SOLTO × Qixs

Qixs System

Your Business, Talked Through AI — Smart Chat & Voice Agents

Industry Versatility | Fully Customizable Models

Company

Industry: AI-Powered Chat and Voice Solutions

Challenge:

Qixs needed a robust platform allowing businesses to deploy customizable AI agents—chat or voice-based—trained on their proprietary content. Goals included:

- Supporting multi-modal interactions (chat + voice)
- Easy knowledge base creation (upload files, links, text)
- Lightweight, no-code agent creation with template or custom flows
- Secure, extensible infrastructure with seamless web integration.

Project Overview – Qxis x Solto.ai

Scope of Work:

- Web front-end and dashboard for knowledge base setup and agent creation
- Voice agent functionality (speech-to-text, LLM processing, voice synthesis)
- Chat agent UI for web integration
- Templates + customization options for agents
- Cloud infrastructure, deployment, and CI/CD setup
- Testing, security validation, and ongoing maintenanc

Solution Delivered:

- Intuitive dashboards to build chat/voice agents in clicks
- Secure, scalable backend
- Voice model swaps, LLM options via UI
- Easy embedding of chat agents into websites and voice agents via call demos

Challenges Addressed

- **Multi-Modal Complexity** – Coordinating accurate AI flows across chat and voice channels.
- **Knowledge-Base Handling** – Efficiently ingesting and parsing varied content types (text, files, links).
- **Customization UX** – Ensuring non-technical users can set up and manage agents easily.
- **Voice Integration at Scale** – Synchronous voice calls with low latencies and high concurrency.
- **Security & Privacy** – Protecting sensitive business data during voice/chat processing.

Team Composition

A lean and focused Solto.ai squad delivered this:

- 1 Full-Stack Developer
- 1 Voice AI Specialist
- 1 Frontend Developer
- 1 Backend/Cloud Engineer
- 1 QA Engineer
- 1 Project Lead

Workflow: Agile sprint cycles, real-time dashboards, Slack + GitHub coordination.

Development Timeline

- **Weeks 1–2:** Planning, architecture design, UI/UX mockups
- **Weeks 3–6:** Feature development—chat agent UI, voice flow, knowledge ingestion
- **Weeks 7–8:** Testing cycles including voice latency, security, and usability
- **Week 9:** Production deployment + agent embedding integration
- **Week 10+:** Ongoing feedback loop, enhancements, and support

Ongoing Support Model

- Dedicated Slack channel with Veridico team
- 8x5 Availability + SLA for critical issues
- Monthly maintenance (security patches & optimizations)
- 24/7 monitoring & alerts (Sentry, CloudWatch, Prometheus)
- Iterative releases for feature expansion

AI Expertise Delivered by Solto.ai

- **Agent Setup Time Reduced by 80%** – Users can onboard content and deploy agents within minutes
- 99.9% Uptime & Scalable Voice Workflows across multiple agents
- **Non-Technical User Success –** Dashboard adoption rate 2x higher than expected
- **Data Security Achieved –** End-to-end encryption and compliance integrated
- **Wider Market Adoption –** Qixs onboarded clients across healthcare, real estate, hospitality, and insurance verticals quickly

Why Qixs Trusted Solto.ai

- Domain expertise in building both chat and voice AI workflows
- Developer-friendly, modular architecture enabling future extensions
- Quick turnaround, quality-driven execution with transparent communication
- Long-term partnership focus—support, security, and scalability built-in

Wrap-Up

Solto.ai enabled Qixs to bring to life a highly flexible, secure, and user-friendly AI platform for both conversational chat and voice agents—empowering businesses to transform customer engagement instantly.

"Let's Build Voice & Chat Experiences That Delight — Solto.ai"