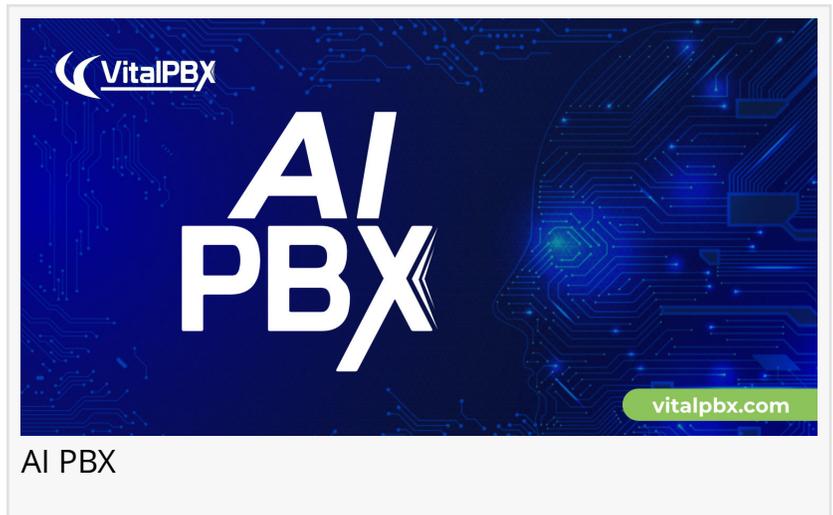


VitalPBX Showcases AI-Powered Tools in Latest Presentation

VitalPBX unveils AI tools to enhance business communications with automation, security, and smarter workflows for improved efficiency and customer experience.

MIAMI, FL, UNITED STATES, March 7, 2025 /EINPresswire.com/ -- [VitalPBX](https://vitalpbx.com/), a leading provider of open-source based business communication solutions, today announced the release of its advanced AI-powered features,

designed to revolutionize how businesses manage and optimize their communication workflows. A live webinar showcasing these innovative tools was held earlier today and is now available on YouTube (<https://youtu.be/hrD4hQolmaU>)



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Joseph Montes, Channel Manager

Hosted by Joseph Montes, Channel Manager at VitalPBX, the webinar provided a comprehensive overview of the new AI capabilities integrated within the VitalPBX platform. These features are designed to enhance efficiency, personalize communication, and provide valuable insights from call data.

Key AI Features Unveiled:

- AI Agent: An intelligent virtual assistant that can handle a variety of tasks, such as answering frequently asked questions, routing calls, and providing basic support,

freeing up human agents to focus on more complex issues.

- Voicemail Transcription: Automatically transcribes voicemail messages into text, allowing users to quickly read and understand voicemails without having to listen to them. The transcription is delivered directly to the user's email inbox, along with the audio file, offering a convenient and efficient way to manage messages. Users can customize the email template to include the VM

transcription variable, tailoring the information they receive.

- Recording Transcription and Analysis: Transcribes call recordings, making it easier to search, analyze, and extract valuable information from conversations. This feature enables businesses to improve customer service, identify training opportunities, and ensure compliance. The system identifies speakers where possible, arranging the transcription in a clear, time-stamped timeline.

- Helpdesk AI: Provides AI-powered assistance to helpdesk agents, offering real-time suggestions, answers, and solutions to customer inquiries. This feature enables agents to resolve issues more quickly and efficiently, improving customer satisfaction.

- Audio from Text: Automatically converts text into natural-sounding audio, enabling businesses to create engaging and accessible content for a variety of applications, such as voice announcements, interactive voice response (IVR) systems, and automated customer greetings.

Streamlining Communication with AI

"AI is rapidly transforming the business landscape, and we're excited to be at the forefront of this revolution in the telecommunications space," said Joseph Montes, Channel Manager at VitalPBX. "Our new AI-powered features are designed to empower businesses of all sizes to communicate more effectively, efficiently, and intelligently. By automating routine tasks, providing valuable insights, and personalizing the customer experience, VitalPBX is helping businesses unlock the full potential of their communication systems."

How to Get Started

To access these AI-powered features, VitalPBX users need to install the AI Assistants and Voice Hub add-ons. These add-ons unlock the AI Assistants module within VitalPBX, where users can integrate their OpenAI API keys to enable the various AI functionalities. VitalPBX supports the latest OpenAI models, ensuring users have access to the most advanced AI capabilities.

About VitalPBX

VitalPBX is an open-source based phone system that offers a wide range of features and capabilities for businesses of all sizes. With its flexible and customizable platform, VitalPBX enables businesses to create communication solutions that meet their specific needs.

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