AVA CONNECT

Your phone system. AVA in the conversation.

Bring an AI voice agent into your existing business phone environment. Connect AVA through your SIP provider and compatible PBX.

THE BUSINESS NEED

Routine calls fill a busy switchboard.

Your phone system already connects customers and staff. AVA gives routine inquiries a dedicated first response while your PBX continues to manage the numbers, teams and call routes your business uses.

WHY AVA CONNECT

01

Work with your PBX

Route selected business numbers, hours or call queues to AVA through your PBX.

02

Use a focused role

Start with common questions or one configured workflow before widening coverage.

03

Plan for growth

Match SIP channels and AVA capacity to expected call demand across your teams.

THE CONNECTION

PUBLIC NUMBER
SIP provider

→

YOUR PHONE SYSTEM
Business PBX

→

VOICE TRANSPORT
SIP over IP

→

CONVERSATION
AVA voice agent

The PBX controls which calls reach AVA and the configured route back to your team.

Give your switchboard a useful new voice.

Explore an AVA Connect pilot on one number or call queue.

SIP PROVIDER / BUSINESS PBX

Built around your phone system.

Your SIP provider supplies the telephone service. Your PBX routes selected calls to AVA using a compatible SIP connection.

WHAT YOU NEED

SIP service and numbers

An active provider trunk with the numbers, inbound routing and channels you need.

A compatible PBX

Administrator access to configure an AVA SIP route, business hours and call destinations.

IP access and AVA

A configured AVA SIP account plus working voice connectivity through your network.

A defined service role

Approved knowledge, a selected workflow, staff destinations and routing ownership.

EXAMPLE CUSTOMER JOURNEY

A customer calls the main business number.

The SIP provider delivers the call to your PBX. An inbound rule sends it to AVA for a routine inquiry. A tested escalation route connects callers with the right team when needed.

CAPACITY & ROUTING

Size the complete call path

Concurrent calls are limited by provider channels, PBX capacity and the AVA plan. Budget extra call legs for transfers where needed.

Keep routing deliberate

Choose full-time, selected-hours or overflow handling where the PBX supports it. Validate transfers and any outbound route during the pilot.

FROM FIRST CALL TO ROLLOUT

01 / CONNECT

Confirm the provider, PBX and AVA SIP route.

02 / PROVE

Test audio, call rules, caller ID and staff handover.

03 / EXPAND

Add numbers or queues as demand and capacity allow.

PBX example: Grandstream UCM. Exact model, firmware and AVA interoperability require validation.

Solution concept. Final hardware, routing and AVA interoperability are validated during the pilot.

SIP trunk routing reference: 3CX administration guide [technical reference]