

# Top 10 arguments of the telephone/chat AI from **YOUNEA**

HOSTED IN GERMANY  
ISO 27001 ZERTIFIZIERT

DSGVO  
konform

Software aus  
Luxemburg

AI ACT  
konform

- 1 Award-winning company**  
YOUNEA has won several awards and has been featured in Erfolg-Magazin, Der Spiegel, Manager Magazin, Wirtschaft TV and on Spotify, among others.
- 2 EU AI Act & GDPR compliance**  
Our AI agent complies with both the EU AI Act and the GDPR. This means that the highest security and data protection standards are guaranteed.
- 3 Automated order processing**  
Take and submit orders automatically and process and fulfil them directly in the CRM.
- 4 Multilingual support**  
The AI agent is available in several languages, which improves international customer service. For example, German, English, French, Luxembourgish and Portuguese. This allows employees and suppliers to communicate in their native languages.
- 5 Automation of customer service processes**  
The AI agent automates both incoming and outgoing phone calls, emails, chats and WhatsApp messages.
- 6 Improved availability 24/7**  
Customers are served directly without waiting times and complicated menus - immediate availability around the clock.
- 7 Natural dialogues**  
Instead of rigid voice menus, the agent conducts real, natural dialogues that lead to a pleasant customer experience.
- 8 Extended functions**  
In addition to purely conducting calls, the AI agent also arranges appointments and sends reminders.
- 9 Cost efficiency**  
Automation reduces expensive call centre processes, resulting in considerable cost savings in the millions of euros.
- 10 Successful market penetration**  
Numerous major customers in Germany, Austria and Switzerland are already using our AI agent.



DER SPIEGEL

Die Presse

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