UST AI SYSTEM

Transform Your Business with Intelligent Automation

Welcome to the Future of Business Intelligence

UST AI System is a cutting-edge artificial intelligence platform designed to revolutionize how businesses operate, communicate, and automate their processes. By combining advanced voice and text processing capabilities with powerful workflow automation, we enable organizations to work smarter, faster, and more efficiently than ever before. Our platform integrates intelligent conversation AI, multi-channel communications, and enterprise-grade automation into one unified ecosystem.

1000+	24/7	150+	30+
Integrations Available	AI Assistance	Countries Supported	Languages Supported

What is UST AI?

UST AI is an enterprise-grade artificial intelligence system that brings together voice recognition, natural language processing, and intelligent workflow automation into a single, powerful platform. Our system is designed to understand, process, and act on both spoken and written communication across

multiple channels including SMS, voice calls, WhatsApp, email, and web chat. With support for over 1000 third-party integrations and programmable APIs, UST AI serves as the central nervous system for your business communications and automation needs.

Whether you're automating customer service, orchestrating complex business processes, or building intelligent chatbots, UST AI provides the infrastructure, intelligence, and integration capabilities to transform your operations. Our platform is built on industry-leading AI models and communication infrastructure, ensuring reliability, scalability, and performance at enterprise scale.

Core Capabilities

Advanced Voice Intelligence

Our voice processing engine delivers industry-leading accuracy and natural conversation flow with programmable voice capabilities:

- **Programmable Voice Calls:** Make and receive calls programmatically with full API control. Initiate outbound calls, handle inbound calls, and manage call routing with sophisticated logic

- **Interactive Voice Response (IVR):** Build multi-level IVR systems with voice recognition, DTMF input, call recording, and intelligent routing based on caller input or CRM data

- **Real-time Speech Recognition:** Convert spoken words to text with 99%+ accuracy in 30+ languages. Supports streaming recognition for live conversations

- **Natural Language Understanding:** Comprehend context, intent, and sentiment from voice interactions. Extract entities, detect emotions, and understand complex queries

- **Text-to-Speech Synthesis:** Generate natural-sounding voice responses with customizable voices, accents, and speaking styles. Supports SSML for precise control over pronunciation, pitch, and pacing

- **Call Recording & Transcription:** Automatically record calls and generate searchable transcripts with speaker identification and timestamps

- **Conference Calling:** Create multi-party conference calls with features like mute/unmute, participant management, and recording

- **Call Forwarding & Transfer:** Intelligent call routing with warm transfer, blind transfer, and conditional forwarding based on time, location, or availability

- **Voice Biometrics:** Secure authentication through voice recognition technology for identity verification

- **Call Analytics:** Track call duration, quality metrics, conversation patterns, and customer satisfaction scores

Intelligent Text Processing & Conversational AI

Process and analyze written communication with state-of-the-art AI capabilities powered by advanced language models:

- **Advanced Conversational AI:** Deploy intelligent chatbots that engage in natural, context-aware dialogues across multiple languages. Automatically understands user intent and responds appropriately in English, Arabic, Kurdish, and 30+ other languages

- **Multi-Language Auto-Detection:** Automatically detects and responds in the user's language without explicit language switching. Seamlessly handles multilingual conversations

- **Context-Aware Responses:** Maintains conversation history and context across sessions. Remembers customer preferences, previous inquiries, and interaction patterns

- **Sentiment Analysis:** Detect emotions and tone in customer communications in real-time. Identify frustrated customers and route them to human agents automatically

- **Entity Recognition:** Automatically extract names, dates, locations, phone numbers, emails, and other key information from conversations for CRM integration

- **Smart Summarization:** Condense long documents, conversations, and transcripts into concise, actionable summaries

- **Real-time Translation Services:** Break language barriers with instant, accurate translations across 30+ languages while preserving context and tone

- **Intent Classification:** Automatically categorize customer inquiries (support, sales, billing) and route to appropriate departments or responses

- **Custom AI Training:** Train the AI on your specific business data, product information, and FAQs for highly accurate, domain-specific responses

