

COMuniq DialoX

COMuniq DialoX – the new era of smarter communication.
AI made easy thanks to smart apps.

COMuniq
DialoX



- COMuniq DialoX understands you and the context
- LLM (Large Language Model) even recognizes your mood
- Appointment scheduling via defined time slots in your calendar
- Knowledge base for information that the bot is allowed to disclose
- Scripting for customization and interfaces

Your advantages in detail

Discover COMuniq DialoX, the innovative communication platform that makes your professional life easier. COMuniq DialoX is more than a product—it is your personal assistant that brings clarity, speed, and reliability to every context. Thanks to state-of-the-art AI

technology, COMuniq DialoX analyzes, understands, and responds to your requests with precision. COMuniq DialoX remembers contexts, prioritizes concerns, and delivers tailor-made solutions. Automated routines, templates, and intelligent workflows save time, reduce repetition, and increase productivity.

Features at a glance

COMUNIQU DIALOX SMART APPS

- Call routing based on a calendar
- Smart voicemail for groups, departments and companies
- Intelligent voice dialogue system with text-to-speech and speech-to-text
- Chat function for your own website or other social media channels
- Configurable call transfer with inbox (e.g. WhatsApp)
- Create meetings or calendar entries (appointment coordination by AI)
- Developer platform for creating your own interfaces or processes

ON-CALL ROUTER BASIC

- Automatically forward calls based on a calendar.
- Ideal solution for shift work, emergency services and care services.

SMART GROUP VOICEMAIL

- Never miss a call again.
- Relief during high call volumes.
- The caller is asked for their name, telephone number and reason for calling.
- The message you leave will be sent to the relevant department.

SMART IVR

- Freely configurable. Suitable for all sectors
- Several languages available: German, English, French, Spanish, Italian, Dutch, Danish, Swedish, Finnish
- Different voices (Google) are available to choose from
- Calls can be forwarded to extensions, sent as an e-mail message or transferred to a chat (WhatsApp).

WEB CHAT

- Integration possible on your own website.
- Chat live with your customers or let the bot answer simple questions.

CALL DEFLECTOR

- Ensure availability outside business hours.
- Transferring the call to another channel, e.g. WhatsApp, web chat or form.
- Opportunity to research before responding.

APPOINTMENT

- The desired appointment date is matched with available time slots.
- Synchronisation with Outlook or Google Calendar.
- Professional processing without double booking.

CREATOR / SCRIPTING

- Creating your own API interfaces to CRM or ticket systems.
- Assemble and configure AI building blocks to create your own bots.

COMPATIBLE PRODUCTS

- 90277 / COMfortel® D-110
- 90278 / COMfortel® D-210
- 90262 / COMfortel® D-400
- 90263 / COMfortel® D-600
- 90686 / COMfortel® WS-500S
- 90687 / COMfortel® WS-500M
- 90241 / COMfortel® M-710
- 90242 / COMfortel® M-720
- 90243 / COMfortel® M-730

INFORMATION

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