESENTERS**
>
> Never criticise a competitor by name in front of a client. Describe the category, and let the client place the others.

Trust: the questions every client asks

GOAL

You answer the six classic objections calmly, with a source for each answer.

Every business asks the same six questions before it trusts a voice agent. Each answer rests on a source, or on something you can see on screen.

"My customers will hate talking to a robot."

64% of customers say they would rather companies did not use AI in customer service, and their top fear is not being able to reach a person (Gartner, 2024). So every agent offers a way to reach a person, and says so.

FOR PRESENTERS

Then play the call. The objection is about bad bots, not about this one.

"It will say something wrong."

It answers from the client's own knowledge base. KB Doctor checks the documents for contradictions, placeholders and missing basics such as opening hours. Agent Lab tests the agent with difficult callers before it goes live. Every real call is transcribed, so the client can read exactly what was said.

FOR PRESENTERS

KB Doctor can raise false alarms, and it never edits the client's documents. Review its findings with the client: it is a checklist, not a verdict.

"Is this even legal?"

- The core of the platform is hosted in France. Speech recognition runs in the EU with a US-based provider, and the contract says so plainly.
- The business is the data controller, its partner the processor, Manivox the sub-processor. Every further sub-processor is listed in the client portal, or in the partner's contract.
- The greeting says it is an AI, as the EU AI Act has required since 2 August 2026.
- Call data is never used to train AI models. There is no voice biometrics and no emotion recognition.
- Recordings are deleted after 7 days by default. They can be switched off for each agent, or sent straight to the business's own storage.

FOR PRESENTERS

Transcripts are kept for a year by default; the retention can be shortened. For a client who asks for a data protection impact assessment or a transfer analysis, Manivox provides a help sheet and a confidential transfer dossier. See "Your contract and your obligations", and bring in Manivox before you promise anything.

"Callers hang up when they hear it is an AI."

Telling them is mandatory, so the question is how. For service calls (booking, status, information), a short and useful greeting works: "I'm the practice's AI assistant. I can book you in right now."

"Will it replace my staff?"

It takes the repetitive calls, the peaks, lunchtime and the nights. Staff keep the calls that need them, and start each day with the overnight messages already waiting for them.

"It must be complicated to set up."

The agent is built in a visual editor: the steps of the call, the routes between them and the tools each step may use. Calendars and CRMs connect through ready-made app connectors (Google Calendar, HubSpot, Salesforce and many more) or through the client's own web services. The partner sets it up, and the business reviews and approves it before it goes live.

Your contract and your obligations

> **GOAL**
> You can explain who is responsible for what, and you know what to do before an agent goes live.

Selling Manivox means accepting two documents, the Terms of Use and the data processing agreement, and passing their duties on to your clients. This chapter is the plain-language version. The contracts prevail.

Who is who under GDPR

- **Your client** is the data controller: it decides why calls are handled.
- **You** are its processor: you design and run the agent for it.
- **Manivox** is your sub-processor: it provides the infrastructure.
- **Your own agents**, such as your reception or sales line, make you the controller and Manivox your direct processor.
- The account an agent sits in, yours or a client's, decides which case applies.

> **FOR PRESENTERS**
> The roles follow the facts, not the paperwork. A partner who decides on its own what a client's agent is for could be treated as a joint controller.

What you sign, and the brand you choose

- Accepting the Terms of Use also accepts the data processing agreement. A signed confirmation copy can be generated from the Console at any time.
- **Manivox brand:** you sell under the Manivox brand, with a licence to use it.
- **White label:** you sell under your own brand. In the Console and the client portal, only the logo changes; the portal stays on manivox.ai.
- For an interface fully under your own name and domain, build your own on the Manivox API.
- Switching between the two takes 60 days' notice.

The AI Act: who is the provider

- **Manivox brand:** Manivox is the provider of the AI system; you and your client are deployers.
- **White label:** you become the provider, because the system is sold under your name. Manivox gives you the information you need about its capabilities and limits.
- **In both cases,** the greeting of every agent must say it is an AI. Setting it up is your job.

