

WORDS2ACTIONSTM

VERBAL TECHNOLOGY

CRM Verbal
Updating/Notes
Dictation/Task Assignment
within Contact Record

INBOUND/OUTBOUND CALL RECORDING & TRANSCRIPTION

Inbound and Outbound Call
Recorded, Transcribed with
Keyword Highlighting

COMMUNICATION INTELLIGENCE AND CONTROL

Communication Hub with
Prioritization, Call Mapping,
VM Intelligence, VIP Tagging,
Call Blocking

Independant CRM or Integrate with current CRM

These features provide a comprehensive solution for real estate professionals seeking to optimize communication, automate routine actions, and enhance client relationships.

[Learn More](#)

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COMMUNICATION HUB

The Communication Hub is a centralized dashboard that brings all client communications into one place. Inbound and outbound calls, voicemails, text messages, and incoming emails are automatically logged and prioritized with color coding, so you can immediately see which contacts need follow-up first.

- Red for Hot Prospects
 - Rings back with distinct ringtone.
 - Send out Notification
- Green for Money Messages.
 - Sends out notification
- Gold for VIP
 - Lets you know that someone you tagged has tried to contact you

HELP

√ = Done

H = HOT

! = VIP

\$ = Opportunity

VIEW

BLOCK

REMOVE

Good evening, Lisa

√	H	!	\$	Name	Company	Type	Phone/Email	Date & Time	Time	Words2Actions
☒	☒	☐	☐	Web Elliott	StreetLevel	Call Out	2145456964	2026/08/11 09:07	0:00	View Remove Block
☒	☒	☐	☐	Web Elliott	StreetLevel	Call Out	2145456964	2026/08/07 10:26	1:42	View Remove Block
☐	☐	☐	☐			Call In	5203067146	2026/08/04 16:42	0:00	View Remove Block
☐	☐	☐	☐			Call Out	5203067146	2026/08/04 16:42	0:01	View Remove Block
☐	☐	☐	☐			Call Out	5203067146	2026/08/04 16:41	0:09	View Remove Block
☐	☐	☒	☐	Lynda Mullins	Long Mor...	Call Out	5209751337	2026/08/04 16:36	0:06	View Remove Block
☐	☐	☒	☐	Ricky Madden	Words2A...	Call Out	4043740004	2026/08/04 16:27	0:42	View Remove Block
☐	☐	☐	☒	James Strum	The Stru...	Call Out	8044323408	2026/07/31 15:09	1:30	View Remove Block
☒	☒	☐	☐	Tom Sowell	Goodloe ...	Call Out	2144232250	2026/07/31 15:05	0:27	View Remove Block
☐	☐	☐	☐	Jeff Beaubrun		Call Out	6177849570	2026/07/31 14:56	1:05	View Remove Block
☐	☐	☐	☐	Matthew Rhine	Matt Rhin...	Call Out	4104984855	2026/07/31 14:38	0:00	View Remove Block
☐	☐	☐	☐			Email In	david.gray@salesre...	2026/07/31 14:18		View Remove Block
☐	☐	☒	☐	Francis Napoli	The Napo...	Call Out	7027345555	2026/07/31 11:53	0:10	View Remove Block
☐	☐	☐	☒	Elizabeth Ch...		Call Out	8085960456	2026/07/31 10:20	0:00	View Remove Block
☒	☒	☐	☐	Katy Scruton	3Z Realty	Call Out	5128429939	2026/07/31 10:11	0:00	View Remove Block
☐	☐	☐	☐	Susan Boyer		Call Out	2172426334	2026/07/31 09:58	0:35	View Remove Block
☐	☐	☐	☐	Amol Puranik	Opteliza T...	Email In	amol@optiliza.com	2026/07/28 15:48		View Remove Block

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Inbound and Outbound Call Recording and Transcription

ascal-	Lux Prop...	Call Out	7706146144	2026/07/17 09:54
dden	Words2A...	Call In	4043740004	2026/06/29 17:36
dden	Words2A...	Call In	4043740004	2026/06/29 16:49
ascal-	Lux Prop...	Call Out	7706146144	2026/07/17 09:54
dden	Words2A...	Call In	4043740004	2026/06/29 17:36

All of your Inbound and Outbound Calls will be recorded and a transcript with highlighted keywords will be available in the Words2Actions page. You just answer the call and have that conversation. If there is a known contact in your CRM, the transcript is available to view from the Hub or in The Story So Far. If a contact record is not found, Words2Actions creates one using the phone number for you to verbally update.

Recorded Calls, voice mails, SMS and incoming emails containing key phrases allows the Agentic AI Agent to determine lead value and prioritization. The transcripts show highlighted keyphrases used to determine prioritization.

The transcript will also include:

- Summary
- Follow-up value recap
- Objection handling
- Gentle Close

Hi, Lisa.
This is Carol.
I'm just leaving a quick message to let you know that I do have the **financing in place** and that I'm ready to **make an offer** on the property.
Thanks so much.
Give me a callback.

----- ChatGPT Summary -----

****Abstract Summary:****
Carol has secured financing and is prepared to **make an offer** on a property.
She is reaching out to Lisa to communicate her readiness and is requesting a callback to proceed with the next steps.

****Follow-ups:****

1) ****Value Recap:****
"Hi Carol, thank you for your message.
It's great to hear that you have secured financing and are ready to **make an offer**.
This is an exciting step forward, and I'm here to ensure the process is smooth and aligns with your goals.
Let's discuss how we can best position **your offer** to meet your needs."

