'HYPERVIBE AUSTRALIA VOICE AI SUPPORT'
CASE STUDY & REPORT

Company Overview

Hypervibe Australia is a leading provider of whole body vibration therapy equipment, serving customers across Australia and internationally. With a growing customer base and increasing support inquiries, they needed a scalable solution to handle high call volumes while maintaining exceptional customer service quality. Their support team was overwhelmed with repetitive questions about product specifications, usage instructions, and troubleshooting.

Challenges & Objectives

Challenges

- High call volume (700+ calls/month)
- Long customer wait times (8+ minutes)
- Repetitive support questions
- Support team burnout
- Inconsistent service quality

Objectives

- Instant 24/7 customer support
- Reduce support team workload
- Maintain service quality
- Lower operational costs
- Improve customer satisfaction

The Solution: AI Voice Agent

An intelligent Voice AI system that answers inbound customer support calls 24/7, accessing the company knowledge base to provide accurate answers, troubleshoot issues, and seamlessly transfer complex cases to human agents while creating support tickets in HubSpot.

Tech Stack

Synthflow AI → **Make.com** → **HubSpot**

Key Results: 2-Month Impact

1,400
Total Calls Handled

63%
AI Resolution Rate

88.2 hrs
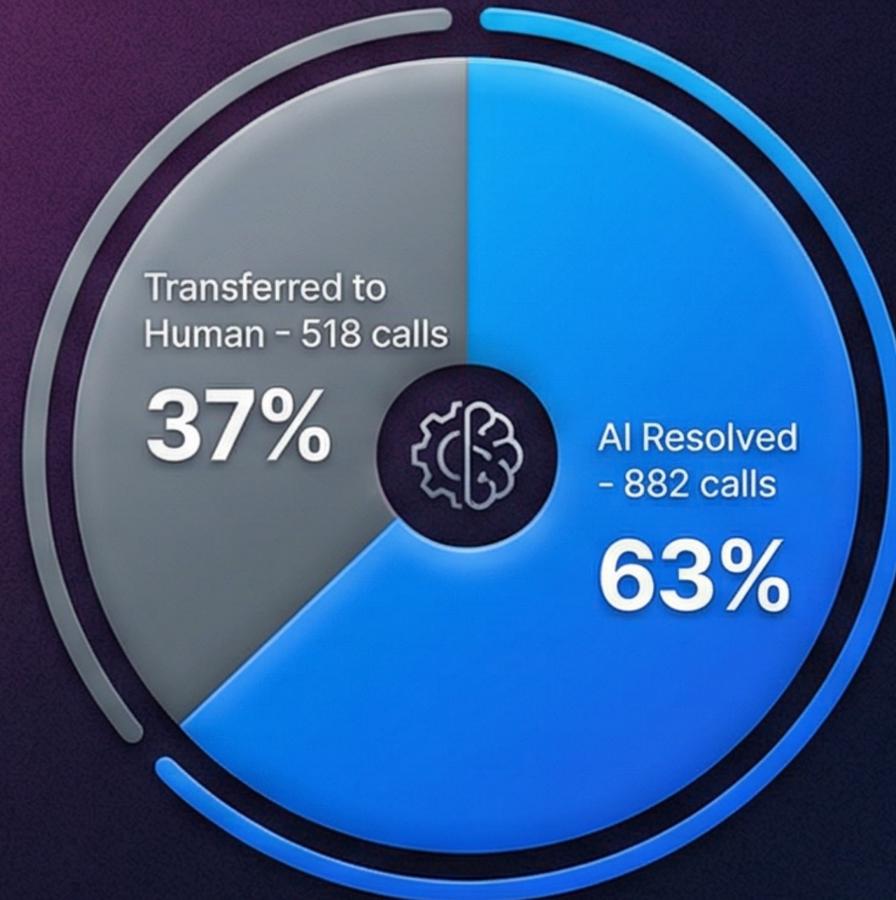Labor Hours Saved

285.9%
Return on Investment
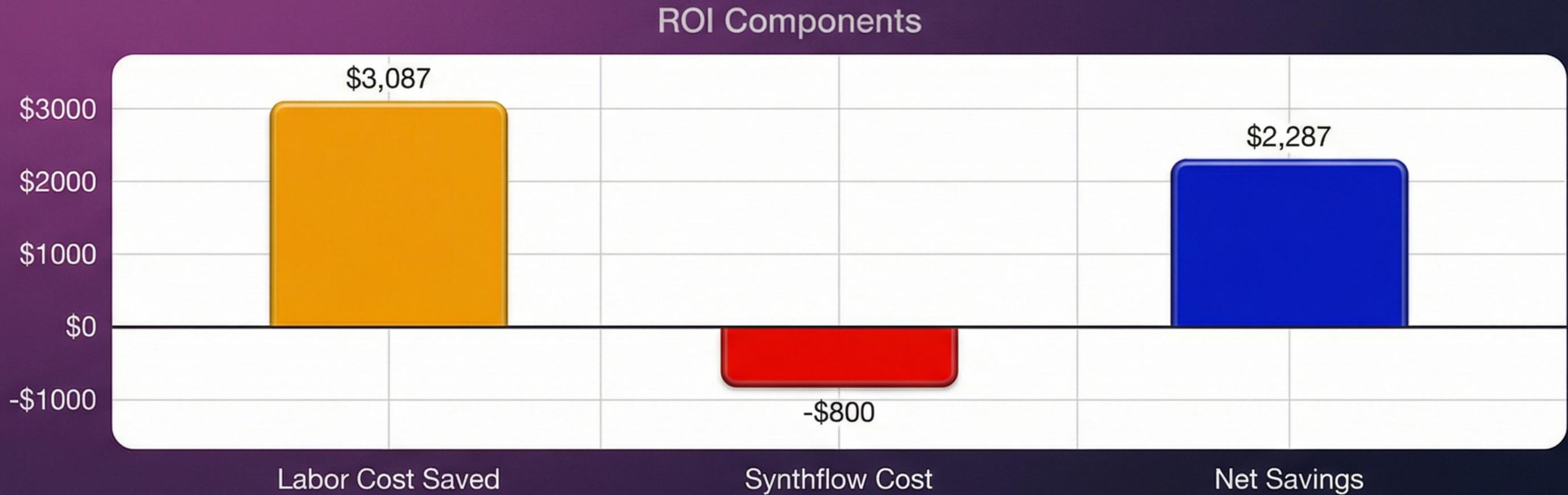
$2,287
Net Savings

