

Note: These are priority access FAQs and answers are subject to change.

The Basics: What is an Agent?

Q: What is an Agent?

A: An agent is the entity with a phone number that answers calls and takes actions — performing workflows based on caller intent — without any human involvement. Think of it as a virtual call center agent or receptionist that is always on and never misses a call.

Q: How should I think about deploying agents across my customers?

A: Most often you will deploy one agent per end customer. Occasionally, a customer with very distinct, unrelated workflows may need more than one agent. A single agent is not typically spread across multiple end customers, but your overall subscription's pool of agents will be distributed across your customer base.

Q: Can one agent handle multiple calls at the same time?

A: Yes. A single agent can answer multiple concurrent calls simultaneously, following the same concurrent call capacity as the SkyConnect platform, since agents register as extensions on the domain.

Q: Can one agent serve multiple call queues or IVRs?

A: Yes. Multiple phone numbers or multiple IVRs can be pointed to the same agent — you only need one agent to cover several call queues.

Q: Does Orbit AI use DTMF (touch-tone) menus?

A: No. Orbit AI uses natural language understanding (NLU) to recognize caller intent rather than nested touch-tone call trees. This provides a far smoother, more conversational experience. Introducing DTMF would detract from the voice-first design, so it will not be supported on the platform.

Platform & Technology

Q: What AI technology powers Orbit AI?

A: Orbit AI uses a popular industry-standard speech-to-speech model that delivers low latency and a native polyglot (multi-language) experience. To keep full-stack pricing simple, model switching is not available at this time.

Q: Does Orbit AI use RAG (Retrieval-Augmented Generation)?

A: Yes. RAG allows the voice agent to pull relevant information from your documents or knowledge base before generating a response, making answers more accurate and context-aware. Currently, RAG is supported through PDF uploads, manual Q&A entries, and web scraping from public URLs.

Q: Is appointment booking handled natively or through a third-party tool?

A: Appointment booking for Google and Microsoft calendars is built directly into Orbit AI.

Q: How do I train an agent with my customer's content?

A: During agent setup, you can link FAQ documents or upload PDFs to enable rapid learning. An agent can typically be deployed and leveraging those source documents within an hour. The ability to point the agent to public website URLs for automatic content scraping is also available.

Q: What integrations are currently available?

A: The platform includes a built-in MCP server that acts as middleware between the voice agent and external tools — no custom APIs need to be exposed. Pre-built, no-code integrations currently include Google Calendar and Microsoft Calendar. Additional integrations are continuously being added.

Q: Are there pre-built agent templates?

A: Yes. Four templates are currently available: an FAQ agent, after-hours receptionist, overflow receptionist, and an appointment booking agent.

Q: Can caller ID webhooks be used to personalize greetings (e.g., 'Hi Chris, thanks for calling')?

A: That capability is not available out of the box at this time. However, SkySwitch can build custom flows to enable it, and the forthcoming Managed Agents service will be able to develop, manage, and support custom agentic workflows — including caller identification and personalized greetings.

Pricing & Packaging

Q: What is the partner pricing?

A: Partners automatically enroll in the “Launch” tier which includes up to 10 agents, 1,000 AI-voice minutes at \$0.18/minute. Overage rate at \$0.20/min. Partners can upgrade at anytime in the Orbit AI portal under “Plan & usage”.

Q: Is there an explicit per-agent charge?

A: No. There is no explicit charge per agent. The subscription fee provides access to the agent builder, basic analytics, a specific number of agent entitlements, and account management and support.

Q: How is usage billed — by the full minute or by the second?

A: Billing is in full-minute increments, not by the second. AI usage charges are separate from and in addition to standard telecom usage charges.

Q: How can I estimate monthly minute usage for a customer?

A: Usage varies by use case and call volume. Key considerations are whether the agent is handling all calls or after-hours only, the nature of calls (FAQ vs. appointment setting), and typical call volume. As a reference point, SkySwitch billing data shows a typical customer receives 20–40 calls per day (600–1,200/month), and average AI agent call times run 3–5 minutes. A full-time agent handling 900 calls/month at 4 minutes each could consume 3,000+ minutes. An after-hours-only scenario with 5 calls/day might use closer to 600 minutes/month.

Q: How does Orbit AI pricing compare to competitors?

A: As a point of comparison, RingCentral charges \$0.50/minute for overages after a \$59/month per-agent subscription that includes only 100 minutes. Orbit AI's per-minute rates are significantly lower, ranging from \$0.14–\$0.20/minute.

Q: Why is there a subscription fee if I'm already paying per minute?

A: The subscription provides access to the agent builder, basic analytics, agent entitlements, and ongoing support. The combination of the subscription and the initial minute commitment is designed to be offset by revenue from just a couple of end customers.

Billing & Tracking

Q: How do I track usage to bill my customers accurately?

A: The Orbit AI dashboard provides a visual indicator showing how many minutes have been consumed from your monthly bundles, broken down by individual agent. Your monthly invoice will also include itemized agent usage, making it easy to identify overage minutes and pass them through to your end customers.

Q: Can billing be passed through to customers via DataGate or Rev IO?

A: Yes. Billing can be processed through external billing solutions such as DataGate or Rev IO.

Q: Where do I find CDRs for billing?

A: CDRs are available on SkyConnect, as they are today. Orbit AI agents register as extensions on the domain just like standard users, so call records flow through the existing SkyConnect process.

