24-month roadmap

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

Next 8 weeks (before asking for money)

What YC recommends doing first: talk to users, charge early and get 10 customers who actually use the product.

- Split revenue by product and publish real MRR.
- Contact 20 MVNOs and close 2 paid pilots.
- Pull the real 'surprising' finding from the call log.
- Measure 48-hour FCR and cost per resolved conversation.

Milestones tied to the use of funds. Each quarter has a deliverable the investor can verify.

Months 1–6: Scalable product

- Migrate persistence to Postgres
- Public FCR and containment metrics
- 2 new carriers

Months 7–12: Win the MVNOs

- 6 carriers in production
- Partnership with an MVNO enabler
- Reduce dependence on Twilio

Months 13–18: LatAm

- First client outside Mexico
- Sales module (abandonment recovery)
- 10 carriers

Months 19–24: New verticals

- 14 clients
- First utility or fintech client

- Break-even

Features that answer competitors' customer complaints

Taken from 09_Competencia_y_Quejas: what customers complain about with competitors that we do not fully cover yet.

Months 1–6

- **Transparent pricing with cap and cost simulator** (partial, high): Per-resolution and per-minute rates exist, but no public rate card or guaranteed monthly cap; turn the market's #1 complaint into a selling point.
- **Answer quality control (anti-hallucination and 100% conversation QA)** (partial, high): Code guards exist for critical actions; missing automatic scoring of every answer against the knowledge base and alerts on doubtful replies.
- **Agent test bench and regression before publishing** (missing, high): Per-brand test conversations run on every prompt, flow or model change; mitigates inconsistent answers and post-update breakage.
- **Public status page and contractual SLA** (missing, medium): Not present in the product; outages are a recurring complaint for Five9 and voice platforms.

Months 7–12

- **Voice and telephony redundancy (secondary provider and failover)** (missing, high): Currently depends on Vapi and Twilio; roadmap already plans reducing Twilio dependency in months 7–12. Include latency and uptime SLAs.
- **Intent and contact-reason analytics with export** (partial, medium): Panel has analytics and FCR; missing breakdown by intent, root cause and export/BI for the carrier.
- **Customer self-service editing of knowledge base and flows** (partial, medium): Knowledge base is per brand, but there is no evidence the carrier can edit it without Menteia.
- **Security certifications (SOC 2 / ISO 27001) and documented LFPDPPP compliance** (missing, medium): Table stakes for large carrier and BPO procurement; not present in the product.

Months 13–18

- **Standard CRM/helpdesk connectors (Salesforce, HubSpot, Zendesk)** (missing, medium): Uses its own Frappe Helpdesk today; global competitors ship these connectors out of the box.
- **Sales and retention module (abandon recovery, anti-port-out offers)** (missing, medium): Already on the roadmap (months 13–18).

Months 19–24

- **Public API docs and SDK for integrators** (missing, low): A Botmaker complaint; useful once MVNO enablers and new verticals arrive.

Metrics we will report every quarter

- Active clients and brands
- MRR and ARR
- Conversations and minutes per month
- % containment and 48 h FCR
- Gross margin per conversation
- Churn