- Machine-readable marking of the synthetic voice is Manivox's job, within what telephony allows. Never switch it off.

What you pass on to each client

- A contract with data protection terms equivalent to the ones you accepted.
- The list of further sub-processors. Clients who use the client portal see it there; for the others, put it in your contract.
- Notice that transcripts and recordings exist, and that you can access their portal with "view as account".
- The rules on recording calls in their country, and what to tell callers.
- Any notice you receive from Manivox about a change of further sub-processor.

Before an agent goes live

- **Health or other sensitive data:** flag the agent to Manivox, shorten the retention, keep the self-hosted language model, and never paste such data into Copilot.
- **Your own tools** (your own language model, a web service, an MCP server, an external knowledge base): declare each new third party in the Console, and have your own data processing agreement with it.
- **Outbound prospecting:** tick the consent attestation before each campaign, and keep the proof of every consent yourself.
- **The greeting** says it is an AI, and the recording notice fits the country.

Where the data goes

- **In France, on infrastructure Manifone owns:** language models, main voice engine, knowledge base, databases, telephony, client portal.
- **Speech recognition:** a US company, processing in the EU, storing nothing.
- **Backup voice engine:** used only during an incident on the main one, and it receives only the text of the agent's replies, never the caller's voice.
- **App connectors:** a US integration platform with no EU hosting. No data goes there unless you set up a connector.
- **Copilot:** an EU endpoint, and only what your team submits while building. Never live call data.

> **FOR PRESENTERS**
>
> A client who wants to avoid non-EU processing as far as possible: keep the self-hosted language model, connect their systems through web services rather than app connectors, and do not use Copilot on their account. Speech recognition cannot be avoided.

What Manivox commits to

- Call data is never used to train AI models. No voice biometrics, no emotion recognition, no voice cloning.

- A data breach is notified to you within 48 hours, in phases, so your client can meet its own 72-hour deadline.
- 99.5% monthly availability. Support picks up a ticket within 1, 4 or 8 hours depending on severity, counted in French working hours (Monday to Friday, 9:00 to 18:00).
- Recordings are deleted after 7 days and transcripts after 365 days by default, and everything is deleted or returned within 30 days after the contract ends.

> **FOR PRESENTERS**
>
> There is no security certification yet: Manivox runs a security management system aligned with ISO 27001. Say exactly that, never "certified". For a client's security or AI Act questionnaire, a data protection impact assessment or a transfer analysis, ask Manivox: a help sheet and a confidential transfer dossier exist. The data protection officer is dpo@manifone.com.

> **FOR PRESENTERS**
>
> This chapter summarises the Terms of Use v1.1 and the data processing agreement as of September 2026, both still being reviewed by a lawyer. Do not quote article numbers to a client, and do not promise anything the contracts do not say.

From first meeting to signed deal

GOAL

You run a discovery meeting, size the opportunity, and propose a package within 30 days.

Three meetings are usually enough: discover, show, propose. Your job in the first one is to listen and to leave with the client's own numbers.

Discovery: the calls

1. How many calls a day, and how many go unanswered or to voicemail?
2. What are the top three reasons people call?
3. What is one missed call worth: a booking, a patient, a repair?

Discovery: the business

1. Who answers after hours and at lunchtime?
2. Which calendar, CRM or practice software do you use?
3. Who decides, and what would success look like in 30 days?

FOR PRESENTERS

Question 5 decides the level of the project. No software, or software you cannot connect to: start at Starter. A calendar or CRM with a connector or a web service: Connected.

Size it with the client's own numbers

Calls per week	120
Share of calls unanswered	25%
Missed callers who go elsewhere	30%
Value of one booking or job	€80

REVENUE AT RISK PER MONTH

€3,118

39 lost callers a month

Example inputs. In a meeting, fill it in with the client's own figures.

> **FOR PRESENTERS**
>
> Fill it in with the client, using their numbers, not ours. If they do not know how many calls they miss, that becomes the first thing the agent will measure.

