LuMay AI

Everything AI.
One Platform.

From Conversation to BUSINESS ACTION

Eight purpose-built AI voice agents for the calls that keep customer operations moving — answering, booking, selling, supporting, fundraising, dispatching and escalating in real time.

- REAL-TIME
- SYSTEM-CONNECTED
- HUMAN-AWARE
- MULTI-MODEL

WWW.LUMAY.AI

CONVERSE · SELL · BOOK · SUPPORT · ENGAGE · DISPATCH · SALON · HEALTHCARE · LEGAL

INTELLIGENT . RESPONSIVE . CONNECTED . ALWAYS ON

NINE AGENTS
ONE VOICE PLATFORM

LuMay Voice Agents bring real-time conversational AI into eight high-friction call patterns. Each agent is bounded to the systems, rules, safety controls and human handoffs of the workflow it serves. The same platform pattern supports inbound and outbound calling, live tool use, structured flow control, transfer to people, and business-specific post-call records.

01. LEGAL

Legal Services **Agent**

Support client intake, document review, compliance, billing, and routine legal workflows more efficiently.

02. CONVERSE

Knowledge **Agent**

Answer questions, guide callers, and handle routine conversations using approved knowledge with fast, accurate, and consistent responses.

03. SELL

Sales & Order **Agent**

Turn customer requests into priced, paid, and confirmed orders while answering questions and guiding purchase decisions.

04. BOOK

Appointment Booking **Agent**

Book, reschedule, cancel, triage, and confirm appointments while helping customers find the right available time.

05. ENGAGE

Donor Engagement **Agent**

Capture giving intent, answer donor questions, issue receipts, and support smoother fundraising conversations.

06. SUPPORT

Customer Support **Agent**

Resolve common issues, provide trusted answers, guide troubleshooting, and create or escalate support tickets when needed.

07. DISPATCH

Logistics & Dispatch **Agent**

Coordinate drivers, dispatchers, and customers while managing updates, requests, routing communication, and handoffs.

08. SALON

Beauty & Salon **Agent**

Manage bookings, rescheduling, service enquiries, availability, and staff handoffs for a smoother customer experience.

09. HEALTHCARE

Healthcare Front Desk **Agent**

Route patients, manage appointments, answer routine enquiries, and support multilingual intake with less front-desk workload.

