

NFON Intelligent Assistant

Nia FrontDesk – AI Transparency Technical Note

June 2026 – V1.1

Content

Content	1
Introduction	1
Feature Overview.....	1
Model Overview.....	2
Model Inputs and Outputs.....	3
Data Sources for Training and Evaluation	3
Model Evaluation and Performance	3
Safety and Ethical Considerations	4
Privacy and Security	4
References.....	5

Introduction

NFON is committed to leveraging artificial intelligence (AI) to simplify communication workflows and improve service quality across all customer touchpoints. Nia FrontDesk brings conversational AI directly into the telephony flow, providing customers with an intelligent virtual receptionist that enhances the handling of incoming calls.

This feature combines real-time speech processing with generative AI to answer questions, route calls, and manage interactions efficiently. This document outlines the underlying technologies, processing steps, and safeguards that support responsible and transparent AI deployment for Nia FrontDesk.

Feature Overview

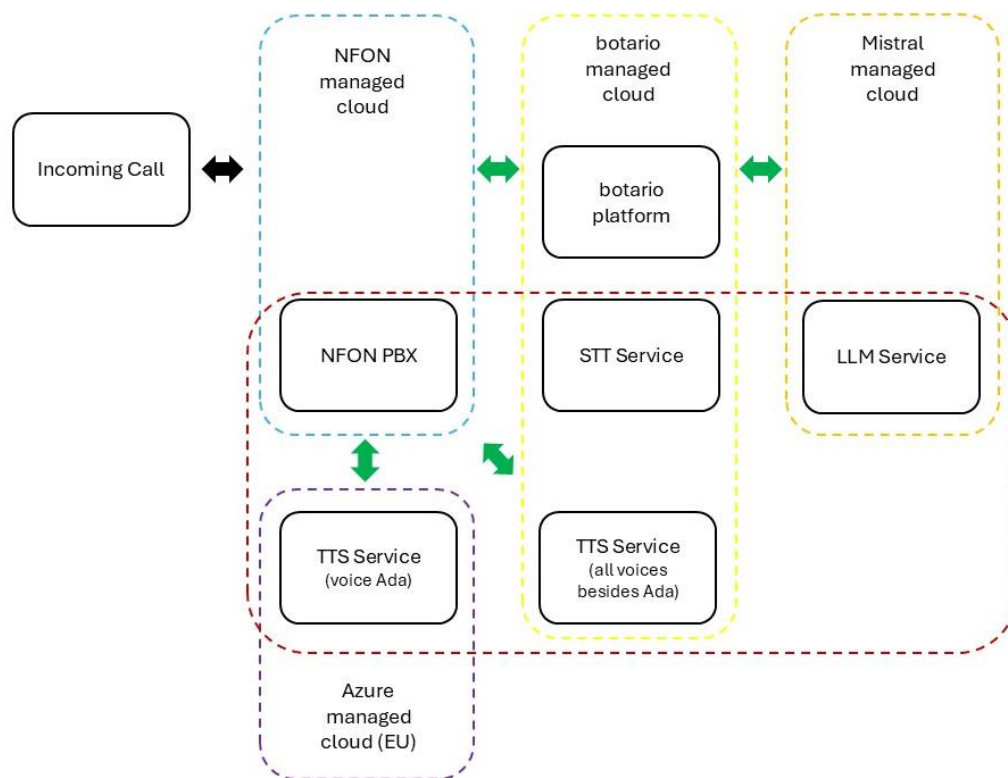
Nia FrontDesk enables NFON customers to deploy and configure their own **AI-powered voice assistants** via the NFON Admin Portal. These assistants are integrated directly into the NFON Cloud Telephony system and function as both **virtual receptionists** and **context-aware routing agents**.

When a caller reaches a company's FrontDesk service, Nia FrontDesk transcribes the spoken input, interprets the intent using a large language model (LLM), and either responds via

synthesized speech or intelligently routes the call to the most appropriate recipient. If the AI is unable to determine a suitable action, a fallback destination is used to ensure uninterrupted call handling. Supported languages are English, German, Dutch, Spanish, French, Italian and Polish.

Speech responses are generated using text-to-speech (TTS) technology. Depending on the configured voice, different TTS providers may be used to deliver optimized voice quality and performance. This allows Nia FrontDesk to support a multilingual experience while maintaining high response quality.

This allows businesses to **automate routine inquiries**, reduce employee workload, and provide faster and more consistent responses to incoming calls.



- HTTPS-secured connections
- Stateless operations: no customer or personal data is persisted

Model Overview

Nia FrontDesk uses a modular AI architecture combining several core components:

- **Speech-to-Text (STT):** Calls are transcribed using OpenAI's Whisper as the base model, together with NVIDIA's Canary and Parakeet model further fine-tuned on public datasets, hosted via botario's infrastructure in the EU.
- **Language Understanding & Decision Making:** The transcribed input is passed to **Ministral 3 14B**, a state-of-the-art LLM hosted via the Mistral platform on European infrastructure. This model is used to determine caller intent, generate responses, and guide routing logic.

