Introducing TMU

The all-in-one AI and
Video Conferencing
Platform.

TMU™

TMU is a one-of-a-kind AI based video conferencing and AI agent that contains all the tools you need to provide an exceptional user experience to improve customer service.

Customers expect instant support anywhere and anytime.

Time is money

Automated AI based systems are not the future - it's the present. The marketplace is in need of a solution that can provide powerful customer experiences that are easy to setup and cost effective.

Common Customer Support Problems

Repetitive Inquiries – Answering the same questions over and over (e.g., password resets, delivery tracking) leads to burnout and disengagement.

High Volume of Tickets – Too many customer requests, not enough time or people to handle them all. The impact is long wait times, rushed interactions, poor customer satisfaction.

Complex or Unclear Customer Issues – Vague, incomplete, or overly technical customer queries which causes longer resolution times, more back-and-forth communication.

Dealing with Angry or Difficult Customers – Managing emotions while staying professional and helpful. This leads to emotional fatigue, increased stress, and agent churn.

Lack of Product Knowledge or Updates– Agents aren't updated on new features, changes, or issues. Customers can be left with incorrect or slow responses.

Inefficient Tools and Systems – Clunky or outdated software, too many disconnected systems. The outcome is slower handling time, errors, and poor user experience.

Lack of Empowerment– Agents can't issue refunds, change orders, or make key decisions without supervisor approval. This causes delays, frustration for both the agent and customer.

All of the issues listed above lead to a poor customer experience which negatively impacts the user experience, the brand and ultimately sales.

We have a solution to these core problems.

Key Stats

By 2025, an estimated 70% of customer interactions are expected to involve AI

-Zipdo.co

Among businesses generally, 35–42% use AI specifically for customer support

-Reddit.com

A Deloitte survey suggests 42% of contact centers will adopt AI by 2025, up from ~26% in 2024

-Sobot.io

Meanwhile, 80% of companies are either using or planning to adopt AI-powered chatbots or agents for customer support by 2025
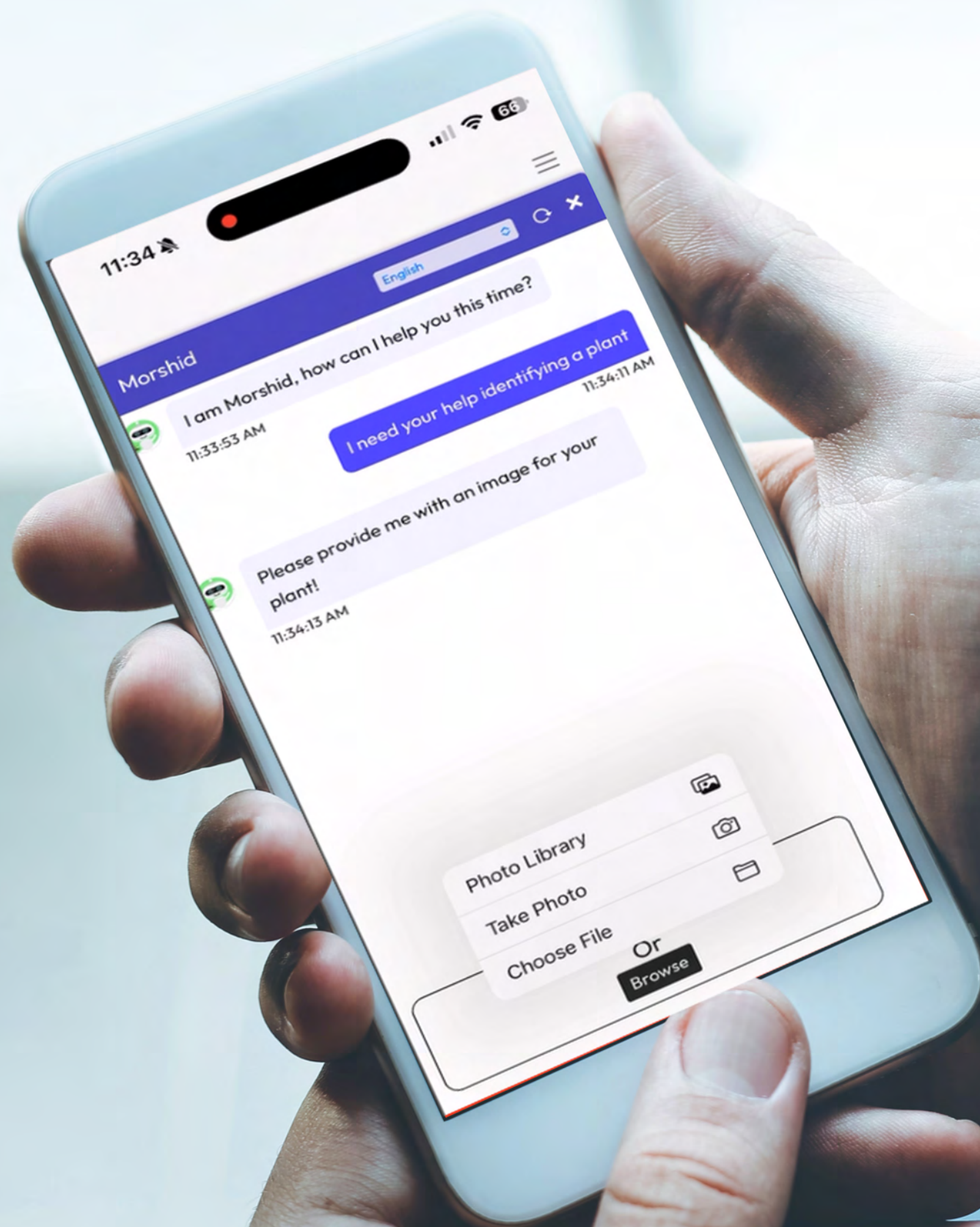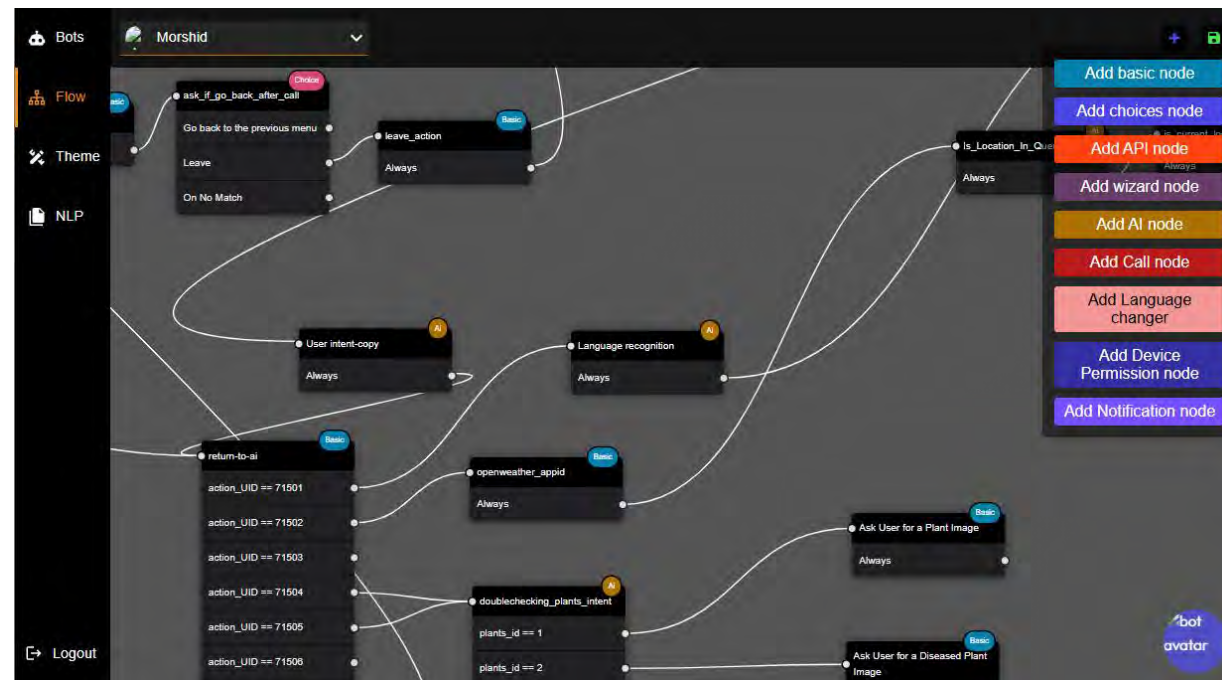
-Plivo.com