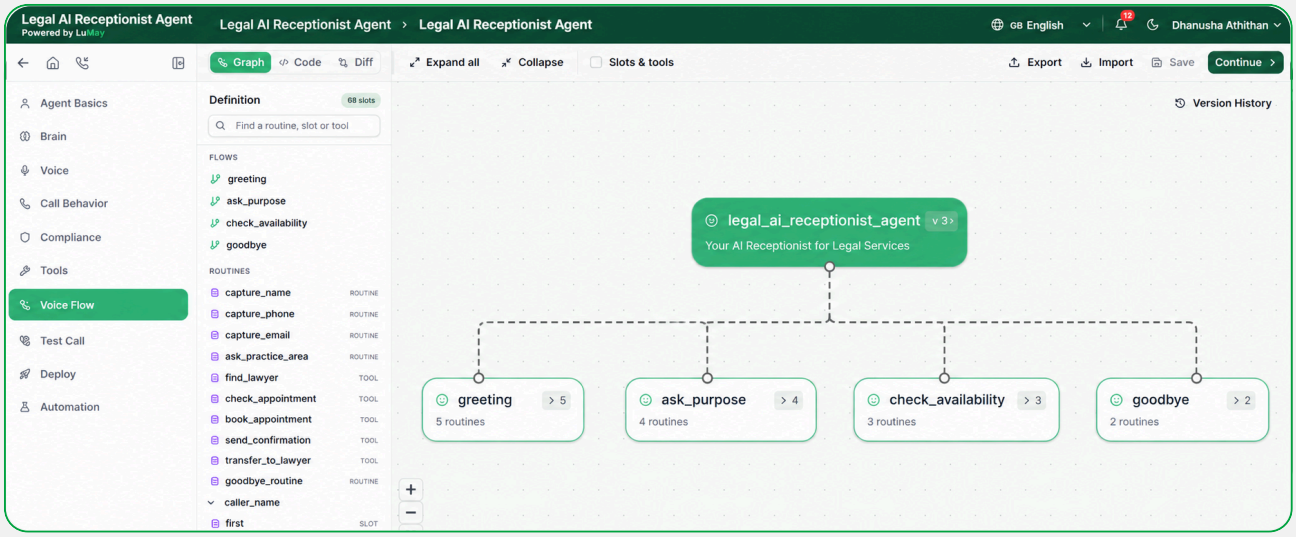
01. LEGAL FRONT DESK OPERATIONS

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LEGAL SERVICES **AGENT**

Qualify new matters, support existing clients, and route legal judgement to attorneys.

Case Qualification | Client Verification | Attorney Booking | Secure Upload | Case Status | Legal Guardrails



AGENT CAPABILITIES

- Qualifies new callers across incident, injury, treatment and liability.
- Verifies existing clients before retrieving current case status.
- Books attorney consultations and logs callback requests.
- Sends secure links for case-document collection and attachment.
- Routes legal judgement and medical emergencies outside automation.

OPERATIONAL IMPACT

- Captures qualified enquiries beyond staffed office hours.
- Reduces repetitive intake and case-status workload.
- Moves documents and callback requests into the case workflow.
- Keeps legal-advice questions with qualified attorneys.

AGENT ADVANTAGE

Legal boundaries are built in. The agent can qualify, verify, update, schedule, and collect documents, but settlement estimates and other legal questions go to an attorney, not answered or guessed.

IDEAL DEPLOYMENT

Any law firm managing new enquiries, client-status calls, consultation scheduling, document collection or attorney callbacks — particularly intake-heavy, high-call-volume practices.

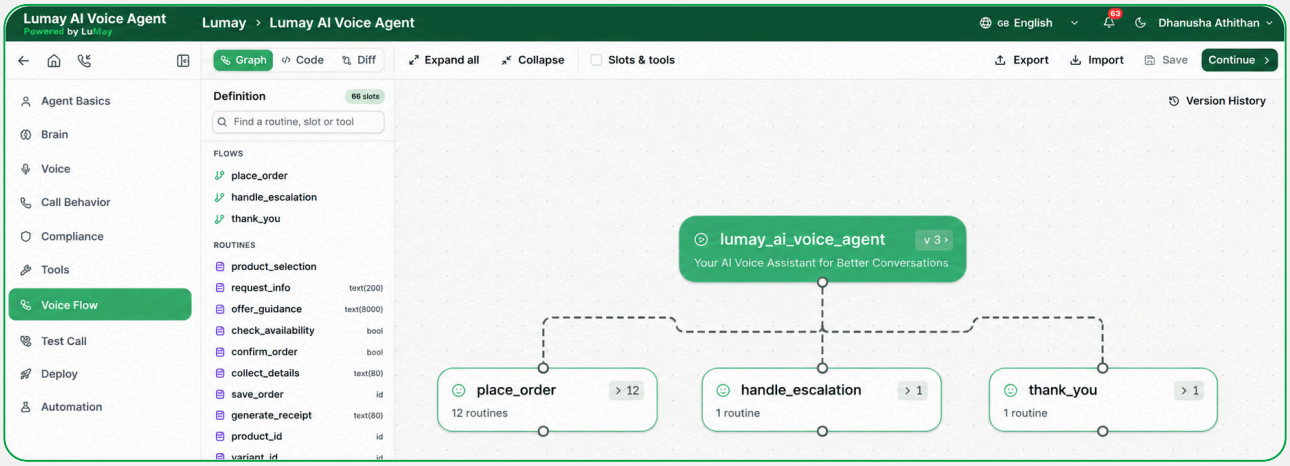
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02. CONVERSATIONAL KNOWLEDGE ASSISTANT

KNOWLEDGE **AGENT**

Put your product knowledge on the phone — without authoring a routing tree first.

Knowledge Search | Open Conversation | Context Retention | Live Retrieval | Sentiment Escalation | Rapid Deployment



AGENT CAPABILITIES

- Accepts open-ended product and support questions.
- Searches connected documents for relevant answers.
- Grounds responses in retrieved business knowledge.
- Maintains context across conversational follow-up questions.
- Escalates frustrated callers through sentiment-aware handoff.

