



CASE STUDY · ATLAS24H

SUPPORT · VOICE · JULY 2026

49.3% of support calls resolved without a human.

Call volume grew 52%. The team stayed the same size.

Atlas24h call volume grew 52% year over year. We deployed an AI voice agent as the first responder on all inbound calls, so the sales team stays focused on revenue.

4,223

CALLS HANDLED BY AI

2,081RESOLVED WITHOUT
HUMAN**+52%**CALL VOLUME
ABSORBED**0**

NEW HIRES

Production data · July 2026 · Verified through Atlas production call logs

BEFORE

Human-only call center

- Call volume grew 52% year over year
- Sales agents drowning in routine queries
- Every status-check call is a minute not spent selling
- Hiring 8–10 new agents would cost over €200K per year

AFTER

AI voice agent, first responder

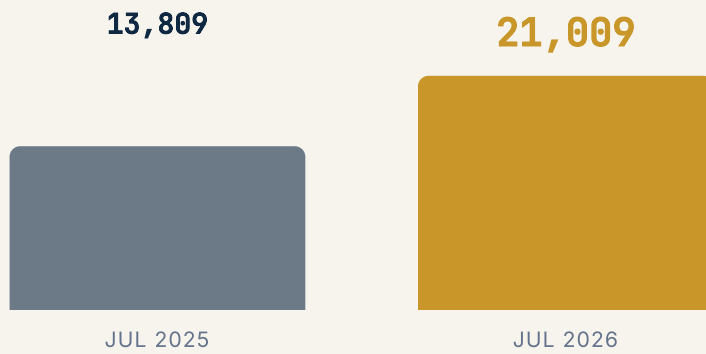
- ✓ Answers every call instantly, no queue
- ✓ Identifies caller intent: status, pricing, roadside, renewal or sales
- ✓ Resolves routine queries autonomously
- ✓ Transfers sales opportunities to humans with full context
- ✓ Handles after-hours calls that would otherwise go to voicemail

HOW IT WORKS



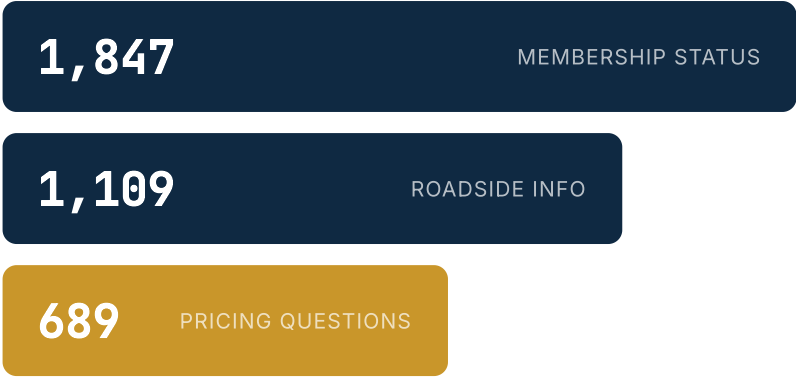
PRODUCTION RESULTS

Inbound call volume, year over year



Call volume grew 52% but human sales output held steady. The AI absorbed 4,223 calls, resolving 2,081 without escalation. Without AI, the same team would have been overwhelmed by service requests.

WHAT THE AI RESOLVES



578
SALES OPPORTUNITIES
TRANSFERRED

THE BIGGER PICTURE

2,177 → 2,094

Human sales output held steady while call volume grew 52%.

Zero new agents hired. Over €200K per year saved in headcount.

"The AI handles peak volume simultaneously. No queue, no wait time, no new hires."

Production data

Atlas24h, July 2026

Resolve more. Transfer less.

The difference was not answering every call. It was knowing which calls needed a human, and sending only those.

BRING US A REAL PROCESS

See what this could look like on your data.

Show us where call volume is growing faster than your team. We'll map the process and define how the result should be measured.