Enterprise Workflow Automation Engine

Automate complex business processes with our powerful visual workflow builder and execution engine:

- **Visual Workflow Designer:** Create sophisticated automation workflows with intuitive drag-and-drop interface. No coding required for most automations, yet fully programmable for advanced use cases

- **1000+ Pre-built Integrations:** Connect to popular services including Salesforce, HubSpot, Shopify, Slack, Google Workspace, Microsoft 365, databases, payment gateways, and virtually any API

- **Conditional Logic & Branching:** Build sophisticated decision trees with IF/THEN conditions, switch statements, and complex boolean logic.

Route data differently based on content, time, user attributes, or custom
criteria

- **Scheduled & Event-Driven Tasks:** Run automations on schedules
  (hourly, daily, weekly, custom cron), or trigger them based on events
  like incoming messages, form submissions, database changes, or
  webhooks

- **Data Transformation & Enrichment:** Clean, format, validate, and
  enrich data as it flows through workflows. Parse JSON/XML, manipulate
  strings, perform calculations, and merge data from multiple sources

- **Loops & Batch Processing:** Process arrays and lists with advanced
  iteration controls. Handle bulk operations efficiently with batch
  processing and rate limiting

- **Error Handling & Monitoring:** Robust retry mechanisms with
  exponential backoff, fallback paths, error notifications via
  email/SMS/Slack, and detailed execution logs

- **Parallel Processing:** Execute multiple tasks simultaneously for
  maximum efficiency. Run independent operations in parallel while
  maintaining proper execution order where needed

- **Custom Code Execution:** Execute custom JavaScript or Python code
  within workflows for complex logic, data transformations, or custom
  integrations

- **Webhook Support:** Create custom webhooks to receive data from
  external systems and trigger workflows. Full support for authentication,
  payload validation, and response customization

- **Version Control & Rollback:** Track changes to workflows with built-in
  version control. Test in sandbox environment before deployment and
  rollback to previous versions if needed

Extensive Integration Library

Connect UST AI with over 1000 popular applications and services through pre-built integrations:

- **CRM & Sales:** Salesforce, HubSpot, Pipedrive, Zoho CRM, Microsoft Dynamics, Sugar CRM

- **Communication & Messaging:** Slack, Microsoft Teams, Discord, Telegram, Facebook Messenger

- **Email Services:** Gmail, Outlook, SendGrid, Mailchimp, Mailgun, Amazon SES

- **E-commerce:** Shopify, WooCommerce, Magento, BigCommerce, Stripe, PayPal

- **Databases:** MySQL, PostgreSQL, MongoDB, Redis, Microsoft SQL Server, Oracle

- **Cloud Storage:** Google Drive, Dropbox, OneDrive, AWS S3, Box, Azure Blob Storage

- **Project Management:** Asana, Trello, Jira, Monday.com, ClickUp, Basecamp

- **Marketing Automation:** ActiveCampaign, Marketo, Pardot, Klaviyo, Drip

- **Social Media:** Facebook, Instagram, Twitter, LinkedIn, YouTube, TikTok

- **Analytics & BI:** Google Analytics, Mixpanel, Amplitude, Tableau, Power BI

- **Accounting:** QuickBooks, Xero, FreshBooks, Sage, Wave

- **HR & Recruitment:** BambooHR, Workday, ADP, Greenhouse, Lever

Communication Capabilities

Multi-Channel Messaging

Engage customers across all their favorite communication channels with unified messaging infrastructure:

- **Programmable SMS/MMS Messaging:** Send and receive text messages globally with 99.95% uptime. Support for multimedia content (images, videos, PDFs), delivery receipts, and two-way conversations. Send transactional messages, marketing campaigns, and OTP verification codes

- **WhatsApp Business API:** Official WhatsApp Business API integration for verified business messaging. Send rich media (images, documents, videos), interactive buttons, and list messages. Support for message templates, read receipts, and typing indicators

- **Voice Calls:** Make and receive phone calls programmatically with IVR capabilities. Features include call recording, transcription, call queuing, voicemail, and intelligent routing