93.8%
Wait Time Reduction

Financial Impact: ROI Breakdown

ROI Components

	$3,087				$2,287

Labor Cost Saved — $3,087
Synthflow Cost — -$800
Net Savings — $2,287

Y-axis: $3000, $2000, $1000, $0, -$1000

Net ROI: 285.9%

How It Works: Technical Architecture

Customer Calls → Synthflow AI Answers → Knowledge Base Query → Issue Resolved → Call Ends

Knowledge Base Query → Complex Issue → Create HubSpot Ticket → Transfer to Human Agent
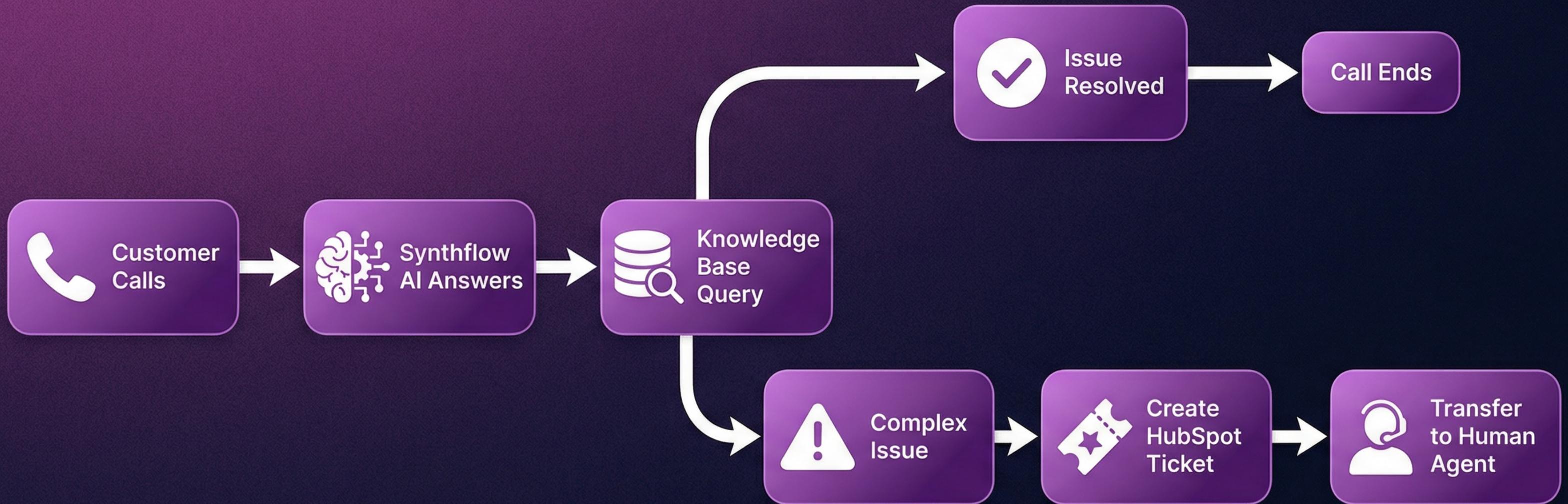
Client Testimonial

"I hired Amir to develop an AI voice agent for handling inbound calls, with the ability to distinguish between sales and support inquiries, route calls, perform basic troubleshooting, and create support tickets in our CRM. Despite challenges with bugs in the AI platform and delays due to poor platform support, Amir delivered exceptional results. Amir demonstrated impressive problem-solving skills by designing custom workflows to bypass the platform's issues, ensuring the agent functioned smoothly. His professionalism, technical expertise, and ability to adapt under pressure were outstanding. I highly recommend Amir for complex AI projects and would gladly work with him again."

- Murray
Hypervibe Australia

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Conclusion & Impact

By implementing an AI Voice Agent for customer support, Hypervibe Australia transformed their **support operations**. The system handled 63% of all inbound calls autonomously, reduced wait times by 93.8%, and delivered a 285.9% ROI while maintaining high customer satisfaction. The support team was freed from repetitive inquiries to focus on complex customer issues, resulting in improved service quality and team morale.

Key Takeaways:

- AI voice agents can handle majority of support calls effectively
- Instant response times dramatically improve customer satisfaction
- Strategic automation reduces costs while enhancing service quality