OPERATIONAL IMPACT

- Deflects repetitive documentation and product questions.
- Extends support availability beyond staffed hours.
- Keeps answers aligned with connected source content.
- Enables rapid deployment without complex flow authoring.

AGENT ADVANTAGE

A retrieval-first assistant rather than a scripted routing tree. It puts approved business knowledge directly on the phone while preserving conversational context and a controlled path to human support.

IDEAL DEPLOYMENT

Any organization with documented products, services, policies or internal knowledge and recurring questions that can be answered from an approved information source.

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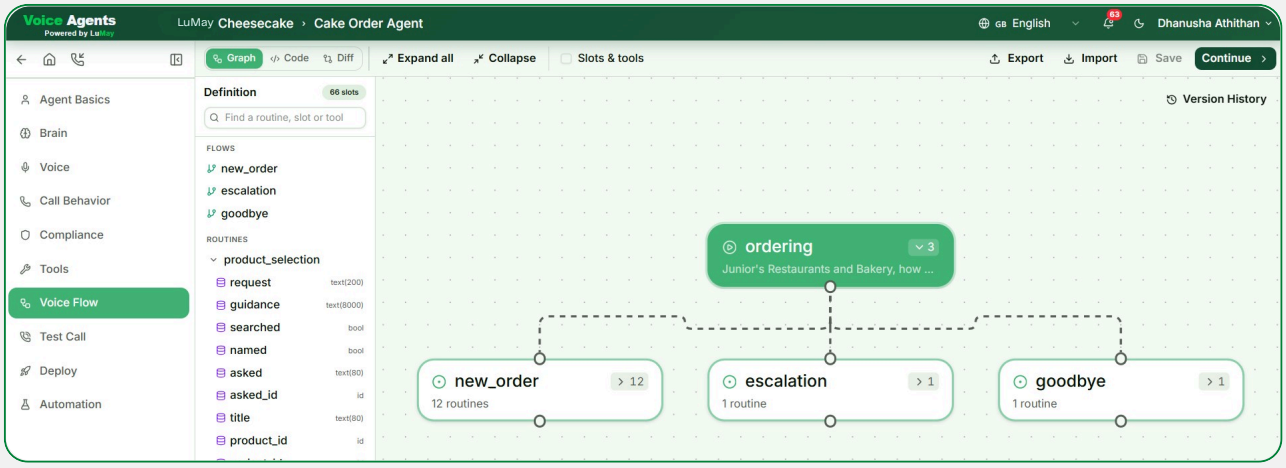
03. VOICE COMMERCE REFERENCE BUILD

SALES & ORDER **AGENT**

Turn a delivery request into a priced, paid, confirmed order — without putting card data in the conversation.

Catalogue Search | Quantity Sizing | Shipping Quotes

Gift Orders | Secure Payment | Order Creation



AGENT CAPABILITIES

- Searches live catalogue, sizes, servings and availability.
- Calculates quantity from guest count and product capacity.
- Captures gifting, delivery address and delivery window.
- Quotes shipping and creates the commerce order.
- Completes secure payment and sends confirmation by SMS.

OPERATIONAL IMPACT

- Converts missed phone demand into captured revenue.
- Reduces quantity, delivery and manual-entry errors.
- Keeps card details outside staff conversations and transcripts.
- Places structured orders directly into the commerce platform.

AGENT ADVANTAGE

Secure payment is built into the workflow. Card details move through keypad capture rather than the AI conversation, while corrected information can automatically trigger dependent steps such as shipping and order creation again.

IDEAL DEPLOYMENT

Any business taking product orders by phone — retail, food, gifting, commerce or specialty sales — using Shopify or another connected ordering platform.