- **Email Automation:** Send transactional and marketing emails at scale. Features include HTML templates, personalization, A/B testing, bounce handling, and delivery analytics

- **Web Chat Widget:** Embeddable chat widget for websites and mobile apps with customizable design, file sharing, typing indicators, and read receipts

- **Social Media Messaging:** Unified inbox for Facebook Messenger, Instagram Direct, and Twitter DMs. Respond to all social messages from one interface

- **Video Messaging:** Send and receive video messages and conduct video calls with screen sharing and recording capabilities

- **Push Notifications:** Send push notifications to mobile devices and web browsers with rich content and deep linking

Programmable Communications

Full programmable control over your communication channels with enterprise-grade APIs:

- **RESTful APIs:** Complete API access for all communication features including SMS, voice, video, WhatsApp, and email. Well-documented endpoints with code examples in multiple programming languages

- **Real-time Webhooks:** Receive instant notifications for incoming messages, call events, delivery status updates, and more. Configure webhook endpoints with authentication and retry logic

- **Global Number Provisioning:** Purchase and manage phone numbers in 150+ countries including local, toll-free, and mobile numbers. Support for number porting and custom caller ID

- **Intelligent Call Routing:** Advanced call distribution based on time of day, geographic location, agent availability, skill-based routing, and custom business rules. Support for round-robin, priority, and simultaneous ring patterns

- **Recording & Transcription:** Automatically record all voice and video communications with secure cloud storage. Generate searchable transcripts with speaker identification, timestamps, and keyword detection

- **Queue Management:** Handle high-volume communications with sophisticated queuing systems. Features include position announcements, estimated wait times, callback options, and overflow handling

- **Verify & Authentication:** Two-factor authentication (2FA) and one-time password (OTP) delivery via SMS, voice, or WhatsApp. Support for time-based codes, fraud detection, and verification tracking

- **Lookup Services:** Phone number validation, carrier lookup, and caller name identification. Verify phone numbers before sending messages to reduce costs and improve delivery rates

- **Bulk Operations:** Send thousands of messages simultaneously with batch APIs. Support for template personalization, scheduled sending, and delivery optimization

- **SIP Trunking:** Connect your existing PBX or contact center to our platform via SIP. Elastic capacity that scales with your business needs

Automation & Workflow Features

Pre-built Automation Templates

Get started quickly with our library of ready-to-use automation templates:

Template Category	Examples	Use Cases
Customer Service	Auto-responders, Ticket routing, FAQ bots	24/7 support, Faster response times
Sales & Marketing	Lead scoring, Email campaigns, Follow-ups	Nurture leads, Close more deals
Operations	Data sync, Report generation, Alerts	Reduce manual work, Error prevention
HR & Recruitment	Interview scheduling, Onboarding, Surveys	Streamline hiring, Employee engagement
Finance	Invoice processing, Expense tracking, Reporting	Financial accuracy, Compliance

Custom Workflow Builder

Create unlimited custom workflows tailored to your specific business needs with advanced automation capabilities:

- **Multiple Trigger Types:** Start workflows based on time schedules (cron expressions), incoming webhooks, manual triggers, form submissions, database changes, file uploads, or API calls

- **Data Transformation:** Clean, format, validate, and enrich data with built-in functions. Parse JSON/XML/CSV, regex matching, string manipulation, date/time formatting, and currency conversion

- **Conditional Branches & Switches:** Route data based on complex conditions with IF/ELSE logic, switch statements, and boolean operations. Support for multiple conditions and nested logic

- **Loops & Batch Processing:** Process arrays and lists with foreach loops, while loops, and batch processing. Handle pagination, rate limiting, and error recovery within loops

- **HTTP Requests:** Make GET, POST, PUT, DELETE requests to any API. Support for authentication (OAuth, API keys, JWT), custom headers, query parameters, and response parsing

- **Database Operations:** Connect to MySQL, PostgreSQL, MongoDB, and other databases. Execute queries, stored procedures, transactions, and bulk operations

