

STELLA AI INTEGRATION: AI-POWERED VOICE ASSISTANT, FULLY INTEGRATED



PHASE 1:

INBOUND CALLS

- Let Stella AI answer inbound service calls 24/7.
- Books real appointments in your DMS
- Handles FAQs, transfers complex queries (not yet implemented)
- Reduces missed calls and wait times

PHASE 2:

IN-APP CALENDAR INTEGRATION

- View real-time service availability = instant booking
- Customers can book within Connect app
- Sees live shop capacity to avoid overbooking
- DMS directly integrated with XTime / MyKaarma

PHASE 3:

OUTBOUND CALLS

- Our Smart Marketing AI Agent + Stella = hands-free outbound engagement
- Proactive outreach for oil changes, tire rotations, recalls
- Fully automated: we trigger the call, Stella handles booking
- Built-in logic: retries, voicemails, and opt-out flow

