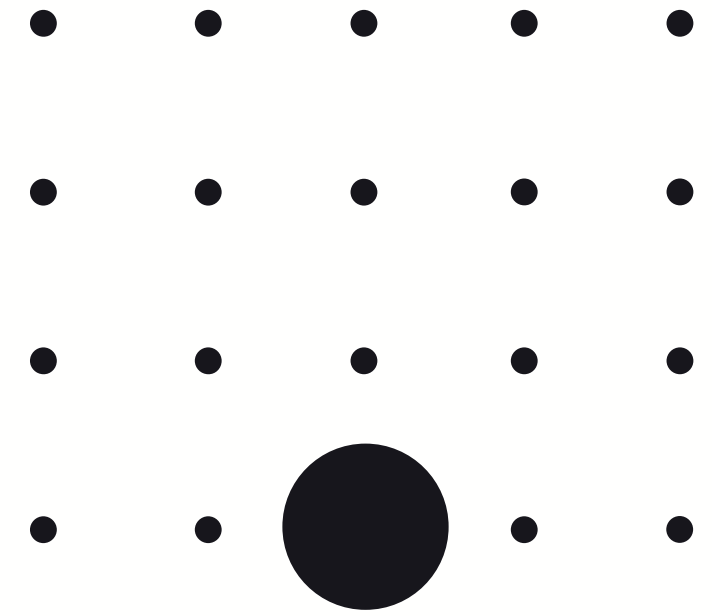
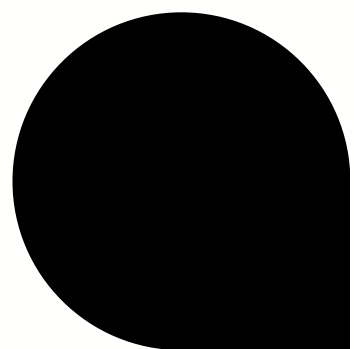
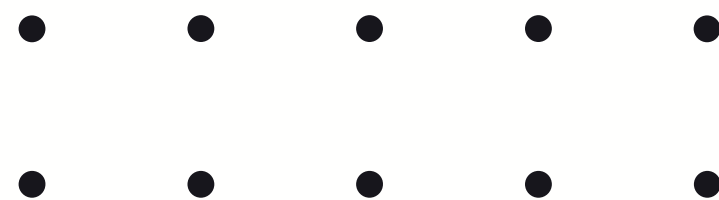


VOICEFLOW MEETUP STUTTGART 2025



BUILDING WITH VOICEFLOW

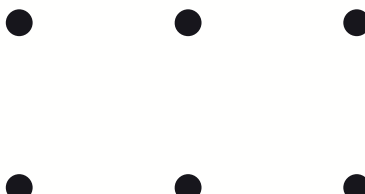
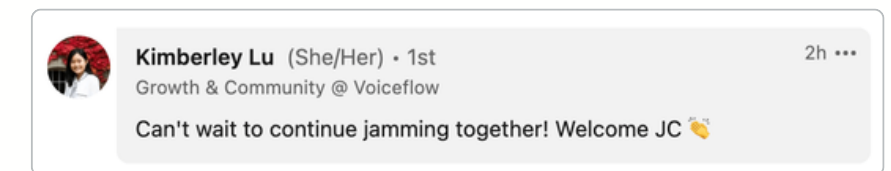
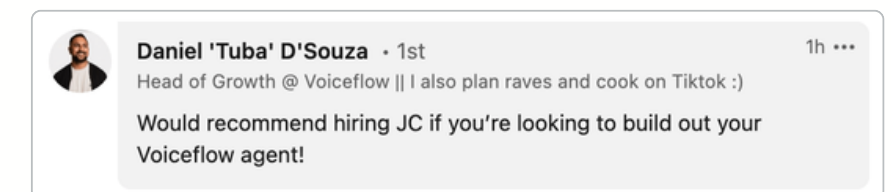
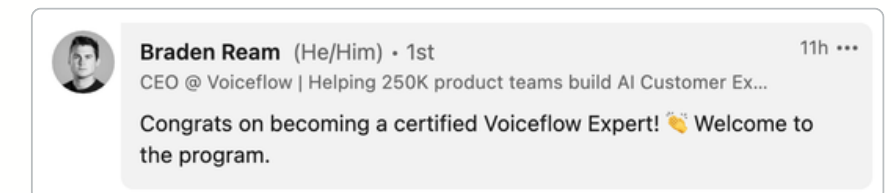
Juan Carlos Quintero



Who am I?

I'm JC

- Born in Venezuela 🇧🇷
- Studied Software Engineering
- Worked for 10+ years as Engineer
- Working now as AI Consultant
- Voiceflow Certified Expert
- YouTuber 😄