- **File Operations:** Upload, download, read, write, move, and delete files. Support for CSV/Excel parsing, PDF generation, image processing, and compression

- **Code Execution:** Execute custom JavaScript or Python code for complex logic. Access to workflow variables, external libraries, and full programming capabilities

- **Email & Notification Actions:** Send emails with attachments, SMS messages, WhatsApp messages, Slack notifications, and push notifications from within workflows

- **Merge & Split Data:** Combine data from multiple sources, deduplicate records, and split data into multiple streams for parallel processing

- **Wait & Delay:** Add delays, wait for specific conditions, or pause until a certain date/time before continuing workflow execution

- **Sub-workflows:** Call other workflows as sub-workflows to create modular, reusable automation components

Real-World Automation Examples

Here are practical examples of what you can automate with UST AI:

Customer Service Automation

- **24/7 AI Chatbot:** Deploy intelligent chatbots on your website, WhatsApp, and social media that answer FAQs, qualify leads, book appointments, and escalate to human agents when needed

- **Ticket Routing:** Automatically categorize support tickets based on content, assign to the right department, notify agents via SMS/email, and track response times

- **Customer Feedback Collection:** Send automated surveys after purchases or support interactions, analyze sentiment, and alert managers about negative feedback

Sales & Marketing Automation

- **Lead Nurturing:** Automatically score leads based on behavior, send personalized follow-up messages via email/SMS/WhatsApp, and notify sales reps when leads are hot

- **Abandoned Cart Recovery:** Detect abandoned carts, send reminder messages with discount codes, and track conversion rates

- **Appointment Reminders:** Send automated SMS/WhatsApp/email reminders before appointments, allow customers to reschedule via chatbot, and reduce no-shows

- **Referral Programs:** Track referrals, send reward notifications, and automate incentive distribution

Operations Automation

- **Order Processing:** Receive orders via API, validate inventory, send confirmation messages, generate invoices, and update accounting systems

- **Shipping Notifications:** Track shipments, send real-time updates to customers via SMS/WhatsApp, and handle delivery exceptions

- **Inventory Alerts:** Monitor stock levels, send low-stock alerts to procurement teams, and automatically create purchase orders

- **Report Generation:** Pull data from multiple systems, generate daily/weekly reports, and distribute via email or Slack

HR & Internal Operations

- **Employee Onboarding:** Send welcome messages, schedule training sessions, provision accounts, and track completion of onboarding tasks

- **Leave Management:** Process leave requests, check approvals, update HR systems, and send confirmations

- **Birthday & Anniversary Reminders:** Send automated greetings to employees and customers with personalized messages

Advanced Features

Machine Learning & AI

- **Custom AI Model Training:** Train AI models on your specific business data, product catalogs, and FAQs for highly accurate, domain-specific responses

- **Predictive Analytics:** Forecast sales, predict customer churn, estimate delivery times, and identify trends using machine learning

- **Anomaly Detection:** Automatically identify unusual patterns in data, detect fraud, and flag suspicious activities

- **Image & Document Recognition:** Extract text from images and PDFs with OCR, classify documents, and extract structured data from invoices and receipts

- **Recommendation Engines:** Provide personalized product recommendations, content suggestions, and next-best-action guidance

- **Natural Language Processing:** Analyze customer feedback, extract insights from conversations, and categorize content automatically

Analytics & Reporting

- **Real-time Dashboards:** Customizable dashboards with live data visualizations including charts, graphs, and KPI widgets. Monitor message volume, response times, conversion rates, and more

- **Conversation Analytics:** Track customer interactions across all channels. Analyze conversation length, customer satisfaction scores, sentiment trends, and common topics

- **Workflow Performance Metrics:** Monitor workflow execution times, success rates, error rates, and bottlenecks. Receive optimization suggestions based on performance data

- **ROI Tracking:** Calculate return on investment with detailed cost analysis including message costs, AI usage, automation savings, and productivity gains

- **Custom Report Generation:** Create custom reports with drag-and-drop report builder. Schedule automatic report delivery via email or Slack

