

AI Voice Intelligence for Customer Engagement

Transform conversations into structured insights — deployed in under 90 days

Cloudsqire is a participating Tech Partners for GenAI x Digital Leaders initiative

90 days to live deployment

20x faster time-to-insight

24/7 always-on engagement

About GenAI x Digital Leaders initiative

The **GenAI x Digital Leaders initiative** aims to help digitally mature enterprises to uplift mindsets on AI and build AI capabilities with a curated network of technology partners. This gives enterprise leaders direct access to AI expertise, platforms, and resources that would otherwise be difficult to reach on their own.

Business entities that meet the following requirements are eligible to participate:

1. ACRA-registered, taxable, and operating in Singapore;
2. Minimum of 30 percent local shareholding;
3. Non-ICT companies with in-house tech capabilities and are keen to develop and deploy GenAI infrastructure and solutions

Eligible enterprises may receive funding support for the deployment of customised GenAI solutions of their GenAI use cases. Reach out to us today for more information.

Singapore-registered
≥30% local shareholding

Up to 50% co-funded
Project cost capped at S\$20,000

3-month delivery
Fast, scoped, outcome-driven

ABOUT HEARBACK

Hearback is an AI-powered Voice Intelligence Platform that transforms natural conversations and visuals into structured digital insights — enabling organisations to deploy scalable, multimodal interaction solutions across any channel with speed and efficiency. Built on enterprise-grade Microsoft Azure infrastructure, with customised GenAI deployments across education, hospitality, consumer goods, and infrastructure sectors.

SUPPORTED USE CASES

✔ **Customer Engagement**
AI assistants that handle natural language queries, reduce support workload, and engage customers 24/7

✔ **Conversational Analytics**
Transcribe, summarise, and analyse conversations — extracting themes, intent, and behavioural insights automatically

✔ **Knowledge Mining**
Turn SOPs, frameworks, and proprietary content into a queryable, voice-enabled knowledge experience

WHAT YOU GET

- A multimodal AI interaction layer** — accepts voice, text, image, WhatsApp, and QR inputs through one unified pipeline, so customers and staff engage on the channel they already use
- Structured insights from every conversation** — automatic transcription, theme analysis, exec summaries, action reports, and sentiment dashboards delivered without any manual review
- Your knowledge base, made conversational** — proprietary frameworks, SOPs, and training materials transformed into an interactive, queryable experience via chat and voice
- Enterprise-grade safety baked in** — hallucination guardrails, PII/PHI masking, toxicity filtering, RBAC, prompt injection resistance, and Singapore data residency on Azure
- Build-once, expand-anywhere architecture** — new use cases layer onto existing infrastructure via a template system, minimising re-engineering and reducing time-to-value as your needs grow

HOW IT WORKS

01 Check Eligibility Confirm GenAIXDL fit & co-funding access	02 Tech Discovery Use case scoping & GenAI advisory	03 Build & Integrate Agent config, integrations, testing	04 Go Live Deploy + governance guidance
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SUITED FOR

- Education & Professional Dev
- HR & Talent Development
- Healthcare & Wellness
- Hospitality
- Consumer Goods & FMCG
- Infrastructure & Facilities
- Charity & Social Enterprise

Hearback by Cloudsquire Pte Ltd

hearback.me

info@hearback.me

Book a discovery call ↗

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