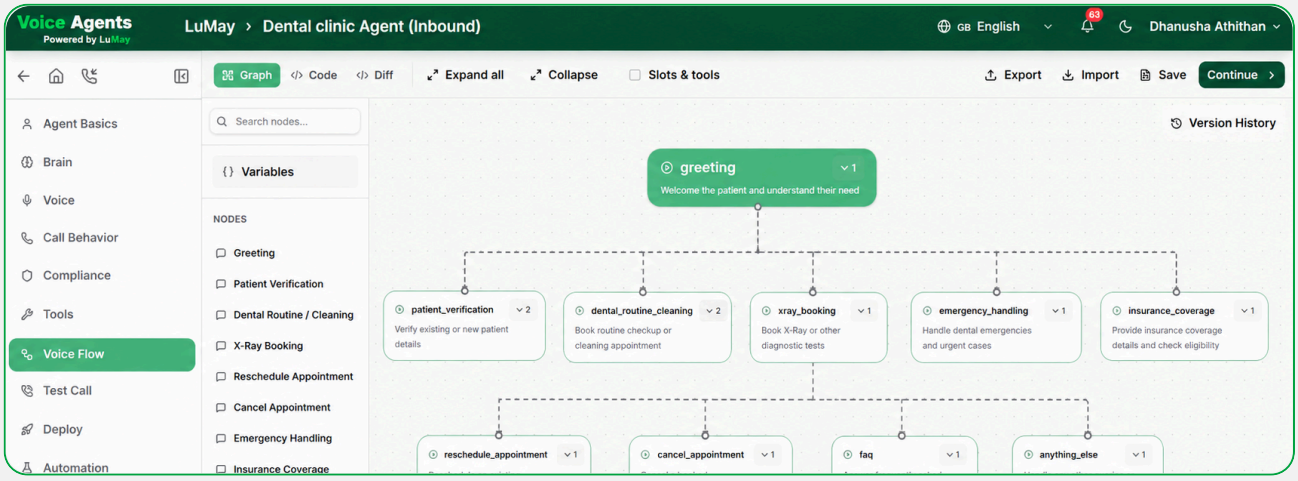
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04. APPOINTMENT OPERATIONS

APPOINTMENT BOOKING **AGENT**

Verify, book, reschedule, cancel and triage — against the practice's real calendar.

Patient Verification | Live Booking | Emergency Triage | Appointment Changes | Insurance Support | SMS Confirmation



AGENT CAPABILITIES

- Verifies existing patients or registers new ones.
- Finds and books real calendar availability.
- Reschedules and cancels existing appointments.
- Routes emergencies outside routine booking paths.
- Answers insurance questions and sends SMS confirmations.

OPERATIONAL IMPACT

- Handles booking demand during and after clinic hours.
- Returns cancelled appointments to availability immediately.
- Reduces no-shows through reminders and confirmations.
- Frees reception from repetitive scheduling and FAQ calls.

AGENT ADVANTAGE

Urgency is built into the flow. Emergency callers can bypass routine verification, while live calendar actions let patients complete bookings, changes or cancellations during the same call.

IDEAL DEPLOYMENT

Any appointment-led healthcare operation managing patient verification, booking, rescheduling, cancellation, urgent routing, recurring questions or reminder calls.

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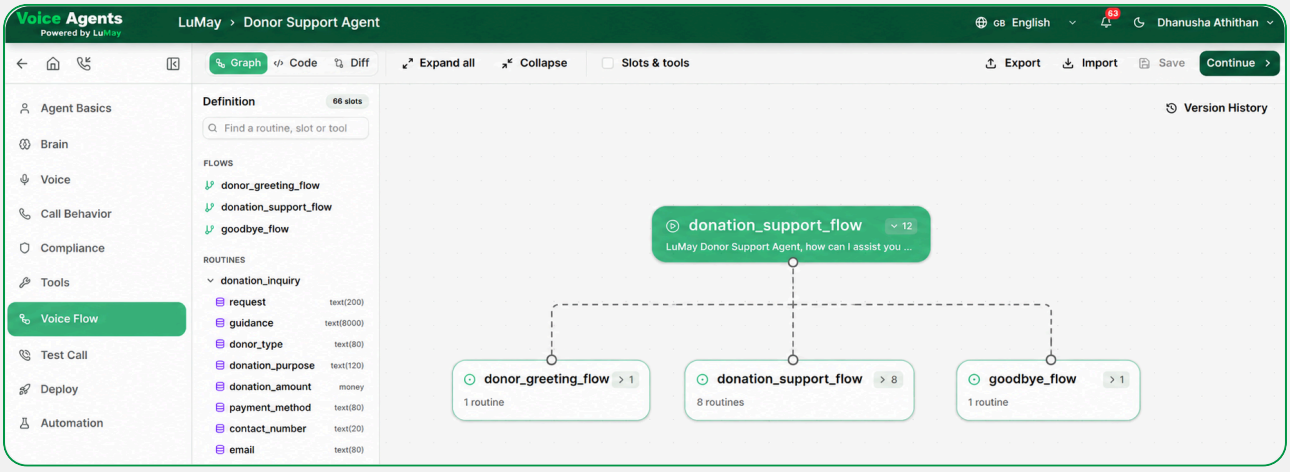
05. DONOR ENGAGEMENT & GIVING

