

XBert Feature Guide



XBert AI

Never miss a lead, never miss a call

✓ Core Capabilities



Out-of-the-box features included with XBert AI



Ready to use on day one, no extra configuration needed



Designed to deliver instant value and faster ROI

🕒 Available Upon Request



Advanced or specialized capabilities



Enabled with additional setup or customization



Tailored to specific customer needs or industries

✓ Core Capabilities

XBert's powerful features that come standard, ready to use right out of the box.

Core Capability	Included
3 channels: Voice, Text , and Webchat	✓
Quick agent set up by website or Google Maps location	✓
Customizable agent name and title (i.e. sales rep, manager, etc..)	✓
Customizable agent gender & tone of voice style	✓
Multi-language support	✓
Customizable voice, text and chat greeting	✓
Fetch menu, product or service details or pricing upon request	✓
Share schedule links / booking links / product links, request feedback or share additional information via SMS during an interaction	✓
Customizable FAQ's & RAG knowledge base	✓
Customizable agent scenarios & response types	✓
Appointment scheduling via Google Calendar	✓
Handle unlimited simultaneous calls	✓

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✓ Core Capabilities

XBert's powerful features that come standard, ready to use right out of the box.

Core Capability	Included
Call transfer to human upon request	✓
Custom call transfer hours	✓
Custom call transfer criteria	✓
Promotional SMS (after interaction ends)	✓
Instant callback on calls dropped	✓
Custom voice / chat disclaimers	✓
Ability to handle customer interruptions	✓
Natural conversations: Human-like filler words (without repetitions)	✓
Email manager / business summaries of each interactions	✓
Take payment details or gather any credit card information	✗
Outbound calling	✗
Outbound marketing campaigns	✗
Resolve complex inquiries without pre-defined knowledge base or additional training	✗



Request

XBert can do, but will need to be request and takes additional set up

Capability	
Agent can book reservations / schedule appointments via third party integrations	✓
Can manage rescheduling & appointment cancellations	✓
Send outbound reminders for upcoming appointments	✓
Can send customers personalized quotes	✓
Can upsell additional products or services	✓
Agent can perform actions freely in a web browser within unknown web applications by observing the screen, reasoning, and mimicking keyboard and mouse actions.	✓
Agent can read and write information in Google Sheets.	✓
Agent can communicate through messaging apps	✓
Agent can communicate through Yelp messages	✓