The Dynamic Duo

Our TMUDFD AI Agent provides a powerful out-of-the-box solution that is simple to setup yet full of enterprise level features.

The TMUDFD AI "Brain" is at the heart of our technology

No-code Workflow Builder. It's that easy!

The no-code workflow creation tool of TMUDFD simplifies the process of building custom conversational AI chatbots.

This intuitive tool empowers you to design seamless communication experiences tailored to your needs, enhancing user engagement and support.

Easily create and manage workflows that define how the chatbot interacts with visitors, and automates responses.
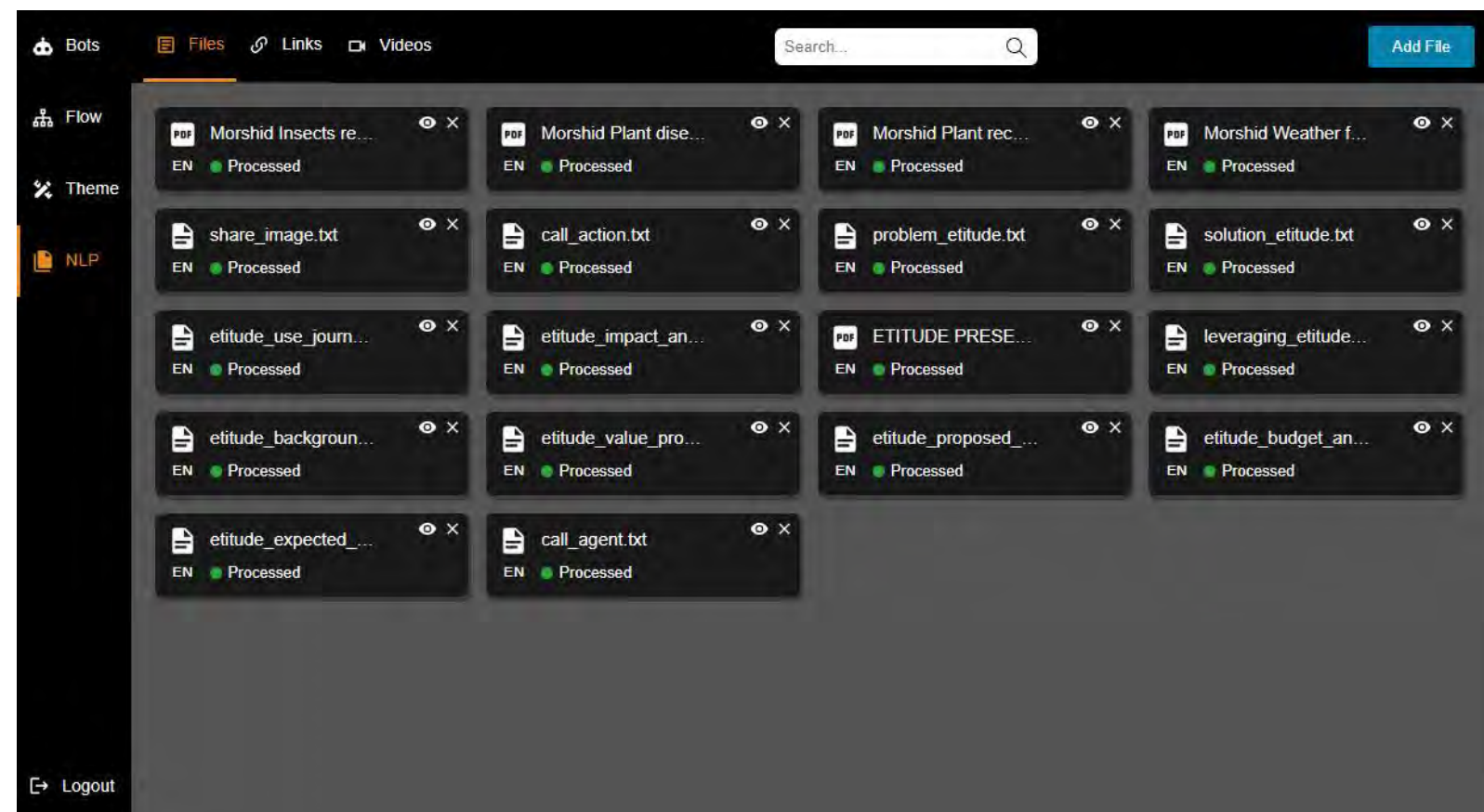
Custom Knowledge Base and Long Term Memory

Upload documents, links, and videos about your business for the AI to ingest and use to respond to visitors.
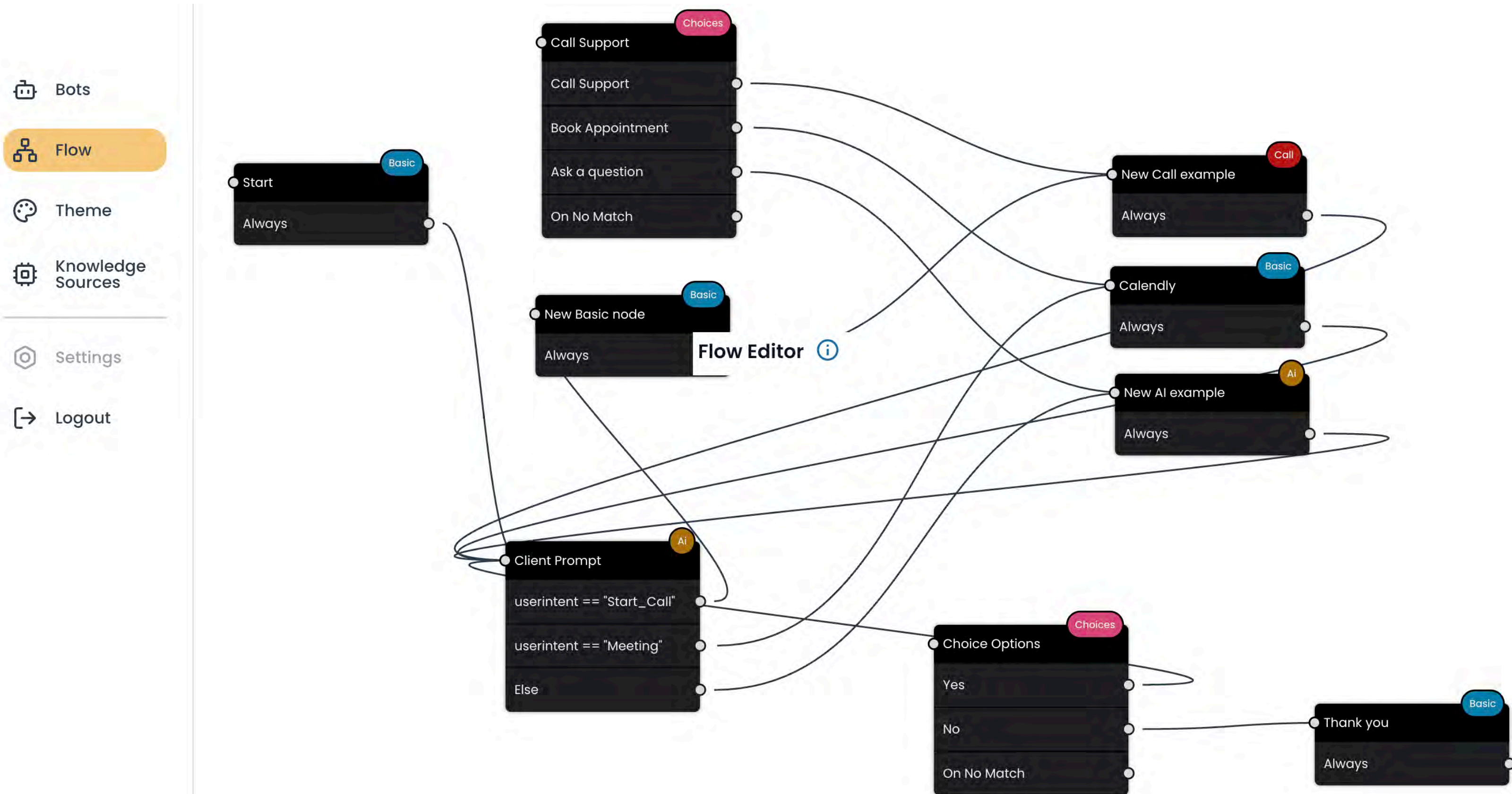
The learning doesn't stop here. As users interact with our AI bot, it "learns" and "remembers" past conversations to provide a more natural experience with the technology. In other words, we build relationships with customers through human like interactions.