DONOR ENGAGEMENT **AGENT**

Capture giving intent, complete donations, issue receipts and protect fundraising judgement in one call.

Campaign Guidance | Donor Lookup | Donation Payment

Receipt Reissue | Tax Guardrails | Inbound + Outbound



AGENT CAPABILITIES

- Explains active campaigns and donation purpose.
- Finds existing donors or creates new records.
- Generates payment links and confirms completed gifts.
- Locates prior donations and reissues receipts.
- Routes tax questions and major gifts appropriately.

OPERATIONAL IMPACT

- Captures donation intent at peak engagement.
- Absorbs campaign spikes without extra call staffing.
- Automates recurring receipt and donor-service requests.
- Concentrates fundraiser time on higher-value relationships.

AGENT ADVANTAGE

Fundraising judgement is encoded into the workflow. Tax questions move through a dedicated guardrail, while major gifts escalate to a fundraiser instead of being processed as ordinary transactions.

IDEAL DEPLOYMENT

Any organization handling donations, pledges, fundraising campaigns, supporter enquiries or receipts — including charities, foundations, NGOs, alumni, membership and community organizations.

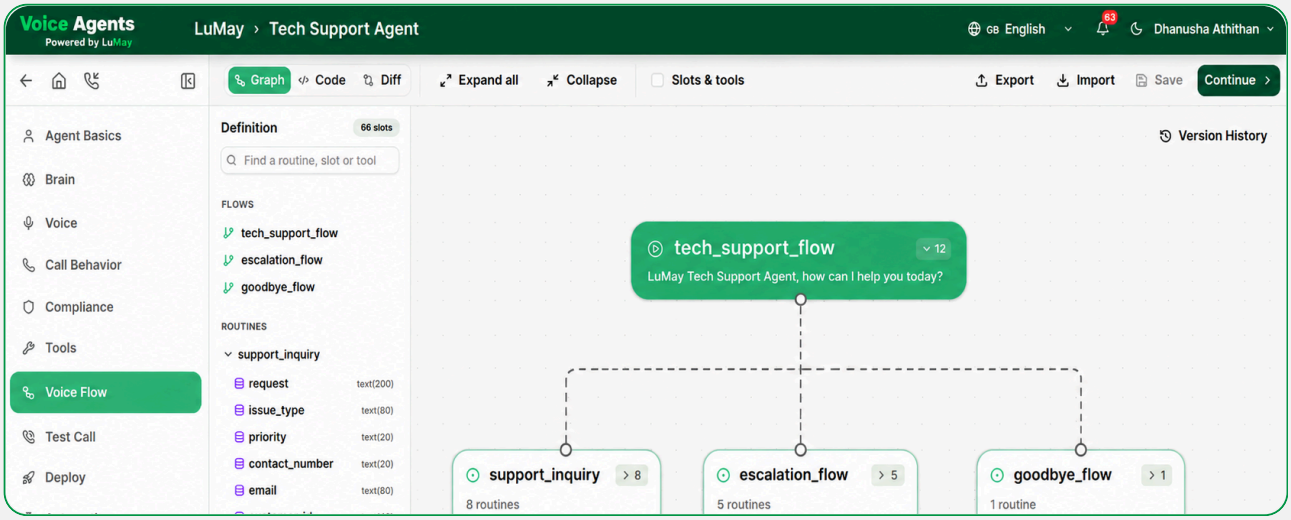
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CUSTOMER SUPPORT **AGENT**

Resolve from knowledge first; create a ticket only when the issue truly needs one.

