

# Stratablue AI & Langham Logistics: Attendance Hotline Inbound Agent



## The 2 Types of Voice Agents: Inbound & Outbound

### Inbound Voice Agents

Handle inbound calls with common use cases like:

1. Appointment Scheduling
2. Order Status Calls
3. Support Tickets
4. Attendance Hotlines
5. In-Field Staff Management Workflows

### Outbound Voice Agents

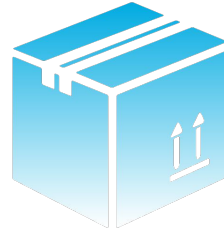
Make outbound calls through a trigger:

1. Lead form fills & appointment scheduling
2. CRM reactivation campaigns
3. Evergreen CRM trigger campaigns
4. Outbound lead generation

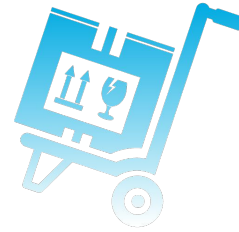




**National supply  
chain** management  
company



**30+ years**  
in storage and  
distribution



**High-volume**  
workforce  
operations



**CLIENT**

OVERVIEW



Inefficient absence  
reporting system



Messages bounced  
between emails, voicemails



Delayed communication =  
understaffed shifts



HR and managers  
overwhelmed  
as the company scaled



**CHALLENGE**



Custom-built **AI voice agent**



One phone number for all employees to report absences



Automated, real-time routing of messages to the correct manager



**24/7 availability**, no more missed messages



**SOLUTION BY**

STRATABLUE



**90%  
REDUCTION**  
in absence  
notification time



**SEVERAL  
HOURS/WEEK  
SAVED**  
For HR



Employees felt  
**HEARD AND  
SUPPORTED**



Improved **INTERNAL  
COMMUNICATION**  
and shift coverage  
reliability



**RESULT**

S

*One absence used to set off  
multiple **emails and  
voicemails.***

*Now it's handled in **30  
seconds** thanks to  
**Stratablue's AI agent.***

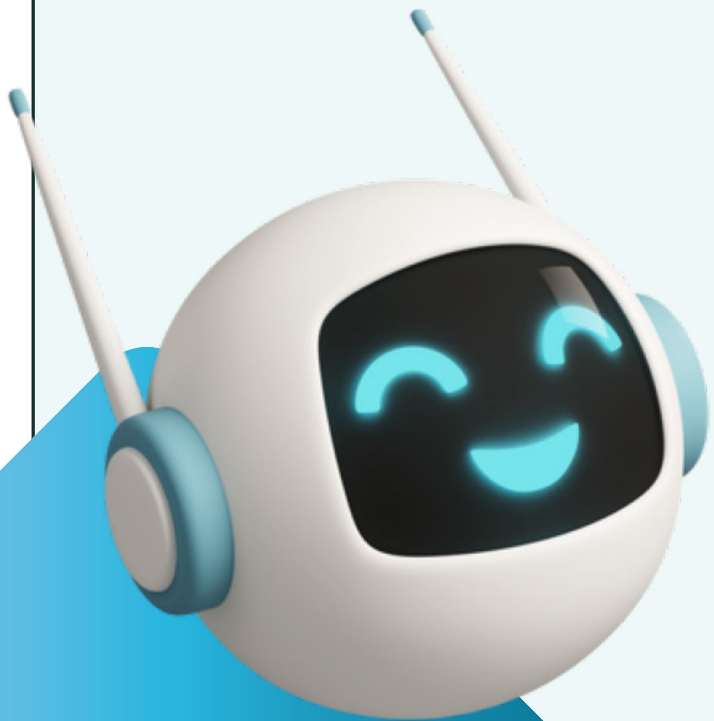
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**Miguel Beasley**

Senior Engineering  
Manager





# Want your own custom AI Voice Solution?

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