

 **Voicing AI**

 *Automated Workflows*

 *Reduced Wait Times*

 *24/7 Availability*

 *Omnichannel Communication*

 *Personalized Interactions*

Voice Enabled Agentic AI for Enterprises

Telephone is the Universal Business API



Customers want to talk to humans- not mechanical bots, IVRs, chatbots. They expect more, and the business who don't offer them that will be left behind.

88%

of consumers prefer human agents over chatbots, especially in service encounters that are non-routine or complex.

78%

of consumers believe companies use chatbots primarily to save money, often at the expense of customer satisfaction.

Current State of Business Voice



62%

Unanswered SMB Calls

13 min

Average hold time

75%

Customer preference
for complex tasks

\$400 B

Call Center Spend

40%

Agent Attrition

The Generational Shift in CX Expectations

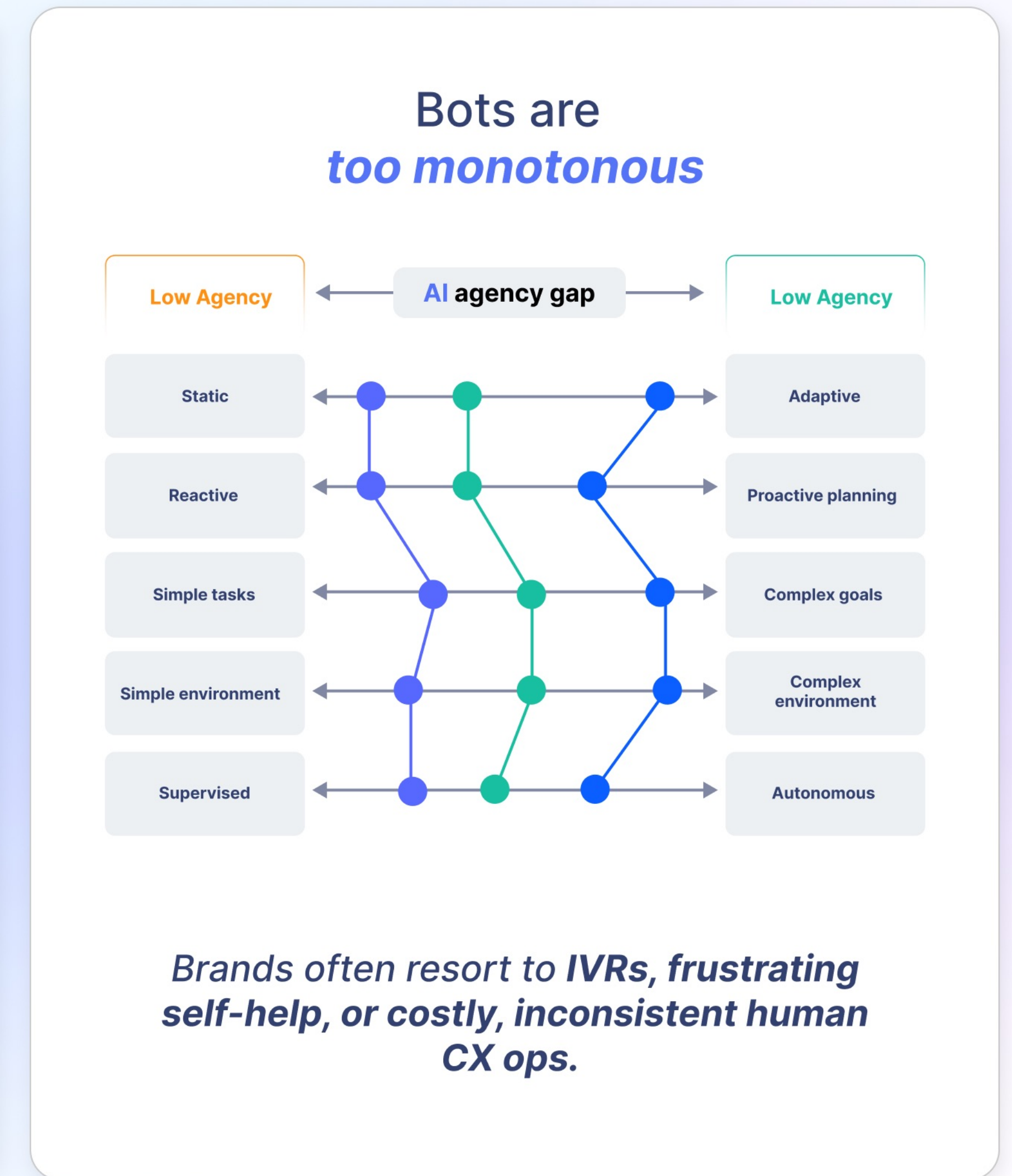


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