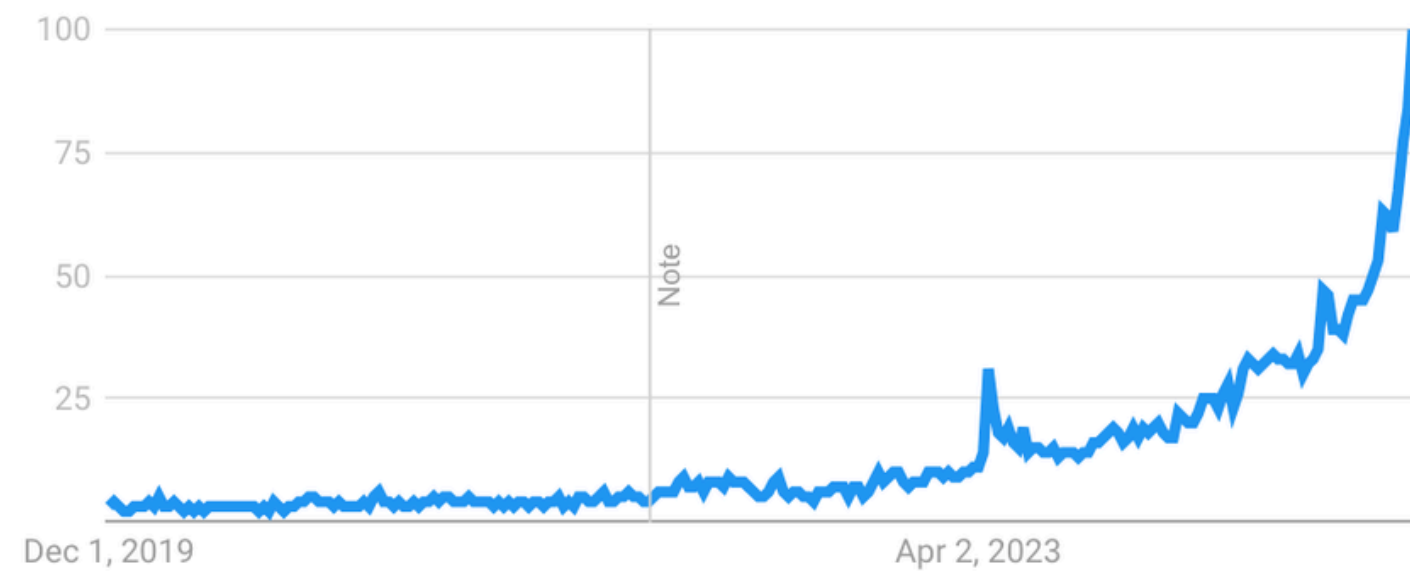


AI Opportunity

Interest over time

Google Trends

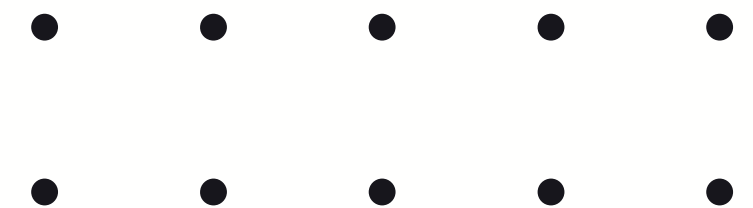
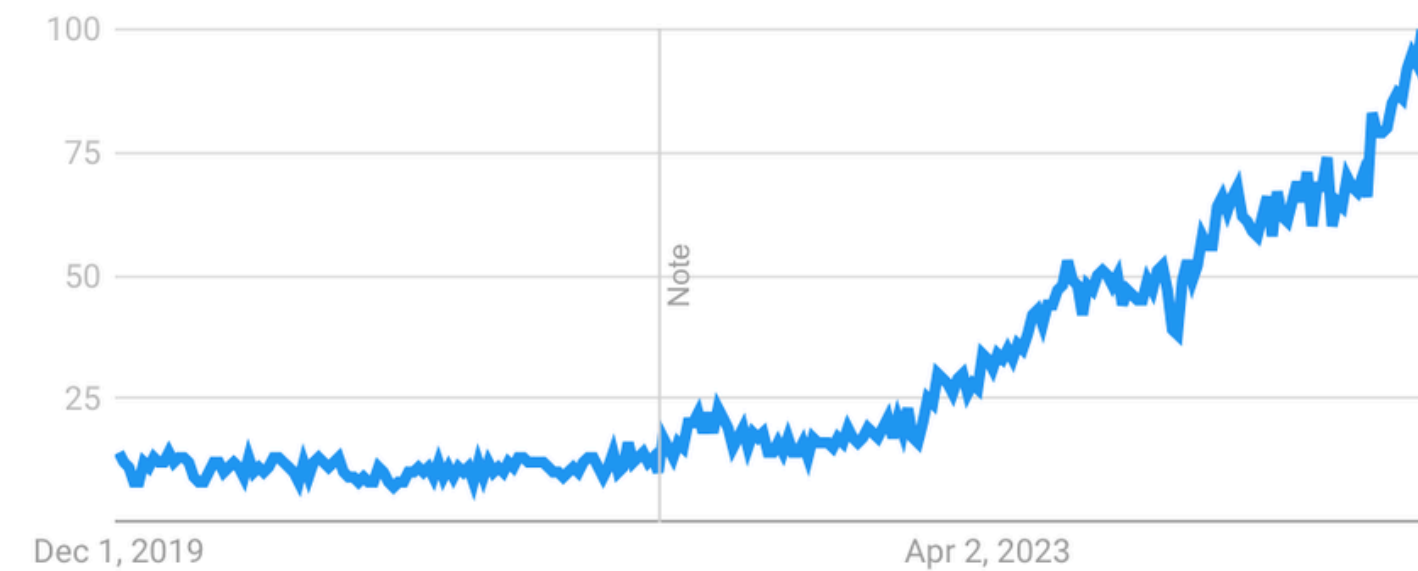
● AI Agent




Interest over time

Google Trends

● AI Automation



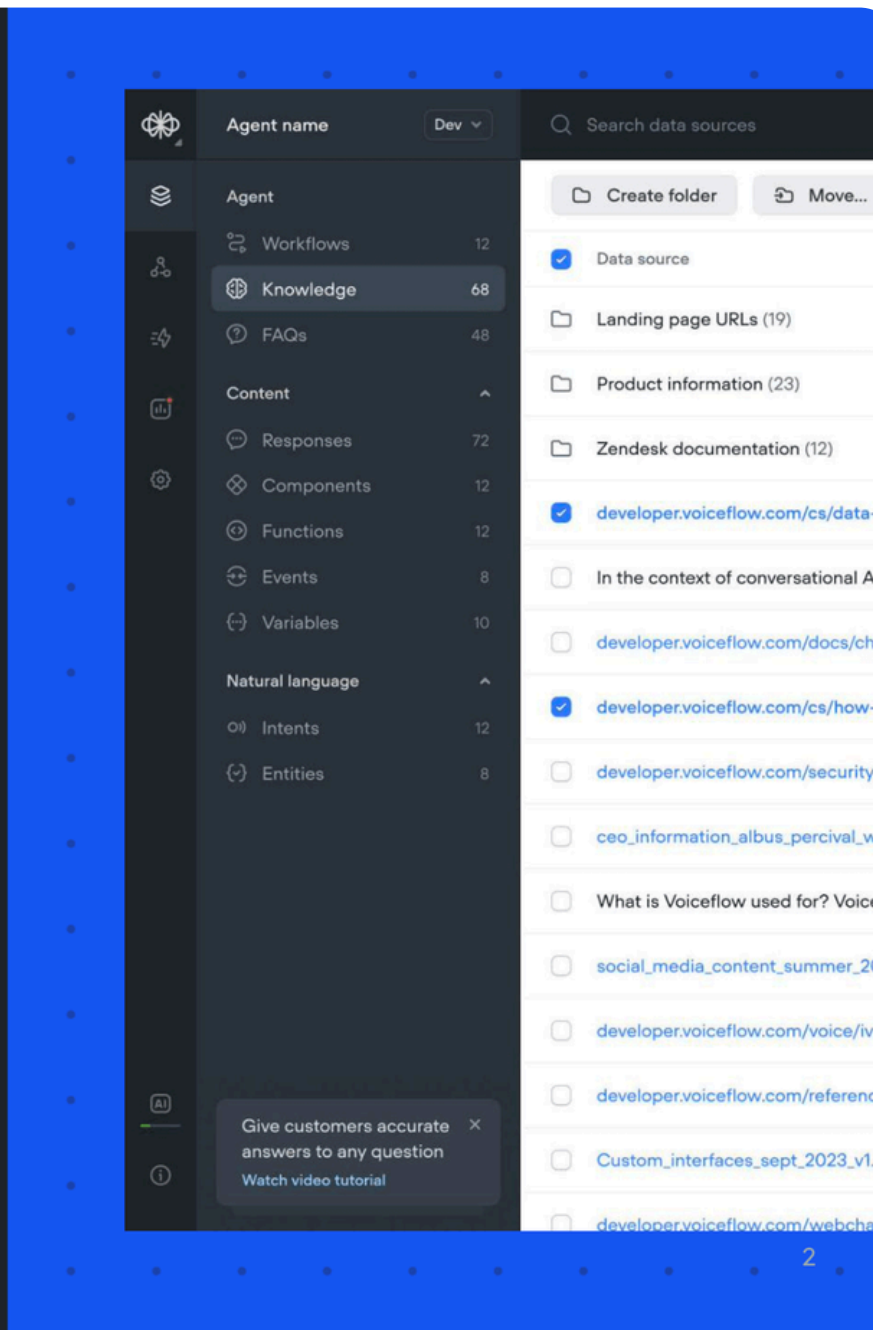
Voiceflow

 {Voiceflow Platform}

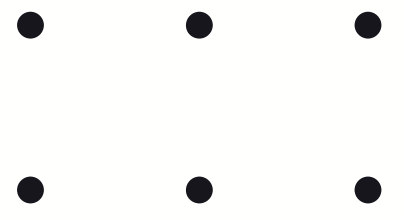
Voiceflow helps enterprise teams build and deploy AI Agents to automate customer experiences

- **Low-code builder that doesn't compromise.** Voiceflow's leading AI building platform empowers teams of all technical abilities to build advanced AI customer experiences.
- **Customizable developer platform.** Voiceflow's developer platform allows for customization across every use case, workflow, and technology stack.
- **Built for scale and collaboration.** Iterate faster at scale using components, centralized data management, team workspaces, versioning, and more.