Long-term memory: TMU-LTM enables you to manage conversation history for continuum and posterity use.

Integration with WhatsApp: User of WhatsApp can access TMU Enablement Service Provision Platform using their WhatsApp account and be connected to TMUDFD and enjoy all the functionality of TMUDFD.
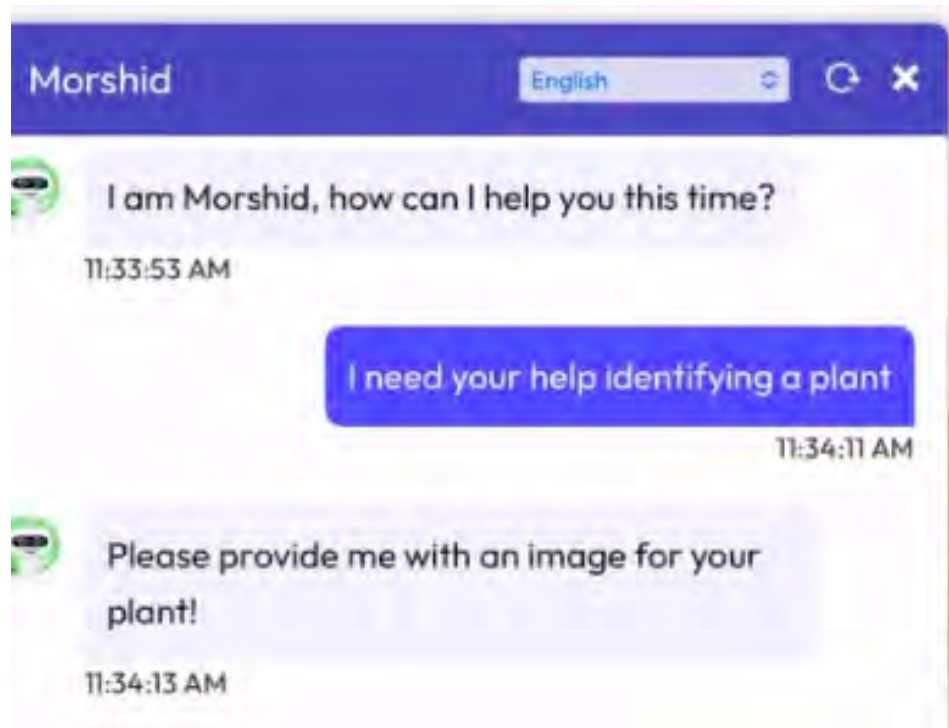
The TMUDFD AI "Brain" With No Code Customization

Bots

Flow

Theme

Knowledge Sources

Settings

Logout

Choices

Call Support

Call Support

Book Appointment

Ask a question

On No Match

Basic

Start

Always

Basic

New Basic node

Always

Flow Editor ⓘ

Call

New Call example

Always

Basic

Calendly

Always

Ai

New AI example

Always

Ai

Client Prompt

userintent == "Start_Call"

userintent == "Meeting"

Else

Choices

Choice Options

Yes

No

On No Match

Basic

Thank you

Always

TeleMeetUp Digital Front Door TMUDFD

Emulate in-person experiences online with Conversational AI.

TMUDFD Autonomous Conversations automates basic, time-consuming consumer queries and tasks in real time. It can retrieve information and account details, resolve basic queries and quickly complete transactions — and largely eliminate human error that can occur in customer service.

It significantly reduces the average time spent by customers on the phone to resolve simple queries.

Business to Business to Consumers. (B2B2C)
Our platform caters to complete business service provision build out.

Seamless Transition from AI Chat to Live Agent

When the client requests to speak with a human agent, the pool of agents are alerted. Once one or more of the agents have connected, the client gets connected automatically. The client does not have to click a link or go to any other application but simply stays at the chatbot screen which seamlessly pivots to a call with the agent.