Caller Verification | Issue Resolution | Ticket Status

Ticket Creation | SMS Updates | Human Escalation



AGENT CAPABILITIES

- Verifies callers against the contact directory.
- Searches technical documentation before creating tickets.
- Reads existing ticket status and latest updates.
- Creates categorized support tickets when required.
- Sends confirmations and supports outbound follow-up.

OPERATIONAL IMPACT

- Resolves documented Tier-1 issues without ticket creation.
- Removes routine status calls from engineering queues.
- Improves completeness of newly created support tickets.
- Extends service coverage beyond staffed hours.

AGENT ADVANTAGE

Knowledge resolution comes before ticketing. The agent attempts to solve the issue from connected documentation first, making ticket creation an escalation path rather than the default outcome.

IDEAL DEPLOYMENT

Any organization managing recurring technical, service or support requests through documentation, a helpdesk, ticketing platform or structured escalation process.

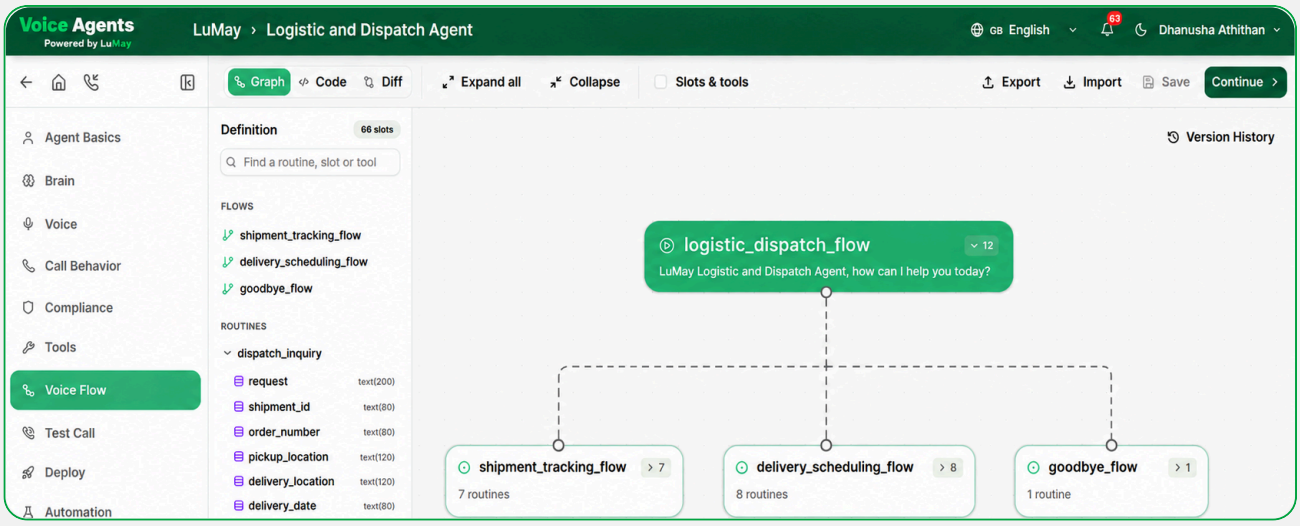
07. LOGISTICS & FIELD OPERATIONS

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LOGISTICS & DISPATCH **AGENT**

One number for drivers, dispatchers and customers — with a different workflow for each.

Caller Detection | Shipment Lookup | ETA Updates | Delay Escalation | Stakeholder Alerts | Dispatcher Loop



AGENT CAPABILITIES

- Identifies drivers, dispatchers and customers automatically.
- Uses role-specific shipment and order lookup.
- Captures delays, driver status and revised ETAs.
- Escalates breakdowns through a dedicated critical path.
- Updates stakeholders when delivery timing changes.