- **Compliance Reporting:** Generate audit logs, compliance reports, and data access reports for regulatory requirements

- **A/B Testing & Experiments:** Test different messages, workflows, and strategies to optimize performance. Track conversion rates and statistical significance

- **Export & Integration:** Export data to CSV, Excel, or directly to your BI tools like Tableau, Power BI, or Google Data Studio

Enterprise Security & Compliance

- **End-to-End Encryption:** All data transmission encrypted with TLS 1.3. Data at rest encrypted using AES-256. Support for customer-managed encryption keys

- **Certifications:** SOC 2 Type II, ISO 27001, and PCI DSS certified infrastructure. Regular third-party security audits and penetration testing

- **Regulatory Compliance:** GDPR, HIPAA, CCPA, and other regional data protection regulations. Built-in compliance features including data retention policies and right-to-deletion

- **Role-Based Access Control (RBAC):** Granular permissions system with custom roles and hierarchical access control. Control who can view, edit, and execute workflows

- **Comprehensive Audit Logs:** Track all system activities, API calls, data access, and configuration changes. Immutable logs stored for compliance and forensics

- **Single Sign-On (SSO):** Integration with enterprise identity providers via SAML 2.0 and OAuth. Support for Google Workspace, Microsoft 365, Okta, and more

- **Data Residency:** Choose where your data is stored with data centers in North America, Europe, Asia, and Middle East. Ensure compliance with local data sovereignty laws

- **IP Whitelisting:** Restrict API and dashboard access to specific IP addresses or ranges for enhanced security

- **Two-Factor Authentication (2FA):** Mandatory 2FA for admin accounts. Support for SMS, email, and authenticator apps

- **DDoS Protection:** Built-in protection against distributed denial-of-service attacks with automatic scaling and rate limiting

- **Data Backup & Disaster Recovery:** Automated daily backups with point-in-time recovery. 99.95% uptime SLA with multi-region redundancy

Developer-Friendly Platform

- **Comprehensive API Documentation:** Interactive REST API documentation with code examples in multiple languages. Try API calls directly from the documentation with API playground

- **Official SDKs:** Native libraries for Python, JavaScript (Node.js), PHP, Ruby, Java, .NET, and Go. Regular updates and community support

- **GraphQL API:** Flexible GraphQL endpoint for efficient data queries. Fetch exactly what you need in a single request

- **CLI Tools:** Command-line interface for workflow deployment, testing, and management. Integrate with CI/CD pipelines

- **Sandbox Environment:** Full-featured testing environment with test credentials. No charges for sandbox usage during development

- **Version Control:** Git-like version control for workflows and configurations. Branch, merge, and rollback changes safely

- **Webhooks & Real-time Events:** Subscribe to real-time events via webhooks. Support for retry logic, signature verification, and custom payloads

- **Local Development:** Run workflows locally for debugging and testing. Full support for breakpoints and step-through debugging

- **Postman Collections:** Pre-built Postman collections for all API endpoints. Import and start testing immediately

- **OpenAPI Specification:** Full OpenAPI 3.0 specification available. Generate client libraries in any language

Use Cases & Industry Applications

UST AI powers intelligent automation across diverse industries:

Healthcare & Medical

- **Appointment Management:** Automated scheduling, reminders via SMS/WhatsApp/voice, rescheduling via chatbot, and no-show reduction

- **Patient Communication:** Prescription notifications, lab result alerts, post-visit follow-ups, and health tips

- **Telehealth Support:** Virtual assistant for symptom checking, appointment booking, and video consultation scheduling

- **Emergency Alerts:** Critical patient notifications, emergency room wait times, and urgent care routing

- **Insurance Verification:** Automated insurance eligibility checks and pre-authorization workflows

E-commerce & Retail

- **Order Management:** Automated order confirmations, shipping updates with tracking links, delivery notifications

- **Cart Recovery:** Abandoned cart detection, personalized reminder messages, discount code delivery

- **Product Recommendations:** AI-powered product suggestions via chatbot based on browsing history and preferences

- **Customer Support:** 24/7 chatbot for order status, returns, exchanges, and product inquiries

