

SOLUTION DOSSIER

AI Voice Agents

The agent detects the caller’s language, answers naturally, asks follow-up questions and returns a structured handover after every call.

<https://www.apporix.lu/solutions/ai-voice-agents-luxembourg>

Live Luxembourgish AI call agents

Apporix was the first provider to bring live Luxembourgish AI call agents to businesses in Luxembourg.

What separates this from a phone menu

- **Mid-call language switching** — More than 40 languages, with fluent switching when the caller changes language mid-conversation — the normal case in Luxembourg, where a caller may move between Luxembourgish, French, German and English in one call.
- **Luxembourg numbers** — National or regional Luxembourg numbers, so the phone experience is local from the first ring.
- **Private global IP network** — An established private network for low latency, stable routing and high call quality — the difference between a usable conversation and an obviously synthetic one.
- **Structured handover, not a recording** — Call notes sent by email, CRM or webhook, or an automation workflow triggered directly after the call. The agent can escalate to a human, mark urgency or ask the caller to wait for follow-up; the fallback path is defined before launch.
- **Full EU compliance on live calls** — GDPR and EU AI Act compliant call flows with EU data residency and zero data retention.

What the agent does on the call

- **Availability** — Answers inbound calls during opening hours, evenings, weekends, public holidays and while staff are on other lines.
- **Conversation and preparation** — Collects caller details, understands the request, asks follow-up questions and prepares booking or service steps for staff.
- **Connected follow-through** — Connects to a calendar or booking workflow where that integration is part of the project.

MEDICAL & DENTAL PRACTICES	Medical and dental practices are strong use cases when the scope, wording, data handling and human handover are designed carefully for the practice.
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