

AURA

The Always-On Virtual Agent Platform

Revolutionizing Business Communication Across Industries

AI-powered voice, email, and chat automation that never sleeps. Transform your customer interactions with natural speech-to-speech technology.

Healthcare

MSP/IT Support

Real Estate

Hospitality

Trade Services

AURA by COTU | cotu.uk/aura



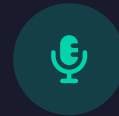
About AURA

The AI-Powered Virtual Agent

AURA is an advanced AI virtual agent that handles **voice calls, emails, and chat interactions** with human-like natural conversations.

Available 24/7, AURA ensures no customer inquiry goes unanswered.

Powered by cutting-edge speech-to-speech AI technology, AURA understands context, responds intelligently, and seamlessly integrates with your existing business systems.



Natural Speech-to-Speech AI

Human-like voice conversations with natural pauses, tone, and understanding of context and intent.



24/7 Availability

Never miss a call or inquiry. AURA is always on, handling customer interactions around the clock.



Seamless Integration

Connects with your existing CRM, booking systems, and business tools for a unified workflow.

Industry Vertical

Healthcare

Dental & Private Practice Solutions



AURA for Healthcare

Transforming patient communication for dental practices and private clinics



Appointment Booking

Patients book, reschedule, or cancel appointments 24/7. AURA checks real-time availability and confirms instantly.



Patient Intake

Automated collection of patient information, medical history, and insurance details before appointments.



Proactive Reminders

Automated appointment reminders via voice, SMS, or email reduce no-shows by up to 40%.

Key Benefits

1

Reduce Missed Appointments

Cut no-shows by up to 40%, saving 2+ hours of doctor time per week

2

24/7 Patient Access

Patients can book appointments anytime, improving satisfaction scores

3

Lower Staff Burnout

Eliminate repetitive call handling, allowing focus on patient care



The Solution

"Bright Smile Dental implemented AURA and now never misses a patient call. Even at 2 AM, patients can book appointments, and the clinic wakes up to a full, optimized schedule every morning."



Industry Vertical

MSP & IT Support

Managed Service Provider Solutions

MSP & IT Support

AURA for MSP/IT Support

Transforming technical support with intelligent automation



Ticket Creation & Triage

Automatically log support requests, categorize by priority, and route to appropriate technicians.



First-Line Troubleshooting

Guide users through common fixes for password resets, connectivity, and software issues.



After-Hours Emergency Response

Capture and prioritize critical outages 24/7, ensuring P1 incidents reach on-call engineers immediately.

Key Benefits

- 1 Reduce Response Times**
Cut average response time from hours to seconds, improving SLAs
- 2 Scale Without Hiring**
Handle 500-1,000 tickets monthly with consistent quality
- 3 Focus Engineers**
Filter routine requests, allowing focus on high-value problem-solving

The Solution

"TechFlow MSP deployed AURA and reduced their average ticket response time by 75%. First-line support is now handled 24/7, and their engineers focus only on issues that truly need their expertise."

A dark, atmospheric photograph of a modern, multi-story house at night. The house features large glass windows and balconies, some of which are illuminated from within, showing interior furniture like a sofa. The architecture is contemporary with flat roofs and clean lines. In the foreground, there's a paved area with some landscaping, including palm trees and low-lying plants. The overall tone is dark and sophisticated.

Industry Vertical

Real Estate

Property & Lead Management Solutions

Real Estate

AURA for Real Estate

Capturing every opportunity, converting more leads



Lead Qualification

Instantly engage new inquiries, assess budget and timeline using BANT framework, and prioritize hot leads.



Viewing Scheduling

Allow prospects to book property viewings 24/7, checking agent availability and property access in real-time.



Property Information

Answer questions about listings, amenities, neighborhoods, and pricing instantly, keeping prospects engaged.

Key Benefits

- 1 Convert More Leads**
Response within 5 minutes makes leads 21x more likely to convert
- 2 Never Miss a Call**
Capture inquiries from portals, signs, and referrals anytime
- 3 Save Time**
Automate qualification and scheduling, saving 15-27 hours weekly

The Solution

"Premier Properties implemented AURA and generated 14 new clients in two months—including a £2 million sale—from previously missed calls that AURA captured and qualified automatically."

Industry Vertical

Hospitality

Hotel & Guest Experience Solutions

Hospitality

AURA for Hospitality

Elevating guest experience with intelligent communication



Room Reservations

Guests can book rooms, check availability, and modify reservations through natural voice conversations at any time.



Concierge Services

Recommend restaurants, book spa appointments, arrange transportation, and provide local attraction information.



Guest Feedback

Collect real-time feedback during stays, enabling immediate service recovery and improved review scores.

Key Benefits

- 1 Reduce Wait Times**
Instant response to inquiries improves satisfaction scores by 70%
- 2 Increase Revenue**
Intelligent upselling drives 15-25% revenue increase
- 3 Multilingual Support**
Communicate fluently in 100+ languages for global guests

The Solution

"The Grand Hotel deployed AURA and saw a 32% increase in voice-driven bookings within the first month. Guest satisfaction scores rose by 25%, and front desk call volume dropped by 40%."

Industry Vertical

Trade Services

Plumbing, Electrical, HVAC & Home Services

AURA for Trade Services

Never miss a job again—capture every call, convert more inquiries



Emergency Response

Instantly capture urgent calls for burst pipes, electrical failures, or HVAC breakdowns, and dispatch technicians immediately.



Appointment Scheduling

Book service calls based on technician availability, location, and expertise, optimizing routes and maximizing billable hours.



Quote Requests

Gather job details, assess scope, and provide initial estimates or schedule site visits for larger projects.

Key Benefits

- 1 Capture Emergency Calls 24/7**
Never lose a job to voicemail again—AURA answers every call, even at 2 AM
- 2 Increase Booked Jobs by 30%+**
Instant response converts more inquiries into scheduled appointments
- 3 Keep Field Teams Focused**
Technicians concentrate on jobs while AURA handles scheduling

The Solution

"Rapid Response HVAC implemented AURA and increased their monthly booked jobs by 35%. Emergency calls are now answered instantly, and their calendar stays full even during peak summer demand."

Why Choose AURA?

The intelligent choice for modern business communication



Natural AI

Human-like conversations with context awareness, natural pauses, and intelligent responses that feel authentic.



Always On

24/7 availability ensures no customer inquiry goes unanswered, capturing opportunities around the clock.



Seamless Integration

Connects with your existing systems—CRM, booking platforms, ticketing tools—for unified workflows.



Measurable ROI

Track performance with detailed analytics. See real results in lead conversion, response times, and customer satisfaction.

40%

Reduction in missed appointments (Healthcare)

75%

Faster response times (MSP/IT Support)

21x

Higher lead conversion (Real Estate)

AURA

The Always-On Virtual Agent Platform

Ready to Transform Your Business?

Join hundreds of businesses already using AURA to deliver exceptional customer experiences while reducing operational costs.

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AURA by COTU | Intelligent Business Solutions