



overmind

Voice Operating Layer

THE VOP STRATEGY

Turn conversations into progress.

✉ a@overmind.one

VOP • Voice Operating Layer

One foundation. Four elements. One knowledge loop.

Every TalkTo product runs on the same foundation: evidence-backed knowledge from KSE, knowledge review in TalkTo, conversation and execution through Voice, and the conversation interface from Frontend. What conversations reveal flows back into the knowledge – after human approval.



Six TalkTo products. **One shared foundation.**

THE STRATEGY IN FOUR POINTS



1 • Foundation

VOP is the base and the umbrella for every Overmind service.



2 • Elements

KSE, TalkTo, Voice and Frontend – each with one clear role.



3 • Loop

Knowledge flows into conversations; approved insights flow back.



4 • Products

Six TalkTo products run on the same foundation.

Turn conversations **into progress.**

KNOWLEDGE



DECISIONS



ACTION

Four elements on one foundation.



Every new TalkTo product reuses the same foundation.

Knowledge, versions, governance, measurement and operations – built once, not per product.

VOP • VOICE OPERATING LAYER

Evidence & knowledge states



overmind.
kse

Creates the evidence-backed knowledge corpus

- ✓ Read in sources
- ✓ Make knowledge accessible
- ✓ Provide evidence and versioned knowledge states

Evidence and versioned knowledge states

Approved knowledge back into KSE



overmind.
talk

Manages knowledge review

- ✓ Handle new statements and contradictions
- ✓ Manage steward questions and human approvals

Confirmed hints for human review



overmind.
voice

Conversation and execution layer

- ✓ Speak and listen
- ✓ Run conversation flows
- ✓ Pass on confirmed hints

Designs versioned, assigned in Talk



overmind.
frontend

Designs the conversation interface

- ✓ Shape image, text, form and motion
- ✓ Compare variants
- ✓ Hand over fixed design versions



VOP Voice Operating Layer

Base and umbrella for overmind.kse, overmind.talk, overmind.voice and overmind.frontend.

FOUNDATION

Six TalkTo products on one shared foundation.

Each product uses the same Voice Operating Layer
for one specific job – from capturing know-how
to acting in your systems.



TalkToExpert

CAPTURE

CAPTURE TACIT KNOWLEDGE THROUGH CONVERSATION

Capture unwritten know-how in guided conversations. Turn it into structured drafts, reviewed by your team.

FROM Know-how in one mind

VIA Interview. Structure. Review.

TO Knowledge in your system

✓ Reviewed before it enters your knowledge system.

Explore a pilot



TalkToTrain

PRACTISE

VOICE TRAINING FOR SALES & SERVICE

Practise difficult customer conversations with AI. Get specific feedback. Try again before the real call.

FROM A difficult moment

VIA Practise. Learn. Repeat.

TO Ready for the next call

✓ Your scenarios. Your training standards.

Explore a pilot



TalkToProduct

EXPLAIN

VOICE PRODUCT ADVICE FOR MARKETING & RETAIL

Customers ask in their own words. TalkToProduct explains products, compares variants and prepares the next step.

FROM A product question

VIA Explain. Compare. Qualify.

TO A qualified next step

✓ Approved product information; open questions reach your team.

Explore a pilot



TalkToKnowledge

ANSWER

COMPANY KNOWLEDGE FOR EVERYDAY WORK

Ask a work question in natural language. Get answers grounded in approved company sources.

FROM A question at work

VIA Ask. Find. Understand.

TO An informed next step

✓ Source and version visible; open questions reach the owner.

Knowledge Check



TalkToData

REASON

REASON WITH BUSINESS DATA, IN CONVERSATION

Explore what changed, compare patterns and question why – with verified calculations and context.

FROM A business question

VIA Compare. Question. Explain.

TO A reasoned next step

✓ Evidence, assumptions and limits made clear.

Scope a workshop



TalkToProcess

ACT

VOICE-DRIVEN BUSINESS WORKFLOWS

Describe the task. Confirm the details. TalkToProcess checks permissions and reports what happened in your system.

FROM A spoken request

VIA Check. Confirm. Execute.

TO A traceable result

✓ You confirm before execution; the result stays traceable.

Explore a pilot

VOP • Knowledge loop

The knowledge loop ... and back.

Knowledge flows from KSE into every conversation. What conversations reveal flows back – as a proposal, reviewed by people in TalkTo, then released into KSE as a new knowledge state.



Nothing from a conversation enters KSE without human approval.

Interactions create signals. Gaps, questions and feedback improve the knowledge.