OPERATIONAL IMPACT

- Reduces routine driver and customer status calls.
- Moves delay information across operations faster.
- Gives escalations structured shipment and incident context.
- Keeps shipment records current during the call.

AGENT ADVANTAGE

One number supports different operational audiences. Drivers, dispatchers and customers receive role-specific questions and system actions, while breakdowns and critical incidents leave routine processing immediately.

IDEAL DEPLOYMENT

Any operation coordinating shipments, deliveries, drivers, technicians, vehicles, field teams or dispatch activity where status, ETA and incident communication matter.

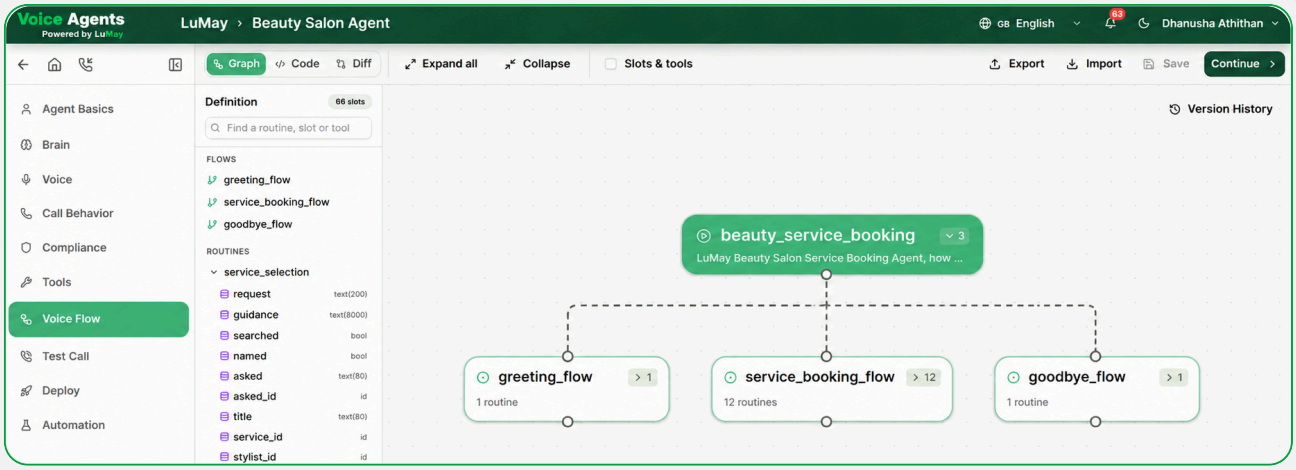
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08. SERVICE BOOKING & SCHEDULING

BEAUTY SALON **AGENT**

Book and reschedule using live availability — with verified handoff when automation should stop.

Location Routing | Live Availability | Customer Lookup | Verified Reschedule | Human Handoff | Booking Confirmation



AGENT CAPABILITIES

- Resolves location before searching services.
- Checks live service and staff availability.
- Finds or creates the customer record.
- Confirms full booking details before commitment.
- Executes and verifies appointment rescheduling.

OPERATIONAL IMPACT

- Captures bookings while staff remain with customers.
- Reduces location and availability errors.
- Converts reschedules into completed calendar changes.
- Reduces repetitive appointment-management workload.

AGENT ADVANTAGE

Human handoff is deliberately designed into failure paths. Missing availability, failed lookup, unverified changes or direct requests for staff move to a named transfer instead of an automation loop.