The Conversational AI Platform for Teams



The screenshot displays the Voiceflow developer interface. On the left, a sidebar menu lists various components: Agent, Workflows (12), Knowledge (68), FAQs (48), Content (Responses: 72, Components: 12, Functions: 12, Events: 8, Variables: 10), Natural language (Intents: 12, Entities: 8). The main area shows a search bar and a list of data sources with checkboxes for selection. A notification at the bottom reads: "Give customers accurate answers to any question. Watch video tutorial."



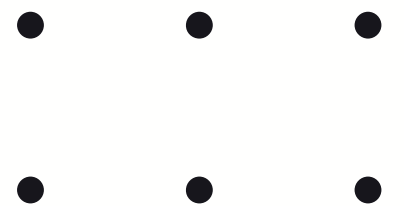
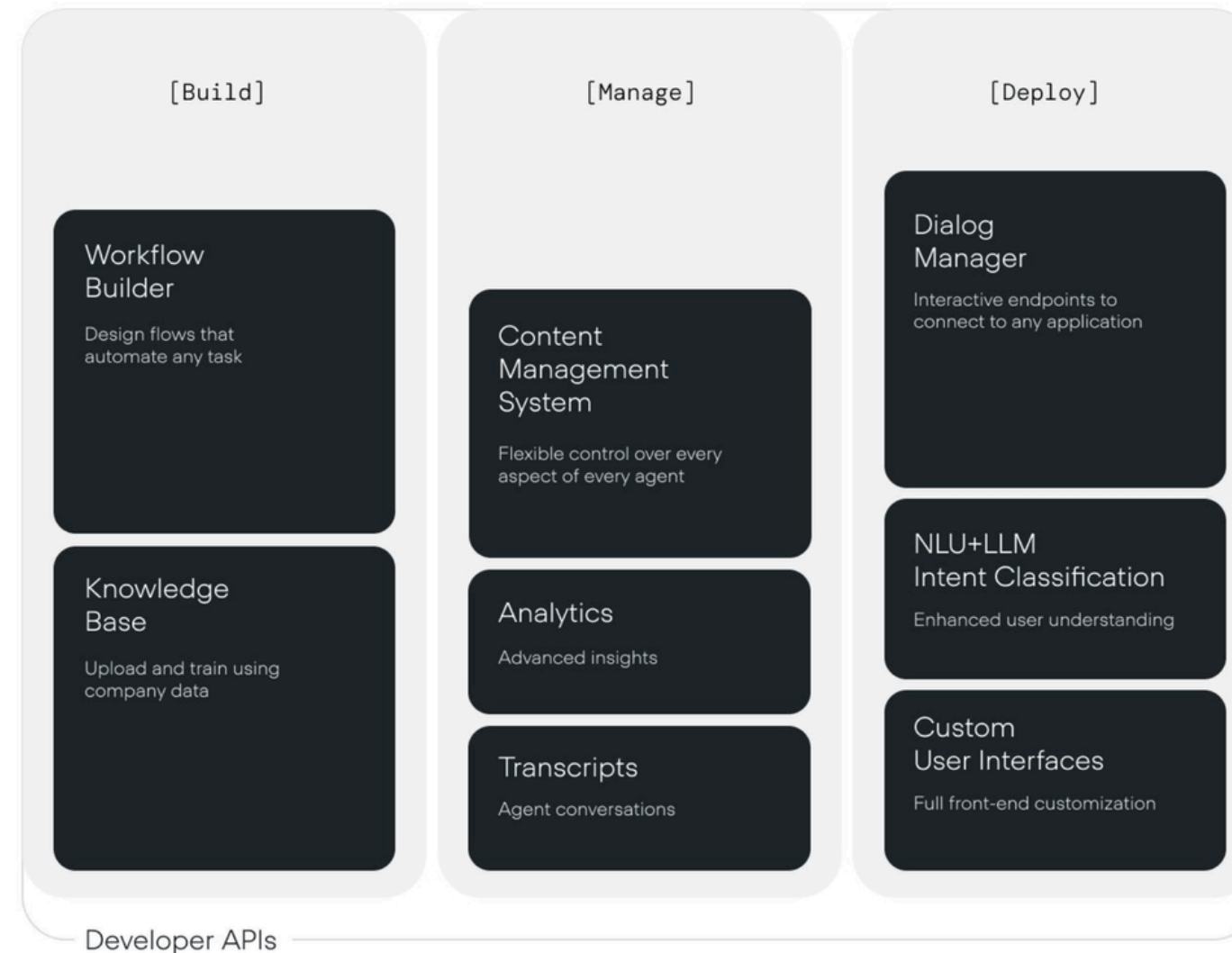
Voiceflow



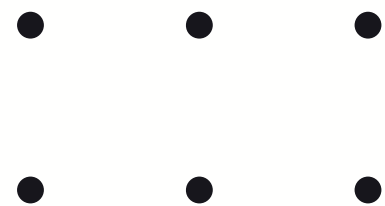
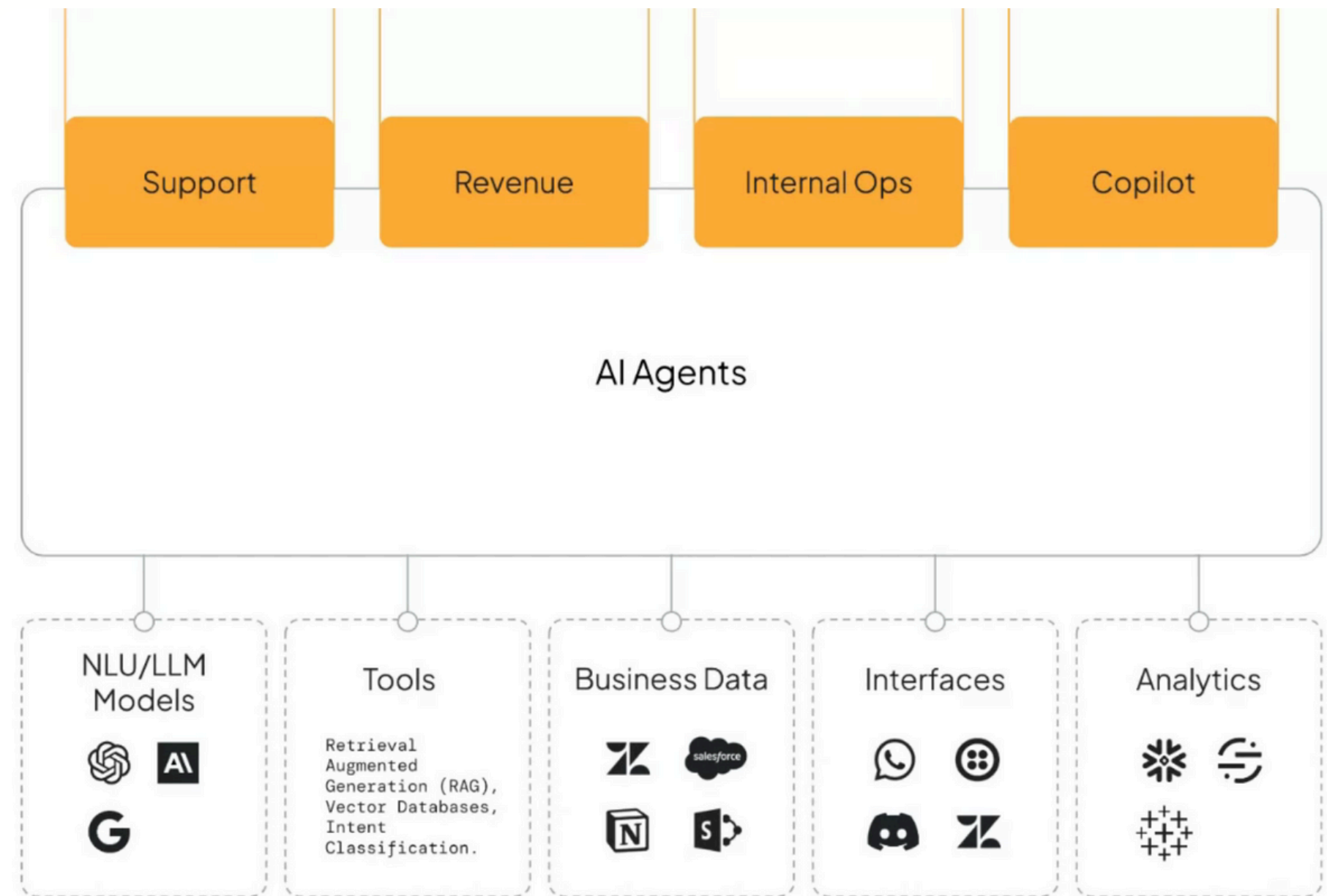
Voiceflow pairs a low-code AI Agent building tool with modular APIs for advanced customization

