# Meet The Twins: Carl & Candace T2M's Agentic AIs

AI assistants that live where work happens

Carl and Candace are T2M Works' Agentic AI "twins," but with very different personalities. Carl is a Microsoft Teams native chat agent who answers natural-language questions across structured data, documents, and APIs, while also delivering proactive notifications from workflows. Candace is his voice-enabled counterpart, serving as an engagement specialist who can expertly answer calls, hold natural conversations, and look up records in business systems via API integration. Together, they represent a seamless bridge between chat and voice automation, sharing governance, connectors, and a common intelligence layer.
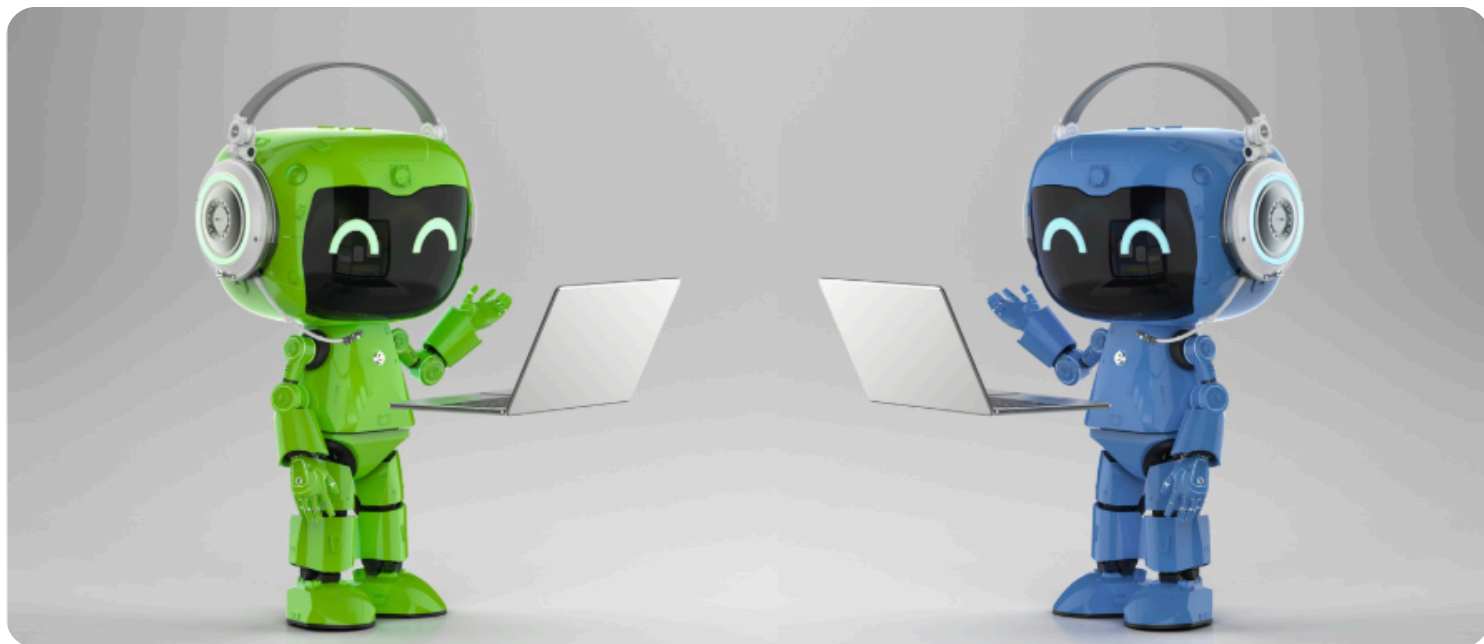
Why Now?

- Conversational AI is projected to reach **$41B by 2030** with ~24% CAGR.
- Enterprises report >**$3 ROI per $1 invested** in AI-powered customer service.
- Microsoft Teams serves **hundreds of millions of daily users**, making Carl the natural extension for workplace productivity.

> ℹ **AI Assistants like Carl and Candace are no longer Experimental!**
> They are fast, practical, and secure when deployed into the tools your employees and customers already use. They automate the first five minutes of most interactions, route the rest intelligently, and keep people focused on meaningful work.

About the "twins"

Carl the Collaborator

Carl thrives inside Microsoft Teams, where he lives in channels, group chats, DMs, and message extensions. Employees interact with him as naturally as they would with a colleague. He answers plain-English questions, works across business systems, acts on behalf of users with policy controls, and proactively notifies teams when automations fire.

Carl's greatest strength is his ability to bring clarity and speed to everyday work. An IT manager can ask him to "show last week's Sev-2 tickets by priority," while a sales rep might request "create a follow-up task for Acme by Friday." He can summarize SOPs, retrieve compliance data, and push Teams alerts when risks or key thresholds are reached. Because he is governed by M365 security, Carl is both trusted and auditable.

- **Provides clear, concise answers** across CRM, ERP, ATS, HRIS, ITSM, SQL, SharePoint, and APIs.
- **Acts on behalf of users**, from ticket creation to posting statuses and triggering workflows.
- **Notifies proactively** inside Teams when automations fire, such as alerts on risky sign-ins, missed tasks, or breached SLAs.

Candace the Conversational Concierge

Candace works on the voice side, answering every call instantly with a natural and friendly voice. She greets callers, understands accents, confirms intent, and screens or routes calls with context. She integrates directly with Teams Phone and major CCaaS systems, ensuring no call is ever missed.

Her abilities go beyond call handling. Candace can look up account details, schedule appointments, provide ticket updates, and screen solicitors. After the call, she generates summaries and sentiment analysis that are logged into Teams or CRM, giving organizations both efficiency and intelligence.

- **Never misses a call**, even during peak hours, after hours, or holidays.
- **Greets and routes** with context, checking CRM or ticketing systems, so she can converse with context.
- **Provides self-service**, from order lookups to scheduling, billing, or payment collection.
- **Completes after-call work** by creating records and posting summaries into Teams.

How the Twins Work Together

Carl and Candace share connectors and policies, ensuring a single library of data sources and actions. Their analytics are unified, so organizations gain a full picture of interactions across chat and voice. This continuity creates a consistent and intelligent experience across channels.

- **Containment rates (interactions resolved by the Bot)** often reach 30–60% for well-scoped intents.
- **Time-to-answer** shrinks to near-zero for both chat and voice, cutting resolution times by up to 60%.
- **Call-handling costs** drop as Tier-0 and Tier-1 requests shift to automation.
- **CSAT** stabilizes or improves as humans focus on the edge cases that truly require a human's touch.

About T2M

T2M Works is a leader in Modern Work solutions, specializing in integrating cutting-edge technologies to enhance business operations. T2M champions global collaboration, efficient communication, and robust support systems, empowering organizations to achieve superior outcomes.

Make the switch to proactive.
Make the switch to T2M Works.