Competition: customer complaints and features

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

Analysis by Menteia's research agent on October 28, 2026, based on public reviews (G2, Capterra, Trustpilot, app stores, forums, Mexican regulators CONDUSEF/PROFECO and press). Complaints are paraphrased and each theme cites its sources.

Competitors analyzed

- Intercom Fin · Global
- Zendesk AI · Global
- Sierra · Global
- Genesys Cloud CX · Global
- Five9 · Global
- Botmaker · Local
- Treble · Local
- Yalo · Local
- BPO (Teleperformance, Atento/Konecta) · Local

Most frequent complaints and pain points

1. Per-resolution billing is unpredictable and costly at scale

Customers report that per-resolution fees (≈US$0.99–2.50) on top of seats and AI add-ons are hard to budget, and the vendor defines what counts as a 'resolution'. Several critical sources are competitors, but the theme recurs on G2.

Frequency: High · *Competitors:* Intercom Fin, Zendesk AI, Sierra *Sources:* G2 – Fin by Intercom reviews · eesel – Zendesk review (resolution billing) · Quiq – Sierra AI pricing

2. Opaque pricing and enterprise contracts

Sierra, Treble and Yalo publish no prices; Zendesk does not publish AI-agent pricing. Third parties report high annual contracts (Sierra from ~US$150k/yr) and monthly minimums at Genesys, out of reach for a mid-size MVNO.

Frequency: High · *Competitors:* Sierra, Zendesk AI, Treble, Yalo, Genesys Cloud CX *Sources:* Featurebase – Sierra AI pricing · Kustomer – Zendesk AI agents features · Hackceleration – Treble review

3. Wrong or inconsistent answers

Reviews say the agent gives different answers to the same question, fails when customers phrase things differently or write in non-English languages, and that doubtful answers are not held back before reaching the customer.

Frequency: High · *Competitors:* Intercom Fin, Botmaker *Sources:* G2 – Intercom/Fin reviews · TrustRadius – Fin review (accuracy) · MyAskAI – Fin limitations guide

4. Bots looping with no way to reach a human (telco)

Carrier customers report hour-long bot conversations that never hand off to a person; China's regulator asked for one-click access to a human. It is the most visible end-user pain in the sector.

Frequency: High · *Competitors:* Chatbots de operadoras (AT&T, Verizon, Singtel), BPO (Teleperformance, Atento/Konecta) *Sources:* Wccftech – AT&T chatbot loop (Reddit) · PhoneArena – Verizon AI bots · China Daily – regulador pide acceso a humano en un clic

5. Complex, lengthy implementation

Reviews describe a steep learning curve, configuration requiring experts and internal integration work; one Gartner review reports an under-scoped voice IVA that put go-live at risk.

Frequency: High · *Competitors:* Genesys Cloud CX, Five9, Zendesk AI *Sources:* G2 – Genesys Cloud CX reviews · Capterra – Genesys Cloud CX reviews · Gartner Peer Insights – Five9

6. Outages, latency and voice reliability

Reviews report outages that cost business (Five9) and, on voice-AI platforms, multi-second latency and agents breaking after platform updates. Relevant because SAVANT runs on Vapi.

Frequency: Medium · *Competitors:* Five9, Vapi (infraestructura de voz) *Sources:* PeerSpot – Five9 pros and cons · Vapi support – Latency issues · Sacra – Vapi experimentation vs production

7. Slow vendor support

Reviews cite long support response times (Five9, Intercom) and no 24/7 support for urgent incidents (Botmaker).

Frequency: Medium · *Competitors:* Five9, Botmaker, Intercom Fin *Sources:* G2 – Five9 reviews · G2 – Botmaker reviews

8. Thin analytics, poor docs and WhatsApp-only focus

LatAm players are criticized for reports with little session detail, vague API documentation, confusing flow building and single-channel (WhatsApp) scope. Review samples are small.

Frequency: Medium · *Competitors:* Botmaker, Treble, Yalo *Sources:* G2 – Botmaker reviews · Capterra ES – Botmaker · Dupple – Treble review

9. High turnover and variable quality at BPOs

Employee reviews describe high turnover and volume pressure; no public CSAT metrics or PROFECO complaints attributable to BPOs were found (PROFECO logs complaints against the carrier).

Frequency: Low · *Competitors:* BPO (Teleperformance, Atento/Konecta) *Sources:* Indeed México – Evaluaciones de Atento · Outsource Accelerator – caso T-MEC Atento Hidalgo

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Features: what we have and what we are missing

Feature	Status	Priority	Phase	Note
Agent test bench and regression before publishing	Missing	High	Months 1–6	Per-brand test conversations run on every prompt, flow or model change; mitigates inconsistent answers and post-update breakage.
Voice and telephony redundancy (secondary provider and failover)	Missing	High	Months 7–12	Currently depends on Vapi and Twilio; roadmap already plans reducing Twilio dependency in months 7–12. Include latency and uptime SLAs.
Public status page and contractual SLA	Missing	Medium	Months 1–6	Not present in the product; outages are a recurring complaint for Five9 and voice platforms.
Security certifications (SOC 2 / ISO 27001) and documented LFPDPPP compliance	Missing	Medium	Months 7–12	Table stakes for large carrier and BPO procurement; not present in the product.
Standard CRM/helpdesk connectors (Salesforce, HubSpot, Zendesk)	Missing	Medium	Months 13–18	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	Months 13–18	Already on the roadmap (months 13–18).
Public API docs and SDK for integrators	Missing	Low	Months 19–24	A Botmaker complaint; useful once MVNO enablers and new verticals arrive.
Transparent pricing with cap and cost simulator	Partial	High	Months 1–6	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	Months 1–6	Code guards exist for critical actions; missing automatic scoring of every answer against the knowledge base and alerts on doubtful replies.
Intent and contact-reason analytics with export	Partial	Medium	Months 7–12	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	Months 7–12	Knowledge base is per brand, but there is no evidence the carrier can edit it without Menteia.

Feature	Status	Priority	Phase	Note
Real actions in the carrier's system (balance, porting, suspension, top-ups)	We have it	—	—	Product core; addresses the 'bots only answer' complaint.
Human handoff with mandatory summary	We have it	—	—	Twilio Flex with summary and after-hours ticket numbers; tackles the no-exit loop.
Omnichannel voice + WhatsApp + email in one panel	We have it	—	—	Beats the single-channel focus of Treble/Yalo.
Measured resolution (48 h FCR with survey)	We have it	—	—	Auditable basis that answers 'what counts as a resolution'.
Brand onboarding in days	We have it	—	—	Per-brand isolation; contrasts with long Genesys/Five9 rollouts.

To the roadmap

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.

Conclusion

The market complains about bots that answer but don't resolve, loops with no exit to a human, and opaque per-resolution pricing; SAVANT tackles all three head-on with real actions in the telco system, summarized handoff and auditable FCR. Its biggest gap is operational robustness: agent QA and regression testing, voice/telephony redundancy and public SLAs, exactly what a large carrier will demand before signing.