Voiceflow allows for full customization of the end-user interface, technology stack (LLM, NLU, TTS, ASR), with API connectivity to integrate with any external service.

{Voiceflow Partnerships} Confidential, Subject to Change



Voiceflow



Voiceflow



{Our Customers}

Started in 2019, Voiceflow serves 2,200+ global customers. We're headquartered in Toronto and have raised \$35M in investment from Google and others.

Retail



Finserv



Healthcare



Insurance



Startups



B2B Software



Consumer Software



Automotive



Telco



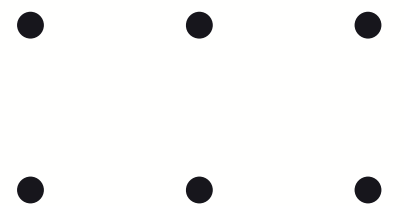
Gov + Utilities



{Title} The Conversation Design Platform

July 2024

3



Voiceflow



Your biggest blockers to AI product development:

1

Production value

Customers don't know what they want

Communicate value

User trust

UI and usability

2

Measuring success

Customers don't know what they want

A/B testing

Defining ROI

Building a business case

3

Collaboration

Global organizations

Sharing prompting best practices

Reusing a tool across many lines of businesses

Integrating with legacy systems

4

Skills and talent

Upskilling the team

AI space is changing quickly

Tools and frameworks that can keep up

Budgeting for expensive talent

5

Hallucinations / IP

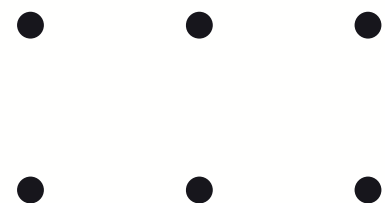
Rapidly changing space

Regulatory environment

Managing IP

Compliance

Data quality

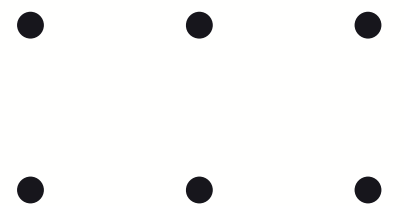


Voiceflow

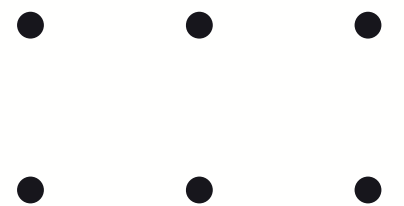
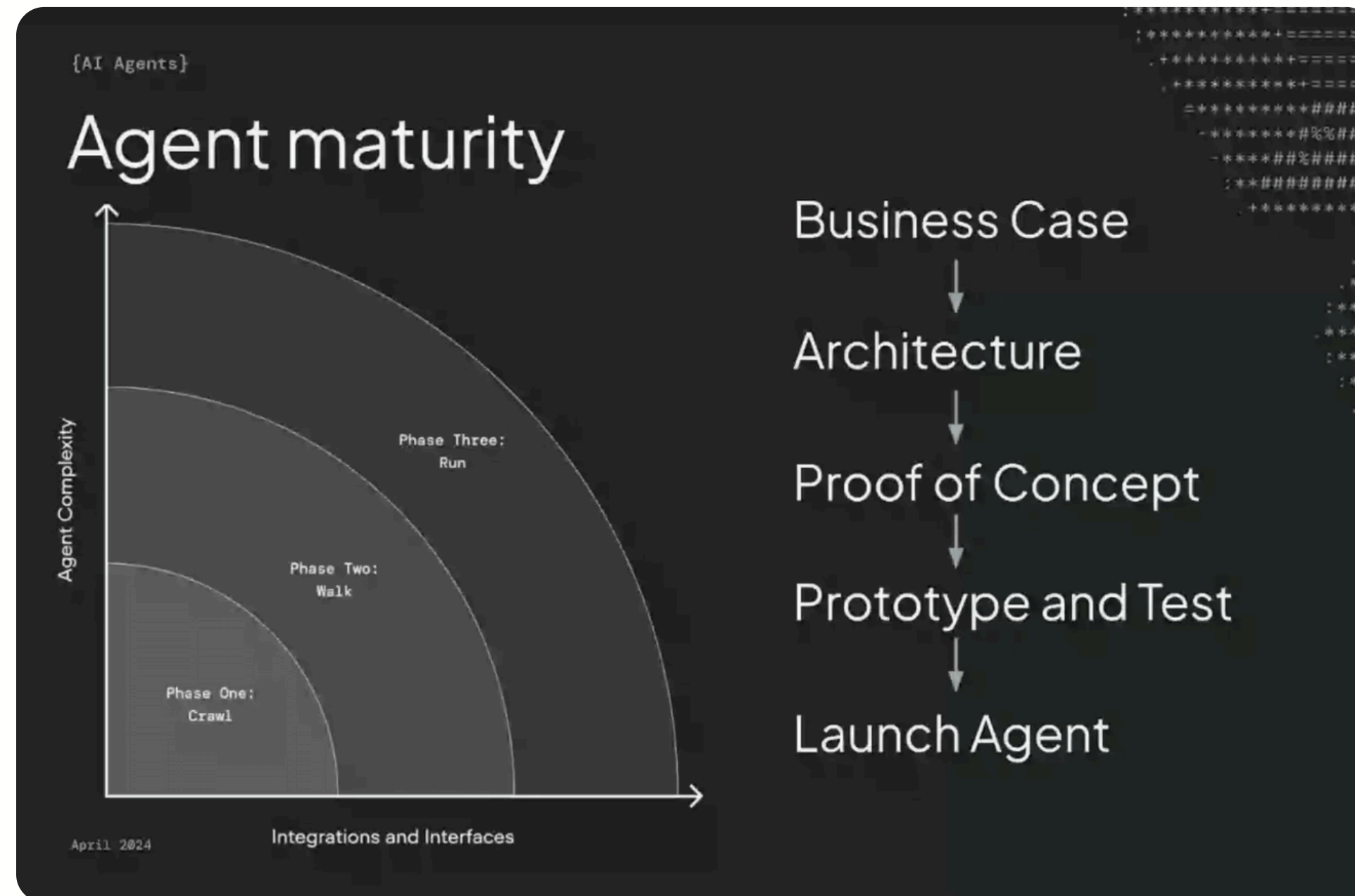


Goal: approach AI agents as core products, not one-off solutions.