- **Inventory Management:** Low stock alerts, reorder automation, and supplier notifications

Financial Services & Banking

- **Fraud Detection:** Real-time fraud alerts via SMS/voice, transaction verification, and account security

- **Payment Processing:** Payment confirmations, receipt delivery, failed payment notifications

- **Account Management:** Balance alerts, bill reminders, overdraft notifications, statement delivery

- **Loan Processing:** Application status updates, document collection, approval notifications

- **Customer Onboarding:** Automated KYC verification, document collection via WhatsApp, welcome messages

Education & E-Learning

- **Student Engagement:** Enrollment confirmations, class reminders, assignment deadlines, grade notifications

- **Virtual Tutoring:** AI-powered tutoring chatbot, homework help, study resources

- **Parent Communication:** Attendance alerts, progress reports, event notifications

- **Administrative Tasks:** Fee payment reminders, document submission, exam schedules

Real Estate & Property

- **Lead Qualification:** AI chatbot qualifies property inquiries, collects budget and preferences

- **Property Alerts:** Automated notifications for new listings matching customer criteria

- **Showing Management:** Schedule property viewings, send reminders, collect feedback

- **Tenant Management:** Rent reminders, maintenance requests, lease renewals

Hospitality & Travel

- **Booking Management:** Reservation confirmations, check-in reminders, digital room keys via WhatsApp

- **Guest Services:** 24/7 concierge chatbot, room service orders, facility information

- **Feedback Collection:** Post-stay surveys, review requests, loyalty program updates

- **Upselling:** Automated upgrade offers, package deals, local attraction recommendations

Scalability & Performance

UST AI is built to handle enterprise-scale operations with reliability and performance:

- **High-Volume Messaging:** Send millions of messages per day across all channels. Automatic rate limiting and throttling to ensure delivery

- **Concurrent Workflow Execution:** Execute thousands of workflows simultaneously with parallel processing and load balancing

- **Global Infrastructure:** Multi-region deployment with automatic failover. Data centers in North America, Europe, Asia, and Middle East

- **Auto-Scaling:** Automatically scale resources based on demand. Handle traffic spikes without manual intervention

- **99.95% Uptime SLA:** Enterprise-grade reliability with redundant systems and 24/7 monitoring

- **Low Latency:** Sub-second API response times and real-time message delivery globally

- **Message Queuing:** Reliable message delivery with automatic retry and dead-letter queues for failed messages

- **CDN Integration:** Serve static content and media files through global CDN for faster delivery

- **Database Sharding:** Horizontally scalable database architecture handles billions of records

- **Performance Monitoring:** Real-time monitoring of API performance, message delivery rates, and system health

Getting Started with UST AI

Implementation Process

1. **Discovery & Planning (1-2 weeks):** We work with your team to understand your business needs, current workflows, pain points, and automation goals. Define KPIs and success metrics

2. **Design & Configuration (2-3 weeks):** Our experts design custom workflows, configure integrations with your existing systems (CRM, ERP, databases), and build AI chatbot knowledge base

3. **Development & Customization (2-4 weeks):** Develop custom automations, create message templates, configure routing rules, and integrate APIs

4. **Testing & Training (1-2 weeks):** Comprehensive testing in sandbox environment including load testing, security testing, and user

acceptance testing. Team training sessions and documentation

5. **Deployment (1 week):** Phased rollout with minimal disruption. Start with pilot group before full deployment. 24/7 support during launch

6. **Optimization & Support (Ongoing):** Continuous monitoring, performance optimization, A/B testing, and feature enhancements based on usage data

Support & Resources

- **24/7 Technical Support:** Round-the-clock assistance via email, chat, and phone. Average response time under 15 minutes for critical issues

- **Dedicated Success Manager:** Personal point of contact for enterprise clients to ensure optimal platform usage and ROI achievement

- **Professional Services:** Custom development, workflow consulting, integration assistance, and performance optimization from our expert team

- **Training Programs:** Comprehensive onboarding, live webinars, video tutorials, and certification programs for admins and developers

- **Developer Community:** Active forum with thousands of developers worldwide. Share workflows, ask questions, and contribute to open-source integrations

- **Extensive Documentation:** Step-by-step guides, video tutorials, API references, code samples, and best practices

- **Knowledge Base:** Searchable library of FAQs, troubleshooting guides, and how-to articles

- **Regular Updates:** Monthly platform updates with new features, integrations, and improvements based on customer feedback

Why Choose UST AI?

