EK



CASE STUDY
HOME CARE

The home-care company that answers every family with the warmth of a person

EKUANTUM · EMPRESA IA

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THE CLIENT · THE PROBLEM

A home-care company in several cities

1	several	1	2
switchboard	cities	client system about to launch	people in every case: the family and the person cared for

01

The switchboard gets overloaded

Families call first thing and in the afternoon. If nobody picks up, they call another company.

02

Replacements are coordinated by phone

A carer drops out and another must be found, the family told and the service moved. Every change is a chain of calls.

03

What was said to the family gets lost

The system does not capture what happens on the calls: it stays in the memory of whoever picked up.

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THE SOLUTION

Their digital workforce, seat by seat

A single brain (the services, the way of treating people and the company's routines) feeds all its agents. Each module is a job position, not a tool.

THE BASE: WHAT WE ALWAYS SET UP

AI Employee SWITCHBOARD
Answers families' calls and WhatsApp at any hour, collects what they need and alerts the coordinator when it is urgent.

EK1 Suite TECHNOLOGY
The new panel: families, services, carers, diary, invoices and signing from the phone.

Email Agent Pro CUSTOMER CARE
Reads the company inbox and leaves the reply ready. The urgent is flagged and the rest is ready to review.

Official WhatsApp CHANNEL
A Meta-verified number to write to families without blocks.

Time tracking TEAM
Carers clock in and out with two taps from their phone.

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THE SOLUTION · 2

FROM THE AI COMPANY CATALOG

API connector TECHNOLOGY
If the switchboard or the current system has an API, it is connected so calls and data are recorded on their own in the panel.

Set-up and strategy IMPLEMENTATION
The company's knowledge is loaded and tested with real calls before opening.

THE SECTOR POSITIONS

Questionnaires IA OPERATIONS
The initial assessment of the person receiving care, which the family fills in from their phone.

Service diary OPERATIONS
Services and replacements in a shared diary, with notice to the family.

Online signing OPERATIONS
The service contract accepted and signed online, with proof of acceptance.

Time tracking TEAM
Carers' clock-ins and clock-outs, also from the phone.

Email Agent Pro ADMINISTRATION
Email from families and organisations, read and answered with the help of the AI.



AVAILABLE

⭐ Switchboard AI Employee

The one that picks up the phone when nobody can, with the personal touch this work asks for:

- ✓ Answers every call or message in a warm tone, without keeping anyone waiting or on a busy line
- ✓ Collects what the family needs and for whom
- ✓ Alerts the coordinator when the notice is urgent
- ✓ Leaves the conversation noted on the family's record

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AN ORDINARY DAY

Life with a digital workforce

08:05 A daughter calls to change her mother's schedule. The AI Employee records the change and alerts the coordinator.

09:30 A carer says she cannot make it. The coordinator sees the notice on the panel, finds a replacement and the family is informed by message.

13:00 A new family asks about the service. They get information and an appointment for the assessment.

18:30 The carers clock out from their phones.

22:40 Someone calls at night. They are answered, the details recorded and noted for the morning, and if it is urgent the right person is alerted.

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WHAT WE DESIGN

What we want to happen

24/7
switchboard answered

0
busy lines

1
record per family with what was said

1
single panel for the whole team

These are not measured results: it is the way of working we design. Every business is different and none of this is a promise or a guarantee.

STARTS AT

2,997€

+ 100€/mo · or €295/mo + €100/mo maintenance, no set-up fee

A deployment like this starts with the **AI Employee and an EK1 panel** (Kira from €2,997 + €100/mo, or €295/mo + €100/mo maintenance, no set-up fee; the panel from €29/mo), the base everything else sits on. The modules you need are quoted by volume on the discovery call. Prices exclude VAT.

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Shall we talk about your company?

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