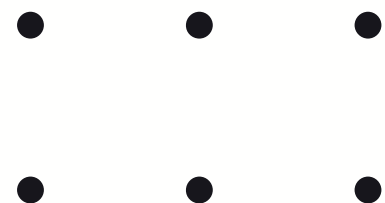
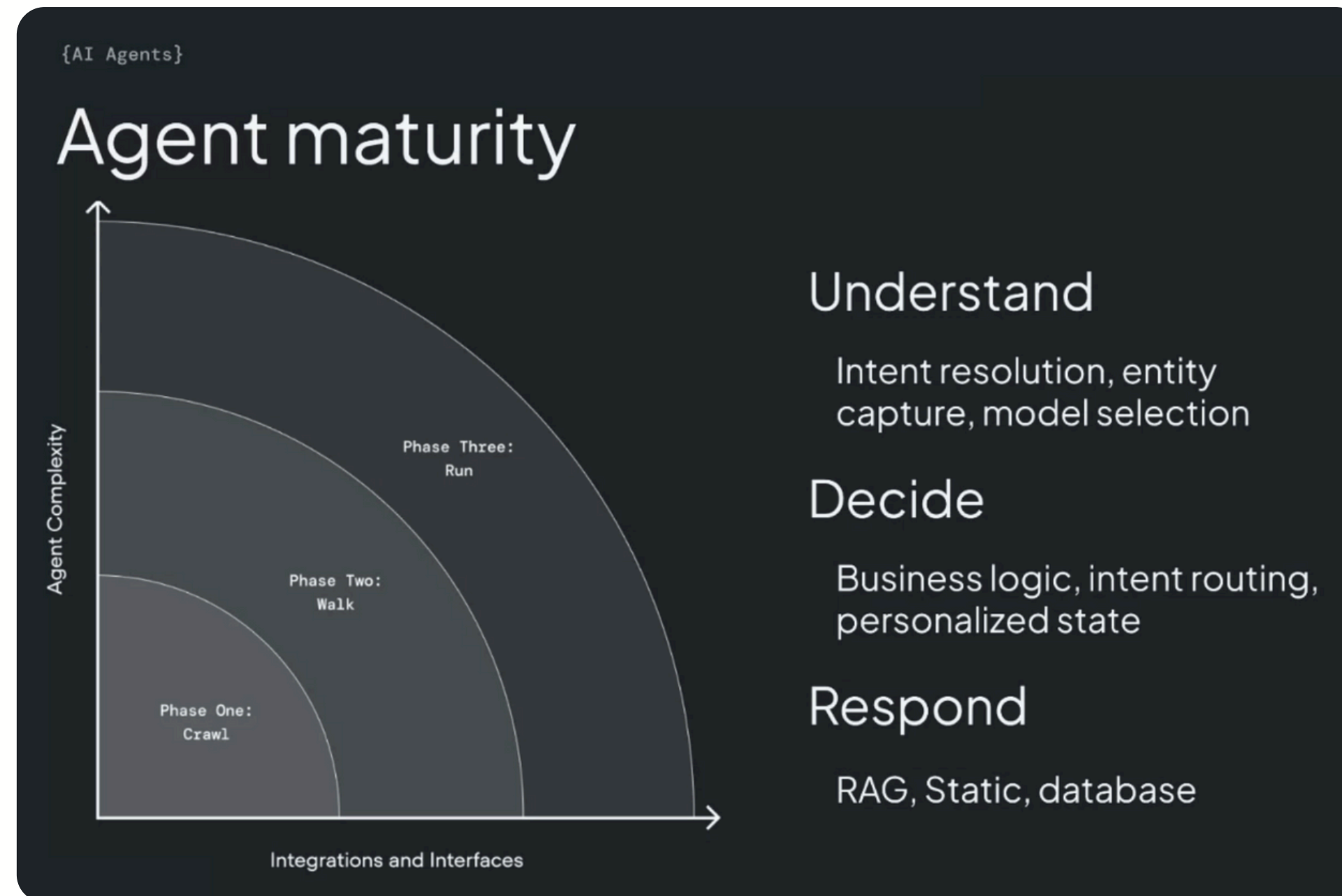
- Dedicated, collaborative teams
- Access to any AI models
- Plugged into business data
- Able to start and scale across use cases
- **Tailored to your business, with guardrails**



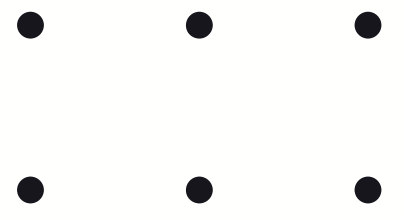
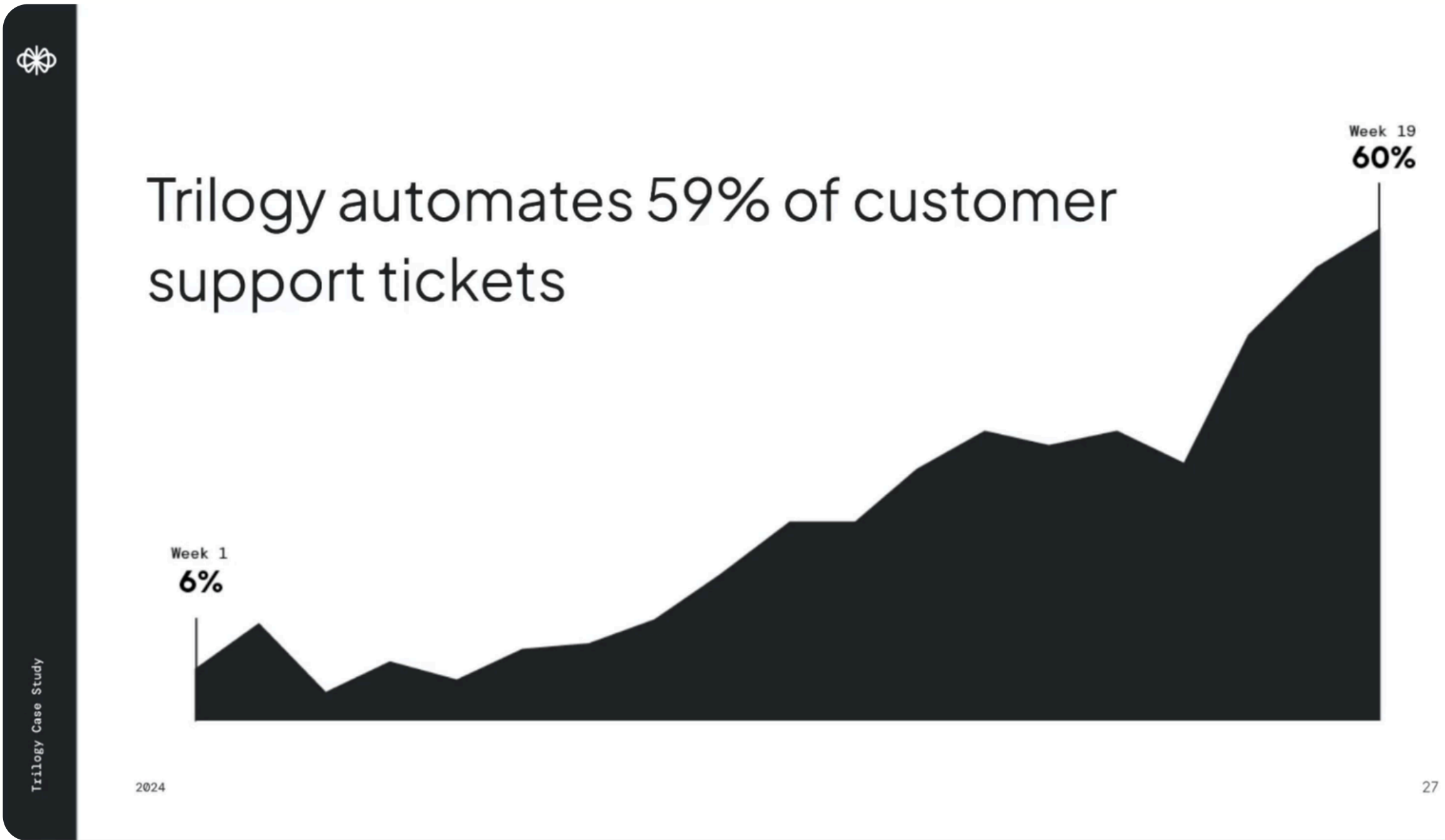
Voiceflow