Between the first and second meeting

- Build a demo agent from the prospect's website (see "Build your first demo").
- In the second meeting, call it in front of them, on speaker.
- Leave with one agreed measure for the first 30 days.

Packages and pricing

Starter, Connected and Advanced packages, at fixed monthly prices. Manivox bills you per minute of conversation, all-in (speech recognition, language model, voice, knowledge base and recording), with no per-seat fees. Phone numbers, outbound calls and transfers are billed separately. The package prices go here once they are decided.

> **FOR PRESENTERS**
>
> Manivox co-sells your first deals with you. Register the deal before the second meeting.

Platform tour

> **GOAL**
> You recognise every screen as something you already understand.

The tour follows the life of one agent, in the order of the story you now know. Each screen is one of the five boxes, or one of the steps before go-live. The Build course teaches each of them hands-on.

1. The workflow: the steps you heard in the call

The canvas shows the call as a chain of nodes: the Start node greets, Agent nodes handle each topic, a Router sends the caller to the right one, Transfer and Hangup end the call. This is the brain's job description.

> **FOR PRESENTERS**
> Until the screenshots are added, run this tour live in your demo account. Build course: lessons 1 and 3.

2. Routes: how the call moves on

Each node lists its exit routes: "the caller wants to book", "the caller asks for a person". A classifier picks the route from what the caller says; rules pick it from a variable or a tool's result. Build course: lesson 7.

3. The knowledge base: the agent's memory

Documents, price lists and web pages, in one place, attached to the whole agent or to one node. KB Doctor checks them after each upload; "Run quality check" runs it again on demand.

4. Connections: the agent's hands

Web Services and App connectors: this is where the agent gets access to the calendar, the CRM or the ticketing system, one tool at a time, on the node that needs it.

5. Try it in the browser

An in-browser test call runs the version you are editing, or the live version. It is the fastest way to hear a change, and it works before the agent has a phone number.

6. Agent Lab proves it before go-live

Test callers, including difficult ones, call the agent and check the result. When a test fails, Agent Lab suggests a fix. Tests never touch the client's live systems.

7. A phone number, then Make live

Order a number for the client's account (once the account's identity check is approved) and assign it to the workflow. "Make live" makes the version you see the one callers hear.

8. Calls: transcripts, summaries and recordings

The call history holds every call, with its transcript, the steps it went through, the variables it collected, a summary, the recording and the response time of each reply.

9. Statistics

Calls, duration and completion, when calls come in, response times, and the quality score against the client's goals.

10. Accounts and the client portal

One account per client, with its own agents, numbers and statistics. The client logs in to the portal, with your logo, and sees their calls and messages in Reception. The portal stays on manivox.ai, even in white label.

> **FOR PRESENTERS**
>
> Copilot can also draft a first workflow from a website, once it is switched on for the account. Show it last, after the screens above: partners must be able to read and correct what it produces.

Build your first demo

GOAL

You leave with a working demo agent for a real prospect, that you built yourself.

The best demo is one built from your prospect's own website: they hear their own opening hours, their own services, their own name. It takes about fifteen minutes, in the editor.

Fifteen minutes, one website

1. In your demo account, create a new agent workflow. In the Initialization tab, choose the language, the model and a voice.
2. On the Start node, write a welcome message that says it is an AI, and a prompt with the prospect's services and opening hours, taken from their website.
3. Add a Hangup node and an exit route "the caller is done", and connect them.
4. Save, and try it with an in-browser test call.
5. In the meeting, run the in-browser test call from your laptop, on speaker.

FOR PRESENTERS

Use only the prospect's public website, never their private documents, until they have signed. The Build course goes step by step through exactly this (lessons 1 to 6), then adds routing, tools and knowledge.

Your own sales line

You also get a demo agent that presents your offer on your own number. Start from the template and adapt it.

Certification

One demo agent you built, reviewed by Manivox. Integrator partners go further with the capstone of the Build course: a complete agent built from a brief in their training account.

FOR PRESENTERS

Bring the demo agent you built for a real prospect. It is the best proof that you can do it for the next one.