



"When AI Calls First –

*Predictive Voice Agents for Churn Prevention
& Retention"*

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smcirtRep
Think like your customer

What we do

At SmartRep, we transform the way businesses communicate with their customers through **Artificial Intelligence**.

By leveraging AI-powered technology, we **enable businesses to achieve customer service automation**, predict new trends for revenue growth, and make improved, data-driven decisions.

Our innovative approach ensures that businesses not only save costs but also **unlock new opportunities** for growth and efficiency.

>1.5M

Users per month

How we do it

We design AI Agents that **think like experienced employees** and **act with purpose** — handling repetitive requests while enabling meaningful customer conversations.

THINK
LIKE
YOUR
CUSTOMER

Today, we'll explore some of the key challenges the industry is facing — and how they can be addressed!

The Real Problem

The Wrong Timing

The Idea

What Changes

Think & Act

Live Demo

The Question

The Real Problem

“

Customers don't leave suddenly. In reality, they decide to leave long before a policy expires.

The problem is... we usually call them when it's already too late.

In insurance, churn doesn't happen at renewal. It happens in the silence before it

”



The Wrong Timing



Most Companies do the same thing:
mass campaigns, same message, same timing, for
everyone...

But retention is not a volume problem.
It's a timing problem...

The real question isn't if we should call. It's when!



The Idea

“

What if we could know which customers are at risk before they make the final decision?

And what if the first call wasn't a script, but a meaningful, human conversation?

That's where **When AI Calls First** was born..!

”



What Changes



“

We use predictive signals to identify churn before renewal...

Then, Voice AI agents make the first call — not to everyone, but only to those who truly need it...

At the right moment...

With the right tone...

And with seamless escalation to a human agent when it matters”

