

PRODUCT PORTFOLIO

Add AI to the Phone System You Already Run

Computer Instruments builds the voice tools modern enterprises run on. It starts with the AI Concierge, conversational AI that answers your calls on the phone system you already have. No rip-and-replace.

Our Product Suite

Our core products answer, route, and follow up on calls, and every one of them connects to your existing phone system.



AI Concierge

The future of IVR. Callers say what they need in their own words, and the AI Concierge answers their questions, handles interruptions, and can translate in real time. When a call needs a person, it goes straight to the right department.



CallBack Messaging+

Callers don't have to sit on hold. CallBack Messaging+ lets them skip the wait and get a call back instead, so both the caller and your agent know their time counts.



eDialer

An outbound dialer that connects your agents only to live customers. Agents stop sorting through unanswered calls and spend their time talking to people.



SMS

Business texting for customers, partners, and staff. Use it for one-way alerts and two-way conversations, or to notify a whole community at once.



Screen Pop+

When a call comes in, Screen Pop+ puts the caller's information, related documents, and phone controls on one screen. Your agent starts the conversation already knowing who's calling.

Applications, Add-Ons & Features

Tailor your system to your exact needs with our suite of additional features.

Global Language Assist

Real-time translation between callers and agents, so a call in another language goes as smoothly as one in English.

Pay by Phone

Callers make payments over the phone using account data you already have. Use it on inbound calls or in outbound collection campaigns.

Survey

Collect customer feedback on inbound calls, outbound calls, or a web form. Pick the format that fits how your customers like to respond.

Appointment Reminder

Remind customers of upcoming appointments by phone, email, or text. They confirm or reschedule on their own, and your staff stop making reminder calls.

Call Steering

Callers say why they're calling instead of pressing buttons, and the call goes straight to the right department.

Dial by Name

Part of Call Steering. Callers say the name of the person they want and get connected, with no directory to dig through.

Industries We Serve

We work with any organization that takes a high volume of calls per day and any company that wants to upgrade their phone system to better serve their clients. We've worked with organizations across pretty much every industry, but these are the ones we serve the most often.

State and Local Government

Healthcare

Insurance

Financial Services

Transportation

Hospitality

Retail

Education

Integrations

Our products connect to the leading UCaaS and CCaaS platforms through 250+ prebuilt integrations.

AVAYA

CALABRIO™

CISCO

GENESYS™

Google

Mitel

NEC

RingCentral

skyswitch.

XIMA

zoom

About Computer Instruments

Computer Instruments has worked in voice since 1979, from our home in Lawrence, Kansas. We're the AI-modernization specialist for the phone system you already run. Instead of replacing the infrastructure you've invested in, we add AI to it, so callers get answers faster and your staff handle the calls that need a person.

Total Care Support

Every Total Care plan includes help desk support weekdays from 7 a.m. to 7 p.m. Central, free software upgrades, and two hours of professional services each month.

Silver

Weekday system monitoring
during help desk hours

Gold

Everything in Silver, plus 24/7
system monitoring

Platinum

Everything in Gold, plus
wellness checks