Executive summary

SAVANT AI — AI contact center on voice, WhatsApp and email that resolves (not just answers) mobile carriers' customer requests.

Everyone sells chatbots. We sell resolution.

In one line: AI agents that resolve telecom customer support



The problem

- Mobile virtual network operators (MVNOs) are growing fast (over 21 M lines in Mexico), but their customer service doesn't scale: every new line adds load to an expensive call center.
- Generic chatbots answer but don't resolve: they can't check balances, process number porting, or open tickets in the carrier's system.
- After hours and at peak times, customers drop off and port out to a competitor.

The solution

SAVANT AI (Cerebro-VAI engine) is an AI contact center on voice, WhatsApp and email, integrated with the carrier's real system. It checks line status and balance, assists with number porting, guides tech support, processes top-ups, suspends stolen lines and opens tickets; it hands off to a human with a summary when needed and measures real resolution (FCR at 48 h).

- AI agents per brand on voice (Vapi + ElevenLabs), WhatsApp and email, with each carrier's own knowledge base.
- Integration with the carrier's backend (Altán / operator systems) to execute real actions, not just reply.
- Human handoff in Twilio Flex with a mandatory summary; ticket numbers issued after hours.
- Multi-brand dashboard: voice, WhatsApp with human takeover, email, SMS, analytics, billing and tickets.
- Containment and first-contact resolution (FCR) measured and validated with a 48 h survey.

Why we win

- Measurable resolution: 48 h FCR and containment with an auditable calculation basis, not 'messages handled'.
- Deep integration with telecom operations (porting, balance, suspension): domain knowledge that's hard to copy.
- Critical logic enforced in code (brand control, duplicates, business hours, summary before transfer): the LLM doesn't decide sensitive actions.
- Per-brand isolation: independent flows, credentials and webhooks; a new brand onboards in days.

Traction

- In production with 3 telecom brands from the INXEL group (inXel, Jamachulel and XAP): voice, WhatsApp and email.
- Live since mid-2026; recurring revenue shared with KYC of ~US$3,200/month.
- Active invoicing (series MEN-2026) and daily operations with human handoff.

Market

Level	Annual size	How it is calculated
TAM	US$213.5 M	Conversational AI market in Mexico 2025 (IMARC), projected at US$2,495 M in 2034
SAM	US$10 M	21 M MVNO lines × US$0.50/year spend on AI customer service
SOM	US$350k	12–15 carriers and telecom brands at an average ticket of US$24k/year

Business model

Monthly subscription per brand (platform + channels) plus a variable fee per resolved conversation or voice minute. One-time setup fee per integration.

The round

Item	Proposal
Amount to raise	US$825,000
Equity offered	24.8%
Pre-money valuation	US$2,500,000
Post-money valuation	US$3,325,000
Runway	24 months (excluding revenue)
Suggested instrument	Post-money SAFE (the YC standard and used in ~93% of US pre-seed rounds, according to Carta)

With these funds we will achieve:

- 14 carriers and brands in production
- Platform on Postgres, multi-provider, with public FCR metrics
- First client in LatAm and first vertical outside telecom
- Monthly break-even

Team

- **Rafael Herrera** — CEO / CFO
- **Vladimir Díaz** — CTO
- **Francisco D'Angelo** — Head of Legal and Compliance

Contact: Menteia · dashboard-inxel.menteia.com