AVA VOICE AGENT / CONNECTIVITY OPTIONS

Your existing business number. AVA answering it 24/7.

An AI agent answers the business number your customers already call, day and night. Choose the connection that matches your line today: a mobile SIM, an operator SIP trunk or legacy copper lines. Every option runs through an IP PBX and reaches AVA over encrypted SIP/TLS.

CHOOSE YOUR CONNECTION

Three ways to bring AVA to your number.

OPTION 01

AVA Mobile

Your business number is on a mobile SIM.

Mobile SIM
Your number and carrier

↓ cellular voice

GSM gateway
e.g. Dinstar UC2000-VE

↓ SIP, local network

IP PBX
Grandstream UCM6300A

↓ encrypted SIP/TLS

AVA voice agent
Answers 24/7

BEST FOR

Businesses whose customers call a mobile number, and branches that want to keep that number without moving it to a SIP provider.

YOU PROVIDE

- Active SIM with a voice plan that permits gateway use
- Good signal at the install point
- Office internet and power

WE SUPPLY

- GSM gateway, exact cellular variant chosen during validation
- IP PBX, configured
- AVA connection and setup

CONCURRENT CALLS

Set by the active cellular voice channels and the AVA plan. Extra SIM slots alone do not add simultaneous calls. PBX: up to 50.

OPTION 02

AVA Landline

Operator SIP trunk (e.g. Etisalat or du) delivered to your office.

Operator SIP trunk
Physical line or port at your office

↓ network port 1: operator

IP PBX / edge
Grandstream UCM6300A

↓ network port 2: office internet

Office internet
Firewall allows the trunk

↓ encrypted SIP/TLS

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BEST FOR

Offices with a fixed business number on an operator-managed SIP trunk. No costly SBC needed for SMEs: the PBX acts as the edge.

YOU PROVIDE

- From the operator: trunk login or IP allowlist, server IPs, codec (typically G.711 A-law) and number format
- Office internet; firewall allows the trunk

WE SUPPLY

- IP PBX with one port to the operator and one to the office network
- Trunk, routing and AVA setup

CONCURRENT CALLS

Set by the trunk channels you subscribe to and the AVA plan. PBX: up to 50 concurrent calls, 250 users.

OPTION 03 FOR LEGACY LINES

AVA Analog

Your number is on a traditional copper (PSTN) line.

Analog lines
Existing PSTN service

↓ one line per FXO port

FXO gateway
Grandstream HT841 or HT881

↓ SIP, local network

IP PBX
Grandstream UCM6300A

↓ encrypted SIP/TLS

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BEST FOR

Shops and offices that keep a published landline with their current provider and do not want to port the number.

YOU PROVIDE

- Active analog line(s) or a compatible analog port from provider equipment
- Office internet and power

WE SUPPLY

- FXO gateway sized to your lines
- IP PBX, configured
- AVA connection and setup

CONCURRENT CALLS

One call per connected line. HT841: 4 lines. HT881: 8 lines. Spare ports do not add provider lines.

All three options use the same Grandstream UCM6300A IP PBX, so staff extensions, transfers and call rules work the same way whichever line you connect.

AVA is an rFactorial product, offered under the partnership of Raqi Ai and Technology LLC (UAE) and Cognition AI and Technology Innovation (Oman).

INCLUDED ON EVERY OPTION

A real phone system behind AVA.

Staff extensions
Local extensions for your team on the same PBX.

Transfer to a person
AVA hands the caller to a staff member when needed.

Ring groups
Ring several staff phones together for a team.

Business hours routing
Different call handling during and after opening hours.

Voicemail
Callers can leave a message for your team.

Encrypted link to AVA
Calls reach AVA over SIP/TLS from the PBX.

ENTERPRISE OPTIONS (AS REQUIRED)

Scale up for larger organisations.

Session Border Controller (SBC)
For large or high-security deployments.

Greetings by language and time of day
Different welcome messages for each audience and hour.

Multiple or backup trunks
Extra lines and failover paths for resilience.

Multi-level IVR menus
Dial-pad choices, e.g. press 1 for sales, press 2 for Arabic.

Department routing
Send callers to the right team or branch.

Higher-capacity PBX models
Grandstream UCM6302A or UCM6304A.

(Final hardware and configuration are decided per project, based on company size and requirements.)

Good to know: every option needs reliable office internet to reach AVA. On analog lines, caller ID and hang-up detection depend on the line and gateway settings and are checked during the pilot.

HOW IT WORKS

From first call to rollout.

01 / ASSESS
Confirm your line
Identify the number type, call volume and the operator or carrier details we need.

02 / CONNECT
Install and configure
Set up the gateway or trunk, the IP PBX, extensions and the secure route to AVA.

03 / PROVE
Pilot one number
Test audio, caller ID, routine questions and the transfer to your team.

04 / EXPAND
Grow with demand
Add lines, channels, menus or sites as call volume grows.

CONTACT

Put AVA on the number your customers already call.

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Solution concept. Final hardware, routing and AVA interoperability are validated during the pilot. Capacity references: Grandstream UCM6300A datasheet (up to 50 concurrent calls, 250 users); Grandstream HT841 (4 FXO ports) and HT881 (8 FXO ports); Dinstar UC2000-VE family, exact cellular variant selected during validation. Concurrent calls are also limited by operator channels and the AVA plan.