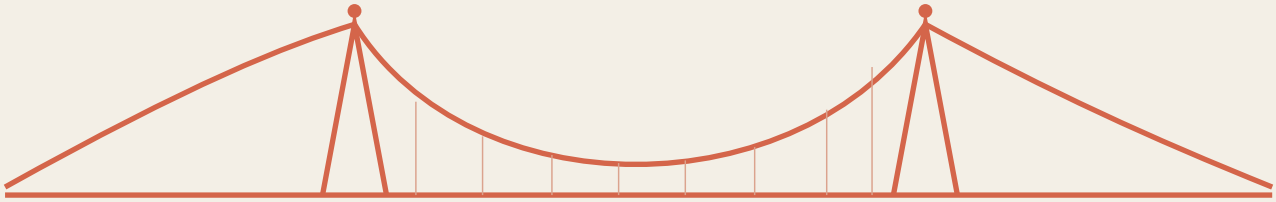
Talk to your business.

The **BRIDGE** between conversations, knowledge and your business systems.

VOLONIA enables your team and your customers to find information and carry out tasks using natural language. Voice, WhatsApp or web: the channel depends on the task and the connections agreed for each process.



Your team and customers
Voice · WhatsApp · Web

VOLONIA
Knowledge and rules

Your business systems
ERP · CRM · Applications

Illustrative example with fictional data. No live operation is shown.

ACT

Prepare and record an action.

“Report a problem with this delivery.”

Checks identity, permissions and process rules; prepares the proposal and requests the agreed confirmation before recording it.

Result: issue INC018 recorded; status: under review.

ASK

Get an answer with context and a source.

“What happened to order 482?”

Consults an authorised source and answers: issue recorded, under review. Source: the connected system.

Context: order 482, reference R24, two boxes outstanding.

Recording an issue does not resolve the delivery. Missing information prompts a request for clarification.

KNOWLEDGE THAT HELPS YOU ACT

Proposed example: a voice report captures what happened and what is still pending. Once validated and linked to its sources, that context can support a question or the next action.

Let’s look at your first use case.

Built on what already works in your business.

If you already have systems, automations or your own AI, we start there. Together, we agree which task to address, how to connect it and what improvement it needs to demonstrate.

THREE CASES. THEIR SCOPE AND CURRENT STATUS.

Projects developed by LEGNA. Each component's scope and status are stated.

SIGFITO	We are digitising packaging declarations through voice for a network of over 300 companies. **Portal in production; voice workflow in development.**
ASSA ABLOY Traka	Key and asset management connected to the Traka platform. **Extensions in use; WhatsApp agent in pilot.**
Patatas Gómez	Sales application connected to Business Central **in production**. Voice and WhatsApp **being rolled out**.

How we work.

VOLONIA is a product developed by LEGNA.

We agree the adaptations and integrations needed for implementation. You receive the source code and documentation for the software layer created specifically for your business, with the agreed rights. **This handover does not include VOLONIA.**

The proposal separates the use of VOLONIA from implementation, according to the agreed scope and integrations.

Before starting, we agree in writing the task, expected result and measure of value; scope, responsibilities and contributions from both parties; systems, data, controls and exceptions. The technical assessment defines sources, permissions and conditions for data, security and support.

SATISFACTION WITH THE AGREED WORK

After three months, if both parties have fully met their agreed commitments and you are not satisfied with the work, we refund 50% of the amount invested.

The commitments, start of the period, amount covered and refund procedure are set out in writing in the proposal before work begins.

Let's look at your first use case.