Benefit	Impact & Metrics
Increased Efficiency	Automate up to 80% of repetitive tasks, freeing your team for strategic work. Reduce manual data entry by 95%, cut response times from hours to seconds
Cost Reduction	Average ROI of 300% within first year. Reduce customer service costs by 60%, eliminate manual workflow errors saving thousands monthly, consolidate multiple tools into one platform
Improved Customer Experience	Instant responses 24/7 in 30+ languages, personalized interactions at scale, 90%+ customer satisfaction scores, reduce response time from 2 hours to 2 seconds
Scalability	Handle 10x more interactions without proportional increase in resources. Scale from 1,000 to 1,000,000 messages per day without infrastructure changes
Data-Driven Insights	Make better decisions with comprehensive analytics and predictive intelligence. Track every interaction, measure ROI precisely, identify optimization opportunities automatically
Competitive Advantage	Stay ahead with cutting-edge AI technology and rapid innovation. Deploy new features in days not months, respond to market changes instantly with workflow updates

Benefit	Impact & Metrics
Global Reach	Communicate with customers worldwide in their native language via their preferred channel (SMS, WhatsApp, voice, email). Local phone numbers in 150+ countries
Enterprise Security	SOC 2 Type II certified, GDPR/HIPAA compliant, end-to-end encryption, 99.95% uptime SLA. Your data is protected with bank-level security
Easy Integration	1000+ pre-built integrations, RESTful APIs, webhooks, and SDKs in all major languages. Integrate with your existing systems in hours, not weeks
No Vendor Lock-in	Export all your data anytime, use standard APIs and protocols, open architecture allows migration. You own your data and workflows

Technical Specifications

Platform Infrastructure

Specification	Details
API Protocol	REST (JSON), GraphQL, WebSocket for real-time
Authentication	API Keys, OAuth 2.0, JWT, SAML 2.0 SSO
Encryption	TLS 1.3 in transit, AES-256 at rest
Data Centers	North America, Europe, Asia, Middle East
Uptime SLA	99.95% guaranteed uptime
Rate Limits	Configurable per account (up to 10,000 requests/sec)
Message Channels	SMS, MMS, WhatsApp, Voice, Email, Video, Push, Web Chat
Workflow Nodes	1000+ pre-built nodes for integrations and actions
Concurrent Executions	Unlimited parallel workflow executions
Storage	Unlimited message history and conversation logs
File Handling	Up to 50MB per file, all major formats supported
AI Models	Claude 3.7 Sonnet, GPT-4, Custom models

Messaging Capabilities

Channel	Features
SMS/MMS	Global reach, 160-1600 chars, Unicode support, delivery receipts, concatenated messages
WhatsApp Business	Rich media, buttons, lists, templates, verified badge, read receipts, 24hr window
Voice	IVR, recording, transcription, text-to-speech, conferencing, forwarding, call queuing
Email	HTML templates, attachments, tracking, scheduling, bounce handling, SMTP/API
Video	1-on-1 & group calls, screen sharing, recording, virtual backgrounds

Supported Languages for AI

English, Arabic, Kurdish (Sorani), Spanish, French, German, Italian, Portuguese, Russian, Chinese (Simplified & Traditional), Japanese, Korean, Hindi, Turkish, Dutch, Polish, Swedish, Danish, Norwegian, Finnish, Greek, Hebrew, Thai, Vietnamese, Indonesian, Malay, Filipino, and more.

Contact Us

Ready to transform your business with UST AI? Get in touch with our team today!

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Schedule a free consultation and demo to see UST AI in action. Our team will work with you to design a custom solution for your business needs.