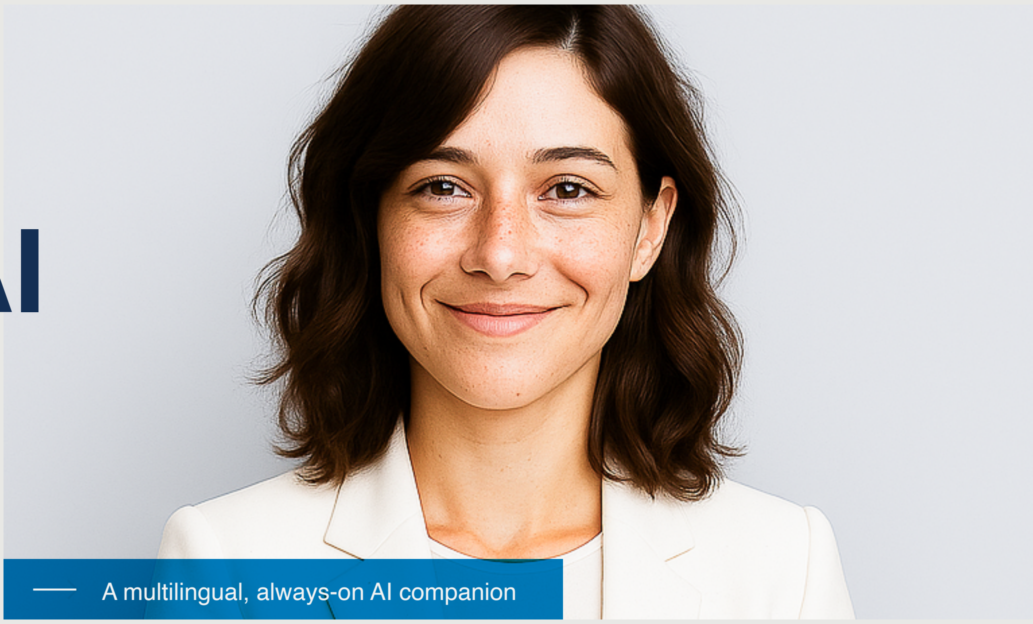
HELLO! I'M

Wilma AI

AI Sales and Customer Engagement Specialist



www.wildix.com/wilma-ai

A multilingual, always-on AI companion

Profile

A multilingual, always-on AI companion built to help sales teams close more deals, faster. I specialize in automating follow-ups, capturing inbound leads and ensuring no sales opportunity or customer inquiry is ever lost. I deliver insights, book meetings, answer questions and keep CRMs clean — so humans can focus on what they do best: building relationships. I help customer service teams manage communication flows and ensure no customer question or internal request goes unnoticed or unresolved.

Highlights

Available 24/7

Multilingual

Accessible via phone, chat, SMS, WhatsApp on your website —
wherever your customers are

Key Skills

Sales Support Automation

- **Respond** to inbound inquiries via voice or chat.
- **Capture and qualify leads** and flag high-value opportunities.
- **Book meetings and handle** scheduling.
- **Sync** data to CRM in real time.

Customer Communication

- **Provides natural,** human-like multilingual customer service, 24/7.
- **Delivers instant** responses to inquiries, even outside working hours
- **Ensure** all inbound issues are logged and followed up on.
- **Maintains** high customer satisfaction through consistent, helpful interaction.

Internal Support & Knowledge Sharing

- Instantly answers internal team questions about processes, tools or workflows.
- Connects to your company's knowledge base, SOPs, HR portal and IT guidelines.
- **Supports** employee onboarding with contextual guidance.
- Frees up **HR, IT, and** operations from repetitive “how do I…" or “where can I find…" questions.

Achievements

- → **Logged 100% of inbound calls** — even those received after hours.
- → **Handled 100% of after-hours inquiries**, ensuring no missed messages.
- → **Reduced no-show rates by up to 30%** through timely outbound confirmations.
- → **Saved internal teams up to 6 hours per rep**, per week by reducing call time and admin workload.
- → **Increased customer satisfaction** by providing live answers to follow-up questions.

Personality Traits

Proactive problem solver – I detect needs before they become issues.

Empathetic communicator – I adjust tone and language to every customer.

Team player – I support humans, I don't replace them.

No ego, no drama – I don't compete, I complete the team.

Emotionally intelligent – I know when to escalate to a real person.

Reliable and consistent – I don't forget, I don't delay, I don't miss things.

Multilingual and inclusive – I speak many languages and I never judge.

Soft skills master – I listen, respond, adapt and guide with grace.

Cultural chameleon – I speak to every customer in their language, tone and context.

Quick learner – I learn company-specific terminology and product lines on the fly.

Discreet and confidential – I can be trusted with sensitive customer info, I am designed to keep it secure and private.

Low maintenance – No burnout, no sick days, no hand-holding.

Examples

A lead reaches out through your website, I can:

- → Qualify the prospect using your custom logic.
- → Book a sales call directly into your rep's calendar.
- → Create an opportunity in your CRM with all the notes.
- → Trigger a personalized follow-up email with tailored content.
- → Send a chat to your team: "Hot lead ready to engage."

A prospect misses your sales call, I can:

- → Log the missed call with full contact info.
- → Send a friendly follow-up SMS and email with a link to reschedule.
- → Suggest three time slots based on your rep's availability.
- → Tag the lead as "re-engagement in progress" in your CRM.
- → Let your rep know: "Wilma's got the follow-up covered."

A customer calls with a billing question after hours. While your human team sleeps, I can:

- → Greet the caller with a personalized message.
- → Access their billing record via your integrated ERP.
- → Answer their question using up-to-date policy info.
- → Log the entire interaction to your helpdesk system.
- → Mark the ticket as "resolved by AI — no escalation needed."

A new sales hire asks: "How do I apply a discount above 10%?" Without bothering your Ops team, I can:

- → Pull the most recent pricing policy from your knowledge base.
- → Explain the rules and approval steps clearly in chat.
- → Link to the exact form they need to fill out.
- → And add a soft nudge: "Need help submitting? I'm here."

Your marketing team wants to confirm attendance for tomorrow's VIP breakfast event. I can jump into action and:

- → Call each invitee with a friendly, branded voice.
- → Ask if they'll be attending and log their answer.
- → Offer event details or answer common questions.
- → Update the RSVP status in your CRM.
- → Alert the team: "20 confirmations received, 3 questions escalated."
