

AI HUB

Overview

The **AI Hub** is a centralized interface within the Fireline Communications platform that allows administrators to configure, manage, and control all AI-powered features from a single location.

As businesses adopt automation and intelligent communication tools, managing multiple AI services can become complex. AI Hub simplifies this by providing a unified framework for handling AI providers, voice automation, and real-time AI interactions across your phone system.

Key Benefits

Centralized AI Management

AI Hub eliminates the need to configure AI services in multiple locations. All providers and settings are managed in one place, reducing administrative overhead and improving consistency.

Flexible Provider Assignment

Administrators can assign different AI providers depending on the use case, including:

- Text-to-Speech (TTS)
- Speech-to-Text (STT)
- Real-time voice interactions

This allows you to optimize for performance, cost, or quality.

Multi-Tenant Control

Each tenant or customer can have its own AI configuration, giving you control over:

- Feature access
- Usage limits
- Cost management
- Permissions

Scalable Architecture

AI Hub is designed to grow with your business, supporting both small deployments and large multi-tenant environments.

Managing AI Providers

AI providers can be fully managed within AI Hub.

Available Actions

- Add new providers using API credentials
- Edit existing configurations
- Remove unused providers
- Assign providers to specific services
- Monitor usage and performance

Tip: Keep provider naming consistent to make routing and troubleshooting easier.

AI Voice Agents

AI Voice Agents are real-time voice assistants that interact directly with callers.

Benefits

- Natural, conversational interactions
 - Low latency responses
 - Improved caller experience
 - Reduced system complexity
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Configuring AI Voice Agents

Each AI Voice Agent includes the following configuration options:

Basic Settings

- **Agent Name** – Identifies the AI agent
- **AI Provider** – Selects the AI engine
- **Voice Type** – Determines how the agent sounds

Interaction Settings

- **Greeting / Introduction** – First message callers hear
- **Behavior Prompt** – Defines how the AI communicates

Prompt Design (Important)

The **Behavior Prompt** is the most critical part of the configuration.

It determines:

- What the AI can and cannot discuss

- How it responds to customers
- How it handles different scenarios

Best Practice: Be clear and specific in prompts to avoid unpredictable responses.

Call Handling and Routing

AI Voice Agents integrate directly into your call flow and can:

- Answer inbound calls
- Provide automated responses
- Route calls based on caller intent
- Transfer calls to:
 - Extensions
 - Departments
 - Queues
 - Other AI agents

Smart Transfers

When transferring calls, the system can pass context to ensure a seamless experience for the next agent or user.

External System Integration

AI Hub supports integrations with external systems to extend functionality.

Supported Use Cases

- CRM lookups
- Ticketing system updates
- Appointment scheduling
- Knowledge base queries

This allows AI agents to provide real-time, accurate, and personalized responses.

Monitoring and Reliability

AI Hub includes built-in tools for monitoring and control.

Features

- Call transcripts
- Interaction logs
- Event tracking
- Usage limits
- Fallback routing

Tip: Always configure fallback routing to prevent service disruptions if AI becomes unavailable.

Business Advantages

- Automate routine call handling
- Reduce workload on staff
- Improve response times
- Deliver consistent customer experiences
- Scale operations without increasing headcount

Summary

AI Hub provides a centralized and scalable way to manage artificial intelligence within your Fireline Communications system. It enables businesses to streamline operations, improve customer interactions, and maintain full control over AI performance and costs.