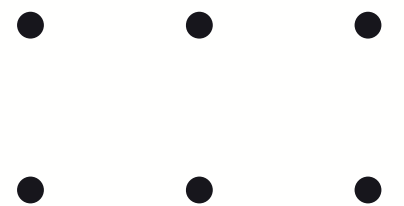
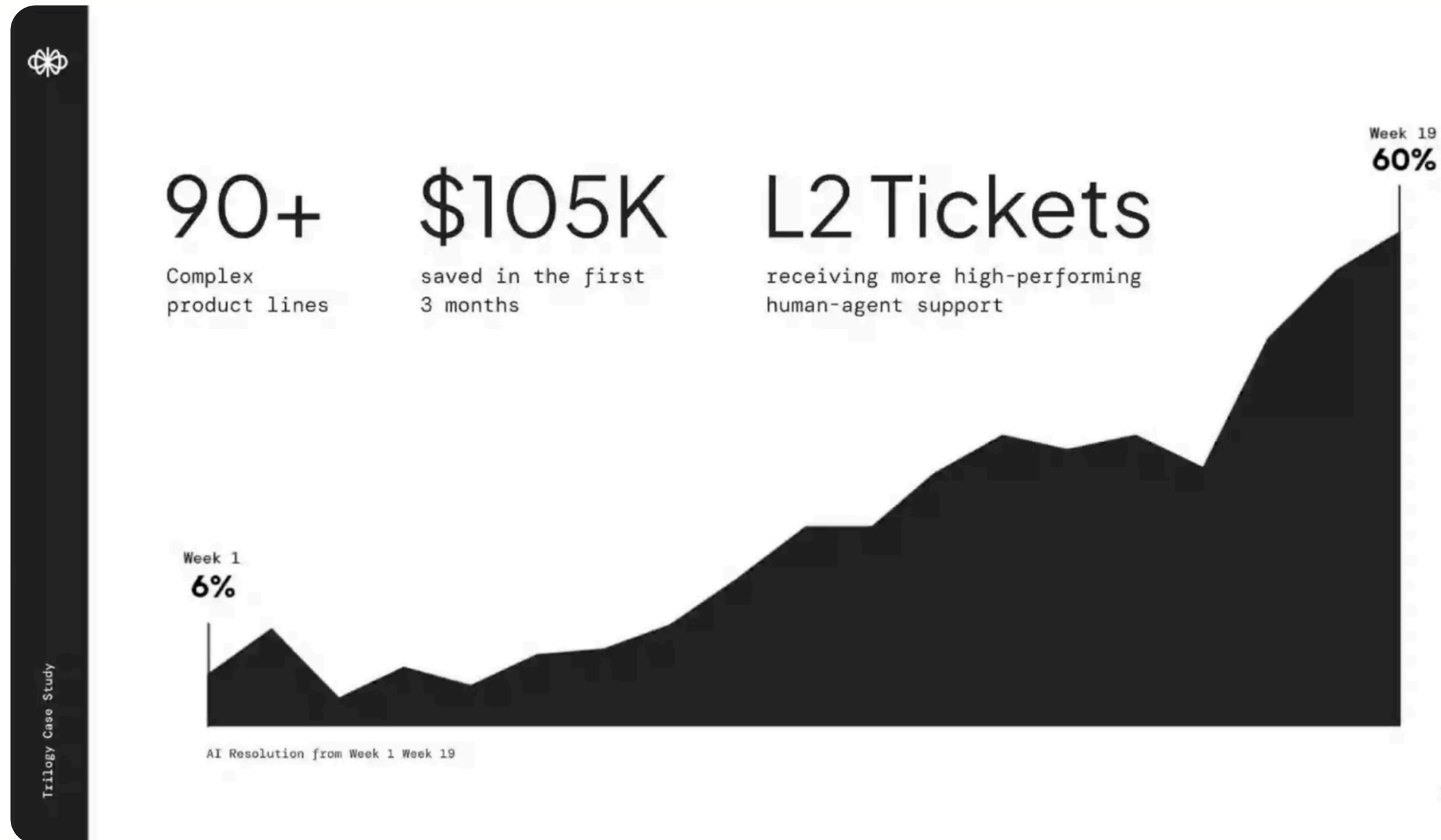
Voiceflow