Security & Compliance

Q: Is Orbit AI HIPAA compliant?

A: Orbit AI is designed with enterprise-grade security and privacy controls to support HIPAA and GDPR requirements. The platform incorporates encryption, tenant isolation, secure identity management, audit logging, and policy-driven data handling controls. For healthcare use cases, Orbit AI can operate as a Business Associate, and Business Associate Agreements (BAAs) are available. Final compliance is dependent on configuration, integration choices, and customer-specific usage patterns.

Analytics & Call Recording

Q: Is there a call recording and transcription add-on?

A: Yes. An analytics add-on is being introduced that includes recording, transcription, summaries, sentiment analysis, and post-call analytics. This feature is currently in active development and will be available soon.

Q: Do end customers have direct access to the Orbit AI portal?

A: Within the Orbit AI portal, partners can grant their customers access to a specific customer-facing portal. This allows customers to review call transcriptions, sentiment, upload/manage FAQs, and more all on their own and only within their agent environment.

Availability & Roadmap

Q: When is Orbit AI available?

A: Priority Access GA is currently underway, with Vectors 2026 attendees receiving first access. If you did not attendee Vectors and need to request early priority access, contact your Account Manager. Full GA to all SkyConnect platform partners will begin on September 1, 2026.

Q: How do I get access now?

A: Access is available through [this link](#). Partners who are not a part of the Priority access group but would like early access should contact their Account Manager.

Q: What training resources will be available?

A: A recorded webinar and setup videos will be produced and made available as ongoing resources for future Orbit AI setups. Launch webinars are set for July 22nd and Sept 9th.

Q: Will managed setup/build services be available for partners who need help?

A: Yes. A Managed Agents service will be available for partners who need assistance beyond the standard templates. This service covers building, testing, managing, and supporting custom agents with complex workflows.

Common Terms & Glossary

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Agent: A virtual voice assistant with its own phone number that answers calls and executes workflows automatically, without human involvement. Think of it as an always-on, AI-powered call center representative.

Agent Builder: The no-code interface inside Orbit AI where partners create, configure, and train agents. It includes tools for defining workflows, uploading knowledge sources, and connecting integrations.

Agent Entitlement: The number of agents included in a subscription tier. The Launch tier includes up to 10 agent entitlements, Starter tier has up to 50 agents, and Scale has up to 100 agents. Entitlements represent how many distinct agents you can have active at one time.

Workflow: The set of actions an agent takes in response to a caller's intent. Examples include answering frequently asked questions, booking an appointment, or transferring a caller to a specific extension.

LLM: (Large Language Model) The underlying AI model that powers the agent's ability to understand and respond to natural language. Orbit AI uses an industry-standard speech-to-speech LLM for low latency and multi-language support.

RAG: (Retrieval-Augmented Generation) A technique that allows the agent to pull relevant information from uploaded documents or a knowledge base before generating a response. This makes answers more accurate and grounded in your customer's specific content, rather than relying solely on the AI's general knowledge.

NLU: (Natural Language Understanding) The AI capability that allows the agent to interpret what a caller is saying and determine their intent — without requiring them to press any buttons. Orbit AI uses NLU instead of traditional DTMF (touch-tone) menus.

DTMF: (Dual-Tone Multi-Frequency) The touch-tone system used by traditional phone menus (e.g., 'Press 1 for Sales'). Orbit AI does not use DTMF — it relies on NLU for a more natural, conversational caller experience.

MCP Server: (Model Context Protocol Server) A built-in middleware layer within Orbit AI that connects the voice agent to external tools and applications. It enables integrations without requiring partners to expose custom APIs.

Knowledge Base / RAG Source: The content the agent draws from when answering questions. Currently supported formats include uploaded PDFs and manually entered Q&A pairs. Web URL scraping is in development.

Minute Bundle: A pre-committed block of AI usage minutes included with each subscription tier. These minutes cover AI resource consumption (LLM processing, RAG lookups, call tooling) and are separate from standard telecom minutes.

Overage Minutes: Minutes consumed beyond the included bundle in a given billing period. Overage minutes are billed at the per-minute rate for the tier. (Scale tier remains the flat \$0.14/min rate for overage minutes, no increase in cost.)

BYOT: (Bring Your Own Trunk) A configuration where a partner uses their own telecom trunking rather than SkySwitch's. AI usage charges still apply on top of the partner's own connectivity costs under this setup.

CDR: (Call Detail Record) A log entry capturing data about a completed call — including time, duration, and parties involved. In Orbit AI, CDRs are accessible via SkyConnect, the same as any standard extension on the platform.

Managed Agents: A professional services offering from SkySwitch where the team builds, tests, manages, and supports custom agent workflows on behalf of the partner. Designed for complex use cases that go beyond the standard templates.

BAA: (Business Associate Agreement) A legal contract required under HIPAA when a vendor handles protected health information (PHI) on behalf of a covered entity. Orbit AI supports BAAs for healthcare use cases.

Sentiment Analysis: An AI-driven feature (part of the forthcoming analytics add-on) that evaluates the emotional tone of a conversation — such as whether a caller seemed frustrated, satisfied, or neutral — to help partners assess call quality.

Post-Call Analytics: Insights generated after a call concludes, including transcription, summaries, and sentiment scores. Available as part of the recording and analytics add-on, currently in development.

Questions? Contact your SkySwitch Account Manager.