All the features of TMU video conference are available in the call - transcription, translation, recording, screen sharing, SWISTWIT, white board, etc.
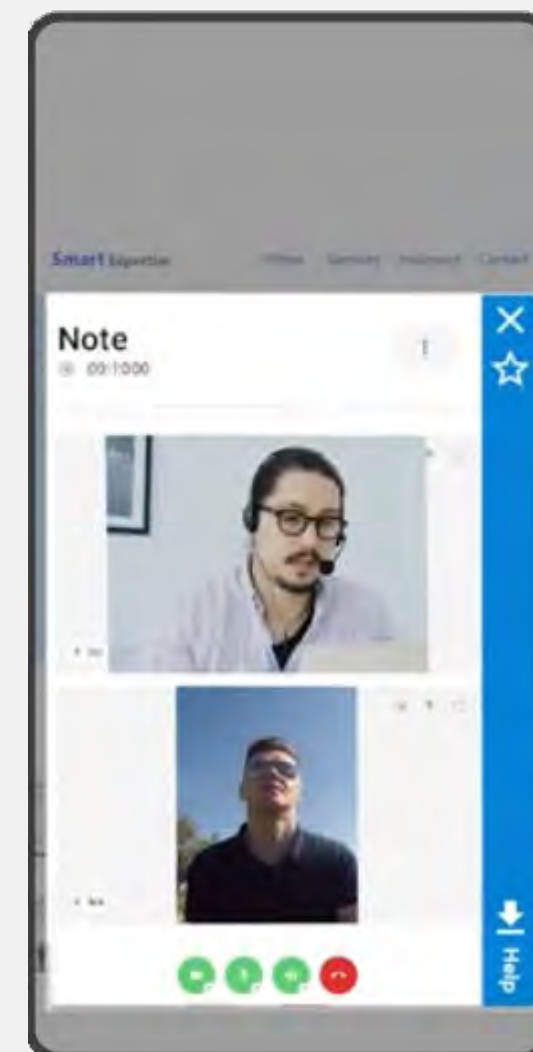
TeleMeetUp

## Virtual Interaction & Video Conference

Complete with features like that of Zoom, Teams, Webex, etc., added with transcription and translation and SWISTWIT