Voiceflow



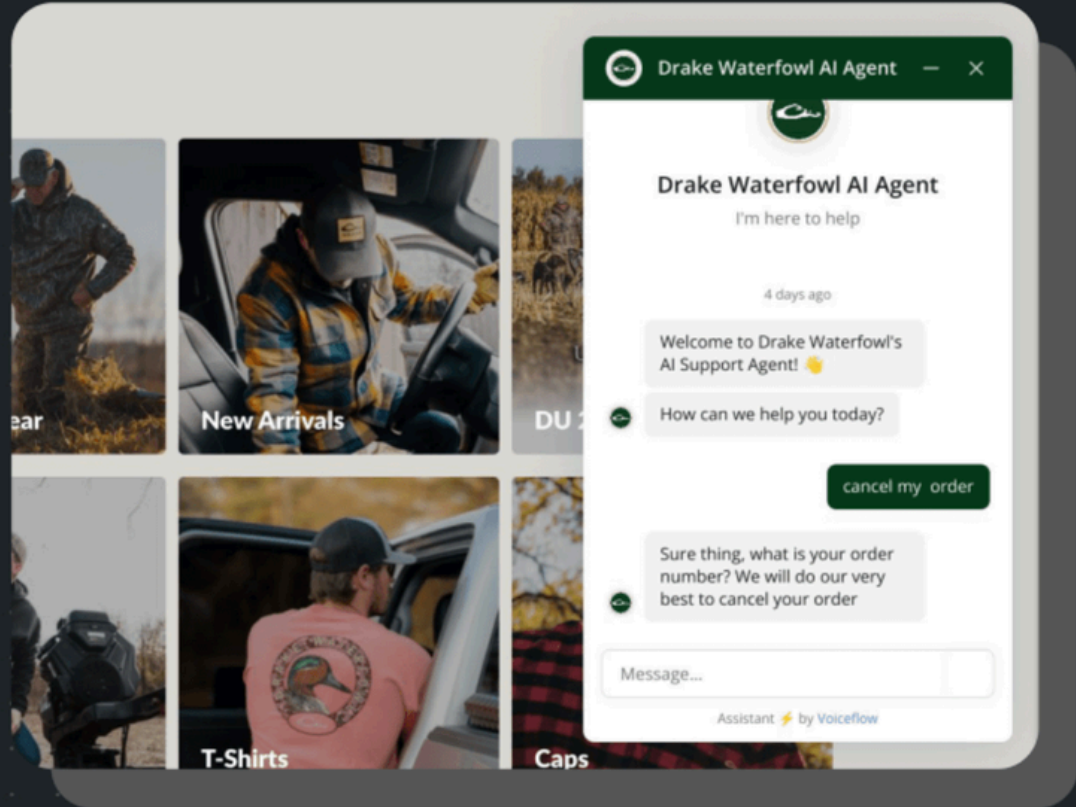
Voiceflow



Voiceflow

{Parkfield Commerce}

Drake Waterfowl's AI chatbot: Boosting sales & reducing tickets by 60%



The screenshot displays a mobile application interface for Drake Waterfowl. On the left, there are product category tiles for 'ear', 'New Arrivals', 'DU', 'T-Shirts', and 'Caps'. On the right, a chat window titled 'Drake Waterfowl AI Agent' is open. The chat shows a welcome message, a user request to 'cancel my order', and a response from the AI agent asking for the order number. The chatbot is powered by Voiceflow.

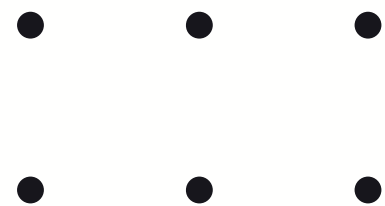
60% reduction
in support tickets

Boost in sales
through AI product recommendations

Saved operational costs
Sticking with the client's existing helpdesk platform

Developer Lab

10



Voiceflow



{Voice in Voiceflow}

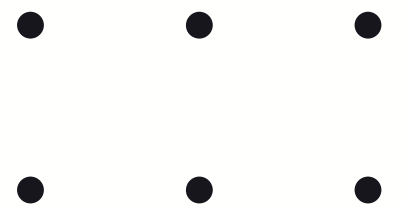
When to use Voiceflow's Voice Agent

Voiceflow

- Finetune control and visibility
- Seamless multimodal Voice and Chat in a unified platform
- Native multi model support
- Lower pricing

OpenAI

- Simple agent with less structure
- Fast setup
- Contained within the OpenAI ecosystem



Voiceflow



Upskilling your team

1

Courses

Build a foundation
Focus on hands on exercises

2

Conferences

Deeper topics, benefit when knowing which questions to ask
Discussions with peers

3

Hackathons

Brainstorm ideas and build
Practice cross functional delivery

4

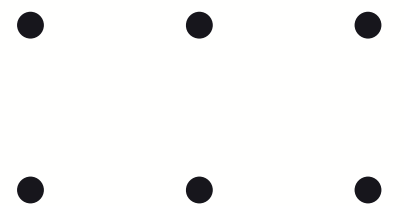
Proof of Concepts

Iterate through ideas
Go through the product development process


5

Hiring / Mentors

Hire the skills needed
Coach existing teams with business and product context on new domains



Voiceflow

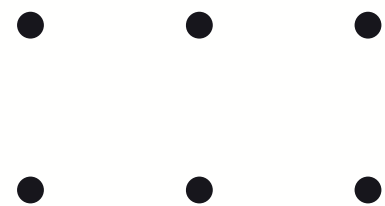


Voiceflow is **most powerful** when you are working with a **developer**.

- {1} A vector database
- {2} Collaborative workflow builder
- {3} JavaScript Functions
- {4} Suite of APIs

Developer Lab

5



Voiceflow



{Level up your webchat}

Developer features to level up your webchat

Custom CSS
& Embed

Fully modify how your assistant looks. Add it in your page.

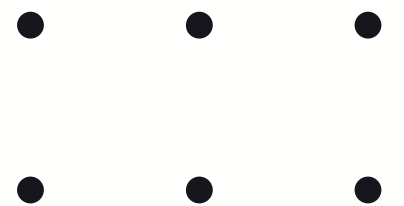
Extensions

Render any custom widget or item natively in your Webchat. Trigger events on your website.

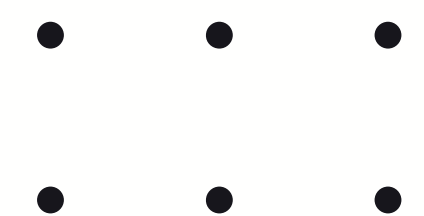
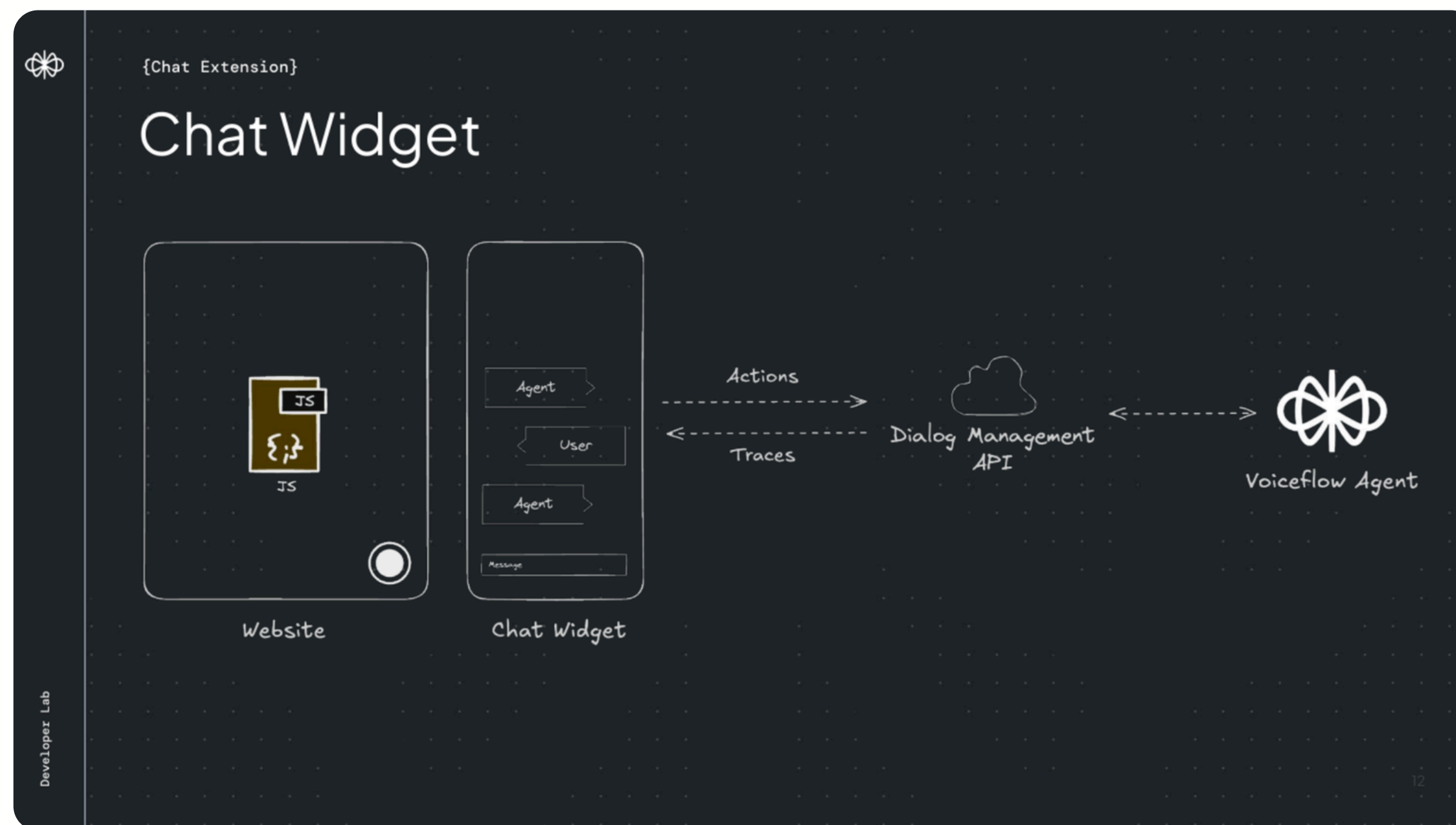
Triggers & modifications