IDEAL DEPLOYMENT

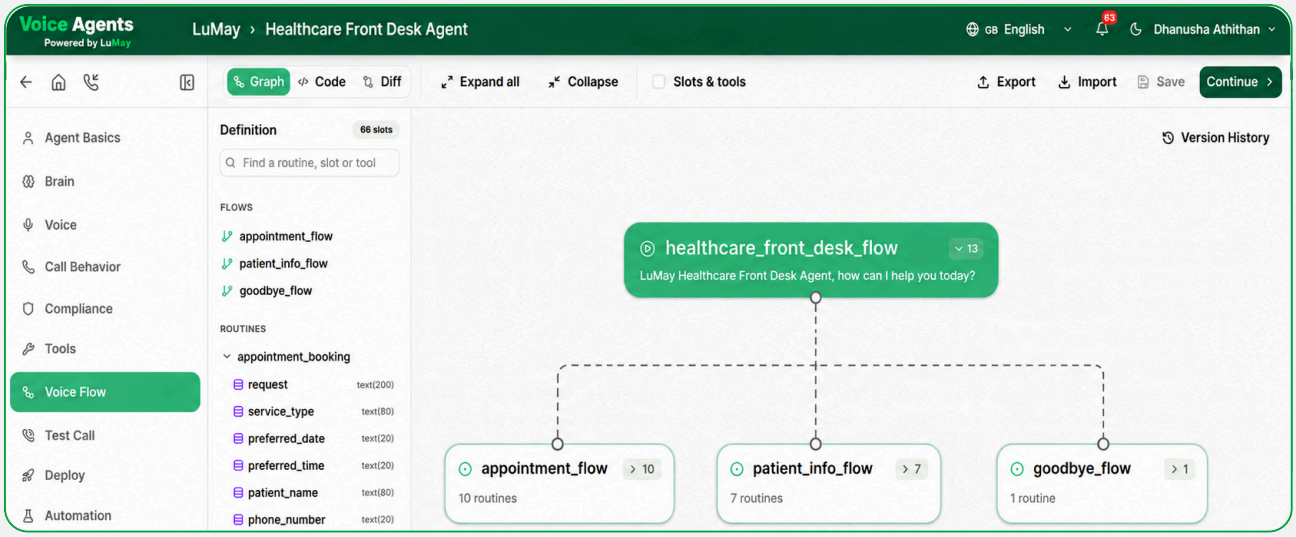
Any appointment-led service business managing availability, staff schedules, multiple locations, bookings or rescheduling — from salons and wellness to professional and consumer services.

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HEALTHCARE FRONT DESK **AGENT**

Move from preferred language to a real doctor's appointment in one call.

Language Selection | Patient Identification | Symptom Capture | Doctor Availability | Live Booking | SMS Reminder



AGENT CAPABILITIES

- Offers language selection before patient intake.
- Identifies patients using name and date of birth.
- Captures the symptom or reason for visit.
- Searches availability with a named doctor.
- Books appointments and sends SMS reminders.

OPERATIONAL IMPACT

- Handles multilingual appointment calls consistently.
- Connects patients directly to available doctor slots.
- Captures visit context before the booking.
- Reduces reminder and reception administration.

AGENT ADVANTAGE

Language choice happens before patient details are collected. Identity, symptom context and doctor availability operate as one connected front-desk workflow rather than separate administrative steps.

IDEAL DEPLOYMENT

Any multilingual healthcare front desk managing patient identification, visit intake, practitioner availability, appointment booking and reminders across clinics or care services

LEADERSHIP **TEAM**

Lumay is led by experienced engineering and business leaders with deep expertise in enterprise systems, AI architecture, large-scale platforms, and enterprise roll-out delivery. Our leadership team is recognized for building high-performance global teams, mentoring talent, and guiding organizations through complex AI and systems transformations with integrity and execution excellence.



PALANI RAMASAMY

CEO & Founder, Enterprise AI,
Gen AI & Agentic Platforms



MIKE MILLARD

Sr. VP, Agentic AI Strategy,
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MARY GRYGLESKI

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Managed AI Services & Customer Success



SUREKHA CHIKOTI

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RESHMA SRIRAM

Director, AI Product Enablement,
Enterprise Training & AI Adoption

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ONE RUNTIME MANY OPERATING MODELS

01 SELECT THE CALL PATTERN

Choose the workflow with the clearest friction, call volume and measurable business outcome.

02 RUN A LIVE PILOT

Connect systems, configure voice and flow, bind tools, and test live calls with human escalation from day one.

03 SCALE WHAT WORKS

Reuse telephony, safety, tools, observability, and deployment across workflows, teams, and locations.

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ISO 27001 & SOC2 TYPE II CERTIFIED

Information Security Management ISO 27001 Certified

AICPA Service Organization Control Reports AICPA SOC 2 Formerly SAS 70 Reports