function of MRESENCE for approximation to PRESENCE for greater clarity in explanation and illustration.

Virtual sessions that cater to many to many, many to one and one to one settings including breakout rooms.
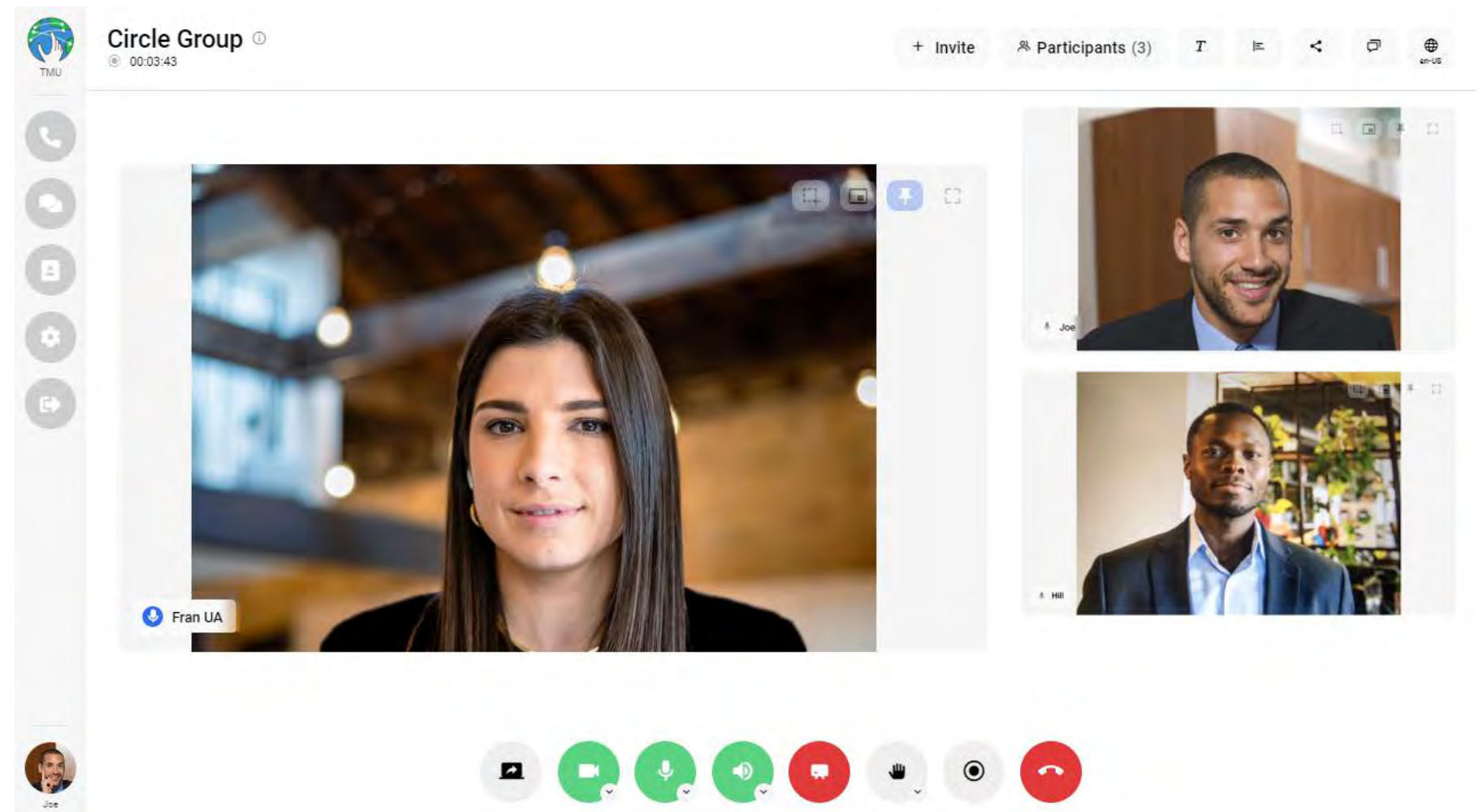
Take your meetings to a whole new level.
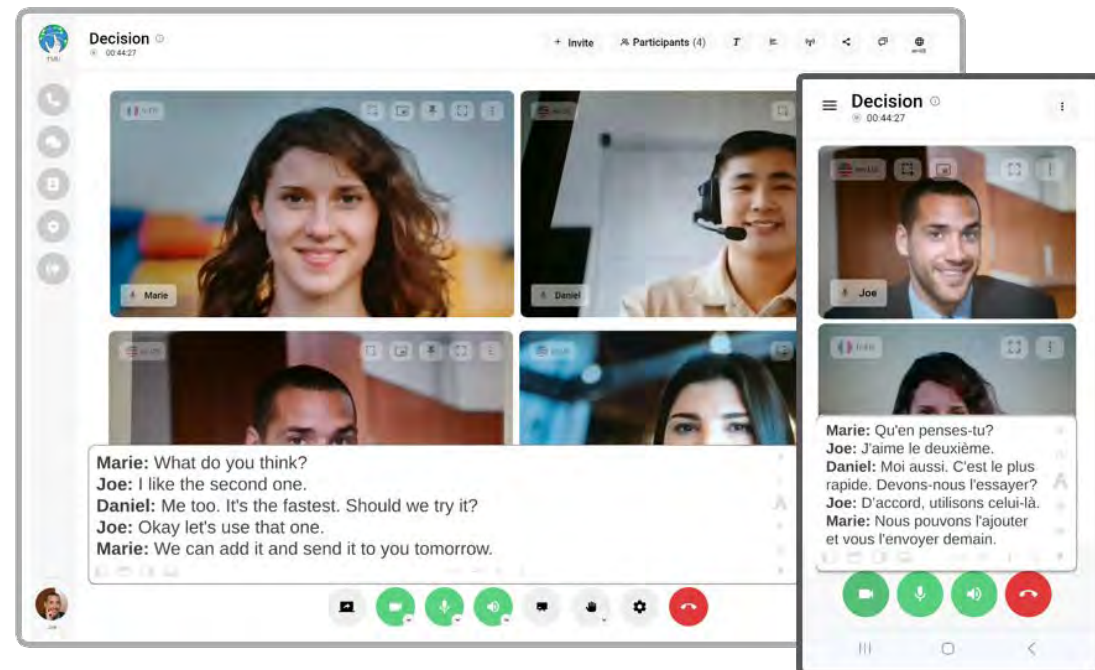
We speak your language.