Send events to your webchat to trigger specific flows with conditions.

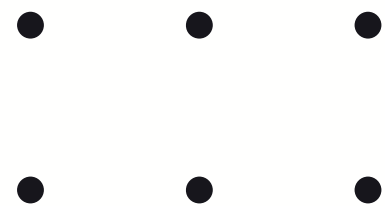
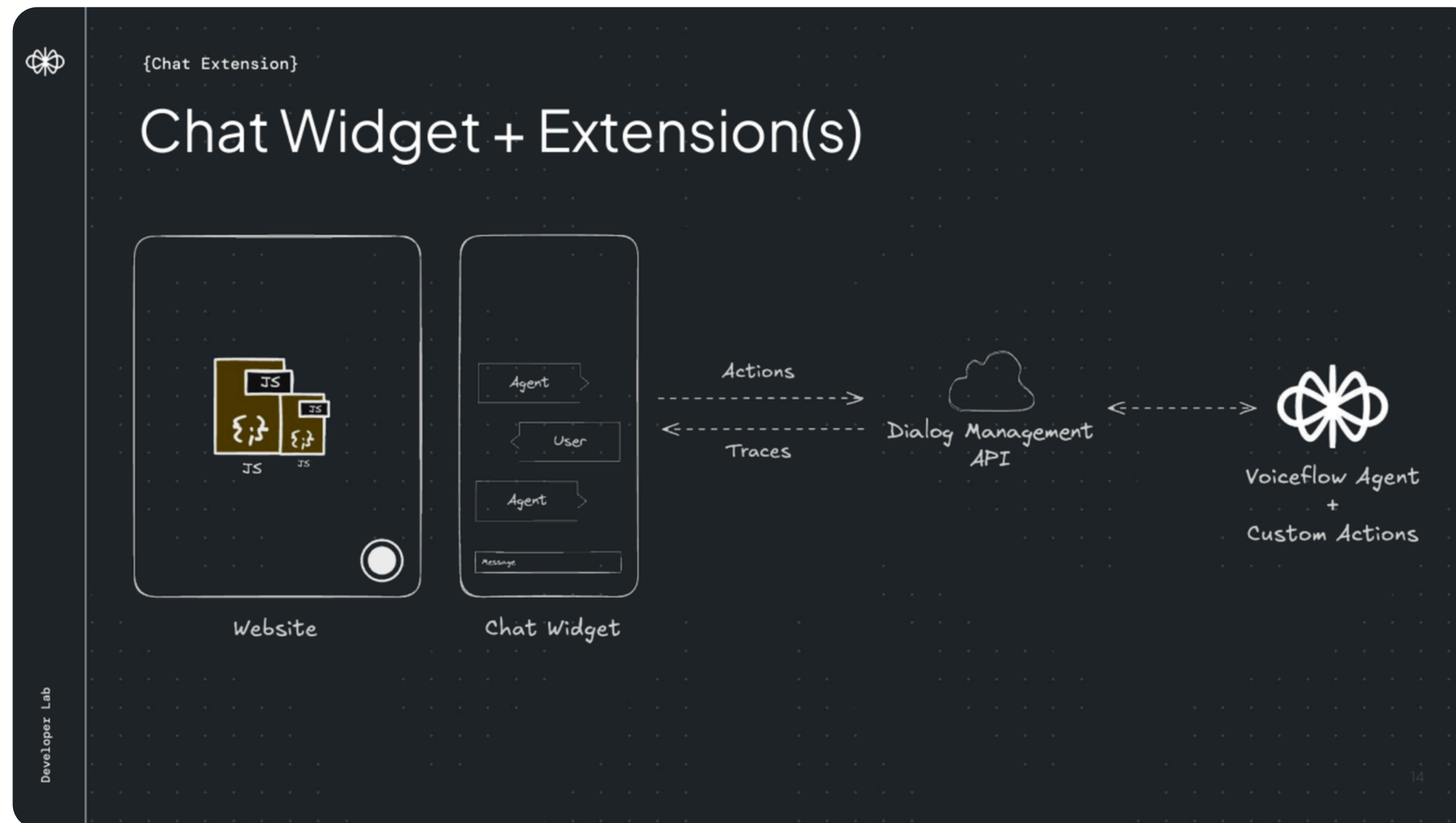
Developer Lab



Voiceflow

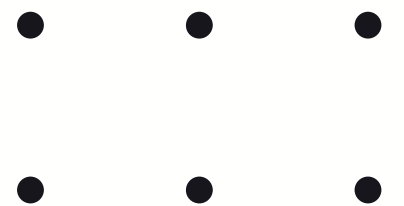


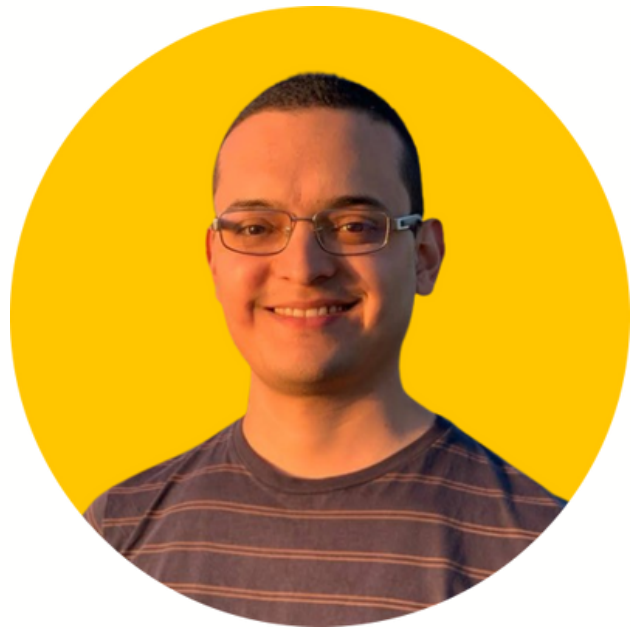
Voiceflow





Demo





Thank you!

<https://moonside.ai/>