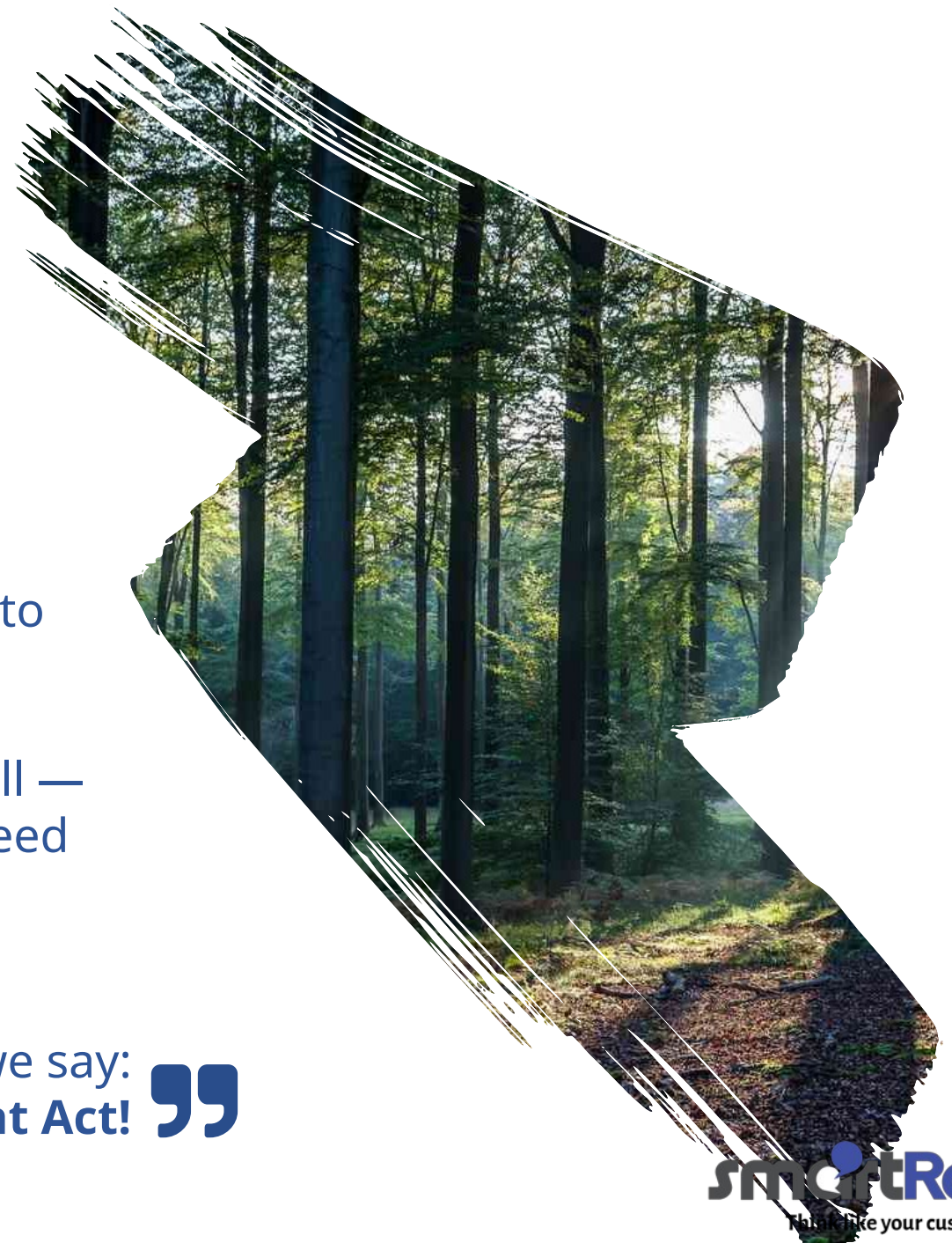
Think & Act

“

Because AI has no value if it only thinks.
And automation has no value if it doesn't lead to
action...

Then, Voice AI agents make the first call —
not to everyone, but only to those who truly need
it...

That's why we say:
Voice AI That Thinks, Agents That Act! ”



The Outcome



“

When you call earlier, you don't just reduce churn...

You **protect revenue.**

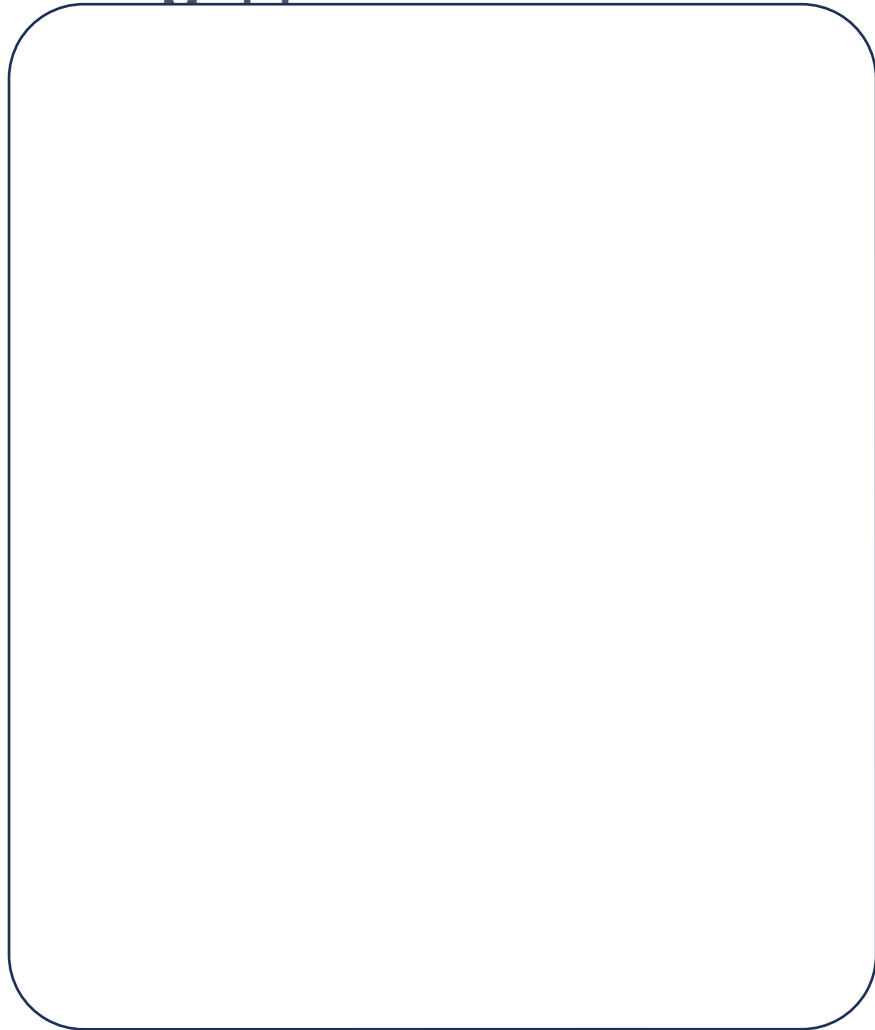
You **free up agents.**

And most importantly — **before it's too late..!**

”

Churn prediction & Retention Platform (Demo)

Churn Rate Predictive



Outbound Call
Triggered



Voice Agent
Conversation



Use cases



Renewals & Churn Prevention

Claims Communication & Experience

Payments & Collections

Quote Follow-Ups & Abandoned Sales

Policy Onboarding & Early Engagement

Upsell & Cross-Sell

The Question

“ At the end of the day, the question isn't whether we will use AI.

The real question is:

**Will we call first —
or will customers say goodbye first?**

”





Our Technology Partners



THINK
LIKE
YOUR
CUSTOMER

We wish you success in a mission to **address every customers'** inquiry and ensure that each one feels the **personalized experience** they expect to receive.

Stay in touch with Us



Let's make
something
awesome
together

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