Transcription and Translation
Speech-to-text transcription and translation of the transcribed text into various languages pre-selected by individuals in a group discussion

Speech-to-Speech Translation
Listen to the AI voice speaking the foreign language user's words in your own language

Automatic Meeting Note-taking with preferred language translation

TMU frees you from taking notes at virtual conference or in-person meetings and produces live transcripts with translation into preferred languages in real time that you and other participants can annotate and highlight.

SWISTWIT Virtual Hand

SWISTWIT (See What I See Touch What I Touch) enhances the video conferencing experience by enabling greater clarity and precision in explanation and demonstration by creating real-time pointing and hand gestures on a remote user's video stream. Your hand movement is captured through Image Segmentation, and the movement is merged with the remote user's video stream via Image Fusion.
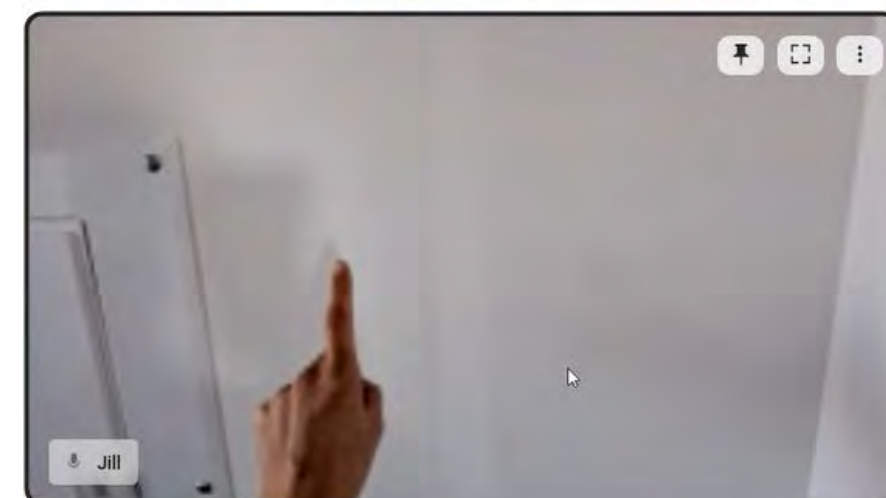
Dialing Out to Phones