- **Text-to-Speech (TTS):** Responses are synthesized using text-to-speech services from multiple providers. For bots based on the Ada voice, Microsoft's Speech Service is used, configured within Azure cloud infrastructure in the EU. For bots based on any other voice, speech synthesis is performed using botario's TTS models hosted within the EU. All components interact within a botario-managed cloud environment, which handles orchestration, logic, and temporary data storage.

Model Inputs and Outputs

The **input** to the system is the caller's spoken audio, which is securely transmitted from the Nfon PBX to the botario STT service using **TLS 1.3 encryption**. The audio is transcribed into text and processed by the LLM for intent analysis and response generation.

The **outputs** include:

- Spoken replies synthesized via text-to-speech (TTS), using provider-specific services depending on the configured voice of the bot
- Call routes context based to a specific extension, service or fallback target
- Call terminations if appropriate

This allows for a fully conversational interface that adapts to the caller's intent and the customer's configuration.

Data Sources for Training and Evaluation

The AI models used in Nia FrontDesk are based on pre-trained technologies.

- The STT service uses **OpenAI's Whisper**, trained by **OpenAI** on undisclosed sources, together with NVIDIA's Canary and Parakeet model fine-tuned on public datasets.
- The **Ministral 3 14B** model was trained by **Mistral** on a broad corpus of publicly available information from the internet, non-public datasets licensed from third parties, as well as data generated synthetically internally.
- The TTS services used within Nia FrontDesk are provided by **Microsoft** and **botario**. The **Azure** model follows its own training protocols using large amounts of diverse audio across typical usage scenarios and a wide range of speakers, which are separate from Nfon's implementation. The **botario TTS** is a completely in-house development, trained and evaluated on licensed data.

No customer or caller data is used for training or fine-tuning any models.

Model Evaluation and Performance

Nfon actively monitors and evaluates Nia FrontDesk to ensure quality, reliability, and alignment with user expectations.

Performance is assessed through a combination of manual testing, automated tests, and prompt evaluation where human oversight plays a key role in validating model behavior. Updates to the underlying models, prompt design, and bot logic are made iteratively to improve accuracy and responsiveness.

These efforts help ensure the assistant consistently understands caller intent and delivers appropriate, context-aware responses.

Safety and Ethical Considerations

The AI components used in Nia FrontDesk are selected with safety in mind. The **Ministral 3 14B** model and the prompt architecture are designed to minimize the risk of unsafe or biased outputs. Efforts are taken to ensure that both language understanding and speech synthesis components operate fairly across different speech patterns, accents, and supported languages.

NFON maintains full control over the routing logic and conversational design, reducing the chance of unexpected behaviour. Additionally, fallback logic is in place to guarantee call handling continuity if the AI cannot determine a next step.

Privacy and Security

All AI processing within Nia FrontDesk is performed in real time within NFON's infrastructure and trusted, EU-based partner environments. Audio data from callers is securely transmitted and processed for the purpose of transcription, intent recognition, and response generation. Depending on the configured voice of the bot, text-to-speech (TTS) processing is performed either by Microsoft's Speech Service (for the Ada voice) or by botario (for voices other than Ada), with both providers operating infrastructure within the EU.

The audio is transcribed and used to determine responses or routing actions. The audio itself is not stored by NFON unless other recording products are explicitly activated.

For operational purposes, detailed session data is retained temporarily by the botario platform. This includes:

- The full transcript of the conversation
- Phone numbers involved in the interaction
- Timestamps and interaction flow (e.g., number of dialogue turns, routing outcomes)

Additionally the following data is retained temporarily within the NFON environment:

- Phone numbers involved in the interaction
- Call duration

- Interaction flow (e.g., number of dialogue turns, routing outcomes)

This data is not used for AI model training. NFON only accesses the stored session data in response to specific support requests initiated by the customer, for the purpose of troubleshooting and resolving reported issues.

The primary purposes of temporary storing this data are:

- To enable accurate billing of Nia FrontDesk usage
- To provide analytics and insights to NFON customers about how their configured voice assistants are performing (e.g., number of handled calls and routing outcomes)

Access to session data is strictly limited to authorized NFON personnel and customers who own the respective Nia FrontDesk instance.

The retention time is:

- 30 Days for full transcripts and phone numbers involved in the interaction
- Up to 4 months (3 past months and the current month) for timestamps, duration and interaction flows

After these periods the data is automatically deleted in accordance with data minimization and retention policies.

Processing by third-party AI providers (including botario and Microsoft) is performed in accordance with their respective data protection and security standards. botario's TTS and STT are stateless services that do not log, store, or retain any audio or derived data. The Azure TTS service processes input text to generate output audio with neither the input text nor the audio output being logged, stored, or retained.

All data exchanges between system components are secured using industry-standard encryption protocols, including TLS 1.3 for data in transit.

References

- [NFON GTC & SLA \(see Service Description Nia FrontDesk\)](#)
- [NFON Privacy Policy](#)
- [NFON Trust Center](#)
- [OpenAI Whisper](#)
- [NVIDIA Canary and Parakeet](#)
- [Ministral 3 - 14B](#)
- [Microsoft Speech Service](#)
- [Technical note botario TSS & STT](#)