SIPPULSE
NIVA

The IVR that solves the request.

SipPulse NIVA builds automated service for voice, WhatsApp and Telegram in a visual editor, with no code. The customer says why they called, AI picks the path, the plan queries your systems and, when a person is needed, transfers with the context. Operations publish it, with no IT release.

Visual editor
no-code plans, with versions

AI in the call
intent, agent and transcripts

Voice and chat
SIP, WhatsApp and Telegram

Built-in dialer
campaigns, window and DNC

THE CHALLENGE

The IVR routes, but does not solve

Menus that don't listen

The customer presses option after option, lands in the wrong place and repeats it all to the agent.

Every change is a ticket

Changing a phrase, a schedule or a destination depends on IT and a release window.

Invisible drop-offs

The IVR counts calls, but does not show at which step the customer hung up or why. Listening to a sample does not cover the base.

THE SOLUTION

How SipPulse NIVA solves it

Visual plans, published by operations

Each step is a block: message, menu, capture, schedule, API query, transfer. The plan is validated before publishing, every version stays in the history and calls in progress finish on the previous version.

The customer speaks, AI picks the path

The AI Classifier understands the intent in free text, with no menu tree, and the AI Agent runs the conversation with a SipPulse AI agent. When a person is needed, the transfer carries the data to the destination (screen-pop).

Connected to your systems

The HTTP Request block queries ERP and CRM in the middle of the call, with credentials kept outside the plan. Signed webhooks carry events, transcripts and analyses to your BI.

Every call, end to end

The trace shows the path through the plan, the recording, the transcript and the summary. Plan statistics show traffic per block and where calls drop; Signals alert you live.

DIFFERENTIATORS

Why SipPulse NIVA

1. **Quality across the whole base**
   Signals and custom analyses ask every transcribed call the same questions, not a sample; results go to the Dashboard and by webhook.
2. **NIVA dials too**
   Campaigns with a dialing window, retries by outcome, answering machine detection and a do-not-call list fed by the plan itself.
3. **Ready for AI agents**
   MCP server and CLI: an AI assistant creates, validates and publishes plans and investigates calls, with the credential's permissions.
4. **Licensed per simultaneous line**
   The license follows simultaneous voice and chat lines, not minutes. AI usage has limits per window, shown on screen.

WHO IT IS FOR

One platform, three uses

Inbound

Customer service

Triage by intent, self-service that queries your systems and transfer with context.

Outbound

Collections and surveys

Campaigns that run the same visual plan: appointment confirmation, due dates, collections and surveys.

Resale

Carriers and providers

Several isolated organizations on the same installation, each with its own modules and line limits.

FEATURES

What comes with NIVA

Plan editor

- Drag and drop, no code
- Validation before publishing
- Versions with notes and statistics
- Test by call or chat
- Templates, recipes and My blocks
- Reusable sub-plans

Artificial intelligence

- AI Classifier by intent
- AI Agent (SipPulse AI)
- Capture by speech or digits
- TTS and audio library
- Post-call or live transcription
- Summary, sentiment and topics

Channels and telephony

- SIP voice by dialed number (DID)
- WhatsApp Business and Telegram
- One plan for voice and chat
- Transfer with screen-pop
- Schedules with national holidays
- DTMF sending

Dialer

- Campaigns with priority and schedule
- Dialing window
- Retries by outcome
- Answering machine detection
- Do-not-call list (DNC)
- CSV mailing with variables

Quality and analytics

- Live Dashboard and TV mode
- Trace with recording and transcript
- Traffic and drops per block
- Signals with live alerts
- Custom analyses
- Ask about your calls

Platform

- REST API and TypeScript SDK
- MCP server and CLI
- Signed webhooks
- Roles and permissions
- Two-step login and passkeys
- Updates from the panel

TECHNICAL

Specifications

Platform	NIVA 2.1 · customer service automation with visual plans
Channels	Voice (SIP), WhatsApp Business and Telegram, in the same plan
Telephony	Inbound by dialed number (DID); transfer to an extension, SIP address or trunk; DTMF
Modules	Core, AI, Omnichannel, Dialer and Enterprise
Artificial intelligence	SipPulse AI: classifier, agent, speech, TTS, transcripts and analyses; installation, dedicated or own key
Privacy (LGPD)	Personal data masked in transcripts; a call's voice erased at the data subject's request
Integrations	REST API (OpenAPI 3.1), TypeScript SDK, CLI, MCP server and signed webhooks
Access	Built-in and custom roles, two-step login, passkeys; OIDC SSO in beta (Enterprise)
Deployment	On-premise, with several isolated organizations per installation
Licensing	By simultaneous voice and chat lines and by module; AI usage with limits per time window

More than 200 carriers trust SipPulse.

Bring your call report and see what can be automated.

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