Invite people to the conference by calling their telephone numbers if they do not have internet access.
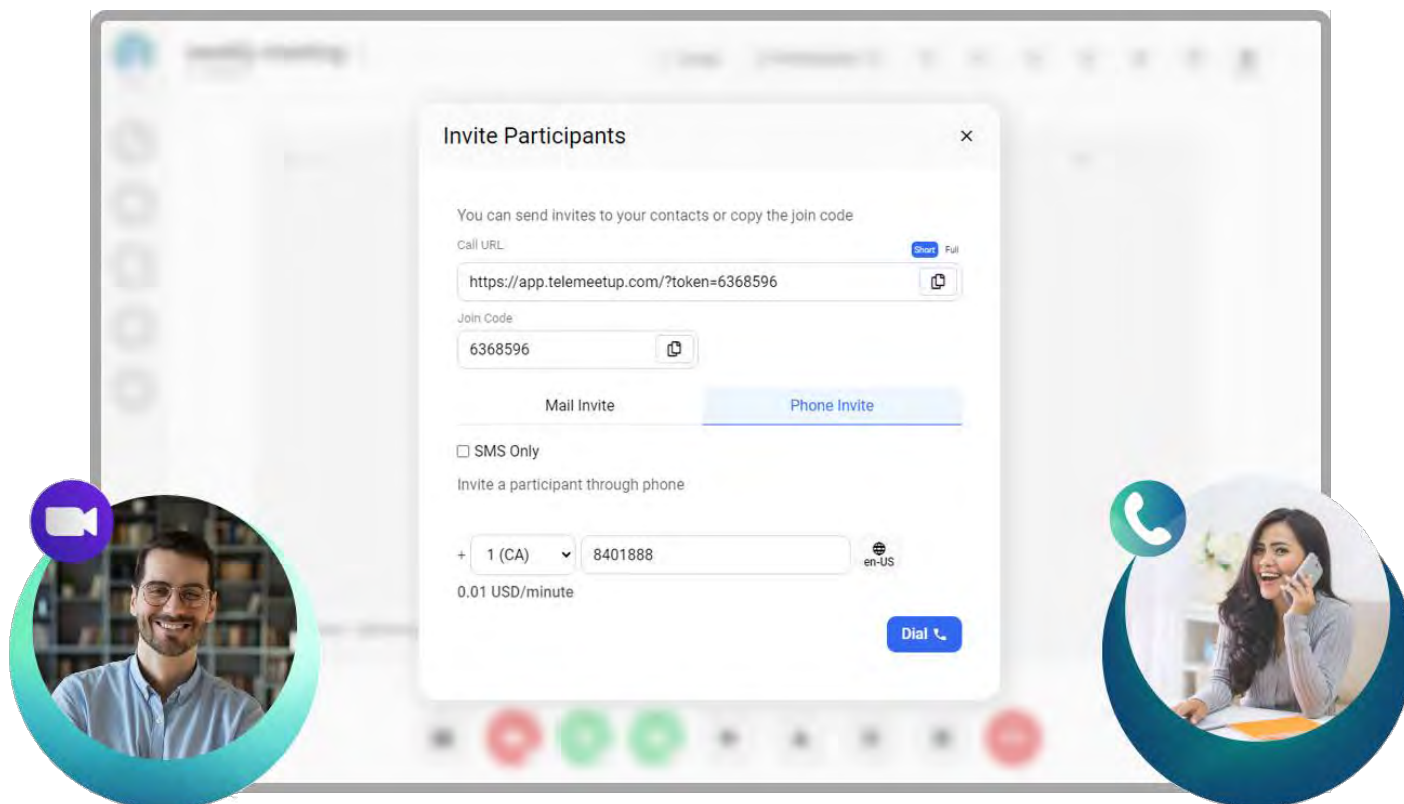
Multi-User White Board