2) ****Objection Handling:****
"Hi Carol, I understand that making an offer is a significant decision, and I want to ensure you feel confident moving forward.
If there are any concerns or questions you have about the property or the offer process, please let me know.
I'm here to provide any information or support you need."

3) ****Gentle Close:****
"Hi Carol, I'm thrilled to hear you're ready to **make an offer**."

WORDS2ACTIONS PAGE

Story-So-Far

Call

Click2Note

Create Notes

Update Fields

Validate

Update CRM Now

lisa.m@salestalk.ai

Change User

Carol Case (CRM ID 122617389)

Click to display instructions.

First Name Carol	Last Name Case
Company National Zoo	Title Vice President
Work Phone 5201251325	Mobile Phone 5204584125
Home Phone 5204584125	Email Vetforanimals@Nationalzoo.com
P O Box	Street Number 6543
Street Name Evergreen Street	Suite Number
City Scottsdale	State Arizona
Zip Code 85735	Country United States
First Spouse Name	Last Spouse Name Anderson
Source SalesTalk	Rank A
Status New	Area
Minimum Square Footage 2000	Minimum Bedrooms Three
Minimum Bathrooms Two	When Are You Moving

Summarize Text

Display Transcription

06-18-2026 10:15:06 AM

Display Notes

06/18/26 10:15 AM

Search Notes

0:00 / 0:00

Keywords Please select

1 of 1

Hi, Lisa.
This is Carol.
I'm just leaving a quick message to let you know that I do have the financing in place and that I'm ready to make a offer on the property.
Thanks so much.
Give me a callback.

----- ChatGPT Summary -----

Abstract Summary:
Carol has secured financing and is prepared to make an offer on a property.
She is reaching out to Lisa to communicate her readiness and is requesting a callback to proceed with the next steps.

- VIEW TRANSCRIPTS
- VERBALLY UPDATE RECORD
- DICTATE NOTES
- CHANGE LEAD TEAM MEMBER
- MAKE A CALL
- VIEW STORY SO FAR
- ADD A CLICK NOTE



DISCUSSION GUIDES

“Give every agent the context and talking points for a better next conversation.”

AI generated Discussion Guides for each call! Specifically tailored to the unique aspects of each prospect and all previous communications with that prospect. It lists what to discuss - in the best sequence to discuss them. It also will record in the Story-So- Far (Client Journey) the amount of time each point is discussed as an objective measure of that point's Relevance to the Prospect.

Realtor's Call Discussion Guide	
	 
	Success Guide For Realtors
	DIAL NUMBER
	Realtor's Opening Statement
	Realtor Discovery and Qualification
	Price Range
	Financing Approved
	Buying Timeline
	- 2 BEDROOMS
	- 3 BEDROOMS
	- 4 or More BEDROOMS
	- 2 1/2 BATHROOMS
	- 3 BATHROOMS
	- Four or More BATHROOMS
	Important Detail
	Send My Representation Agreement
	(Buyer) 
	Send My Calendar Link
	Mortgage Calculator
	Next Steps
	END CALL
	SMS
	Left Voicemail
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Story So Far

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Pam Bailey - Vice President - Waller and Bailey Marketing. LLC
PamelaB@gmail.com 4801234567

Story So Far

My View

Notes

Email

Talking Point Search

C I Insights

Story So Far

Filter

Manual Entry

	Date ▼	Duration ▼	Begins ▼	Type	Description ▼
	08/13/2026 02:19 AM	30	0		Send My Calendar Link
	08/13/2026 02:18 AM	68	0		Success Guide For Realtors
	08/12/2026 11:12 AM	1	0		- 2 BEDROOMS
	08/12/2026 11:12 AM	1	0		Realtor Discovery and Qualification
	08/12/2026 11:11 AM	29	0		Realtor's Opening Statement
	08/12/2026 11:11 AM	25	0		Success Guide For Realtors
	08/06/2026 05:00 PM	50	7		#Need2Know Notifications => like to buy
	08/06/2026 05:00 PM	0	0		notes - Hi Hello? Hello? Hi I would like buy a house.Nope We gotta do that again I'll be quiet Go ahead I would like to buy...
	08/06/2026 05:00 PM	0	0		Transcription of 'Contact_1533049_-_20260807_000036.txt'
	08/06/2026 05:00 PM	79	0		Uploaded file - audio Recording
	08/06/2026 04:59 PM	79	0		EndCall - OUT - 5205397230
	08/06/2026 04:58 PM	0	0		StartCall - OUT - 5205397230
	08/06/2026 04:58 PM	0	0		AnswerCall - OUT - 5205397230

Pick up CONFIDENTLY where you left off! See prior discussion points with the exact time they came up, showing each point's relevance to the prospect. Emails and text messages—sent and received—everything is included, helping prospects see you as a Realtor who listens which builds trust and adds value.

FROM CHAOS TO CLARITY

Before:

An agent finishes calls, receives a voicemail and text, manually enters notes later, and may miss a high-priority prospect.

With Words2Actions:

The interaction is captured and transcribed, connected to the CRM contact, evaluated for priority, and translated into a discussion guide and follow-up action.

The agent can also dictate the CRM updates and notes instead of typing it, even as they are racing to the next showing.

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**TO SCHEDULE
A DEMO**



**HAVE QUESTIONS?
CALL: (520) 539-7230
EMAIL: LISA.M@SALESTALK.AI**