Use it for illustration and discussion about some designs that are imported into the whiteboard. Live video stream from a remote camera of a Smartphone can also be captured and brought into the whiteboard for viewing and discussion.
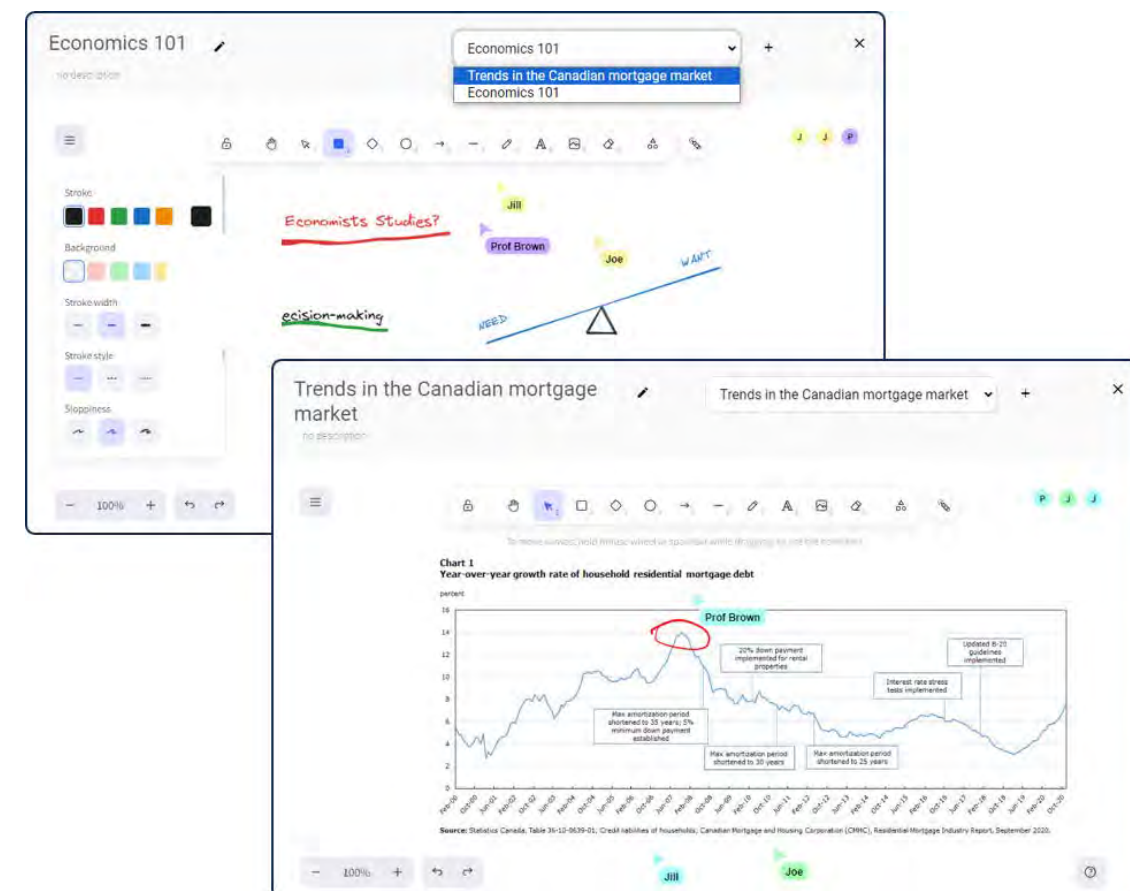
How TMU can help your team?

Through our "no code" AI agent builder, you can have an AI agent working within minutes.

Our quick connect API structure provides integration into systems with ease.

Complete video conferencing with AI, Multi-language, White boarding, VoIP, and SMS capabilities. Its a more sophisticated and feature rich version of Zoom & Microsoft Teams.

Competitive and flexible pricing.

Our AI agent is completely multilingual - out of the box.

If you can dream it, we can do it!

Backed by a dedicated team of technology specialists. We are proven leaders in the video conferencing and AI space.

Automated to improve speed of information retrieval which leads to increased customer satisfaction.

Unlimited knowledge base sources make it simple to train the AI agent.

Easily configurable. The agent can handle simple to complex tasks.

Long Term Memory which enables our AI to remember customers for a personalized experience.

Podcast, Webinar and inbound & outbound video streaming including YouTube, Meta and Twitch.

Flexible pricing options based on your unique needs

Service Packages

	Basic Flex	Premium Pro	Premium Business
Price	Free-of-Charge	US$30 per month	US$150 per month
Requires the Purchase of Prepaid Credit Amount of	US$20	US$30	US$100
Maximum Number of Participants for Video Conference Service	3	6	20
Maximum Session Duration	30 minutes	unlimited	unlimited
Allowance for Speech-to-Text Transcription (S2T) aka Sub-titling	-	100 minutes	400 minutes
Allowance for Translation of Transcribed Text to Other Language (T2T)	-	100 minutes	400 minutes
Allowance for Speech-to-Speech Translation (S2S)	-	100 minutes	400 minutes
Allowance for Text in the Use of ChatGPT	-	10,000 characters	40,000 characters

Access to the following service features as Pay-Per-Use Service

	Price
Speech-to-Text Transcription (S2T) aka Sub-titling	US$0.07 per minute
Translation of Transcribed Texts to other language (T2T)	US$0.10 per 100 words (average)
Speech-to-Speech Translation (S2S)	US$0.20 per minute per language
HAAT (Human Agent Assisted Translation) for Uncommon Languages that are not supported by LLM / ML	$0.25 per minute subject to a minimum charge of US$5 per session
Out-dialing to any valid telephone number	Rate per minute at 6-second increment for most countries as per published A-Z Rates Table. Note: 60-second increment is applicable to some countries.
Access to ChatGPT	US$0.025 per 1000 characters (average)
Real-time Recording in Multimedia (average 20 minutes per GB)	US$5.00 per GB per month

Prepaid Credit Top-Up Amounts available for purchase

	Basic Flex	Premium Pro	Premium Business
Amount	US$30, 50, 100	US$50, 75, 100	US$100, 200, 300

Large Account Bulk Volume available for users with Customers with monthly usage of US$10,000 or greater. Please ask us for further information.

We are your AI partner

We take pride in prodiving exceptional AI experiences for our customers. Let's chat about your business goals so we can provide you with a solution that exceeds expectations. Our team of technology specialists are here to help you. Contact us today!

Our Company

Ecocarrier Inc. is a Canadian private Ontario corporation formed in 1997. Ecocarrier is an OTT, MVNE and provider of wholesale carrier voice services and managed services to retailers of telecom services. Ecocarrier has been a leading wholesale carrier service provider to both Tier1 and Tier2 operators worldwide for voice call termination.

Our Mission

Ecocarrier Inc. is a not-just-for-profit global social enterprise and a proponent of Social Edification. socialedification.com

TMU.AI is a division of Ecocarrier Inc.

TMU™

For more information and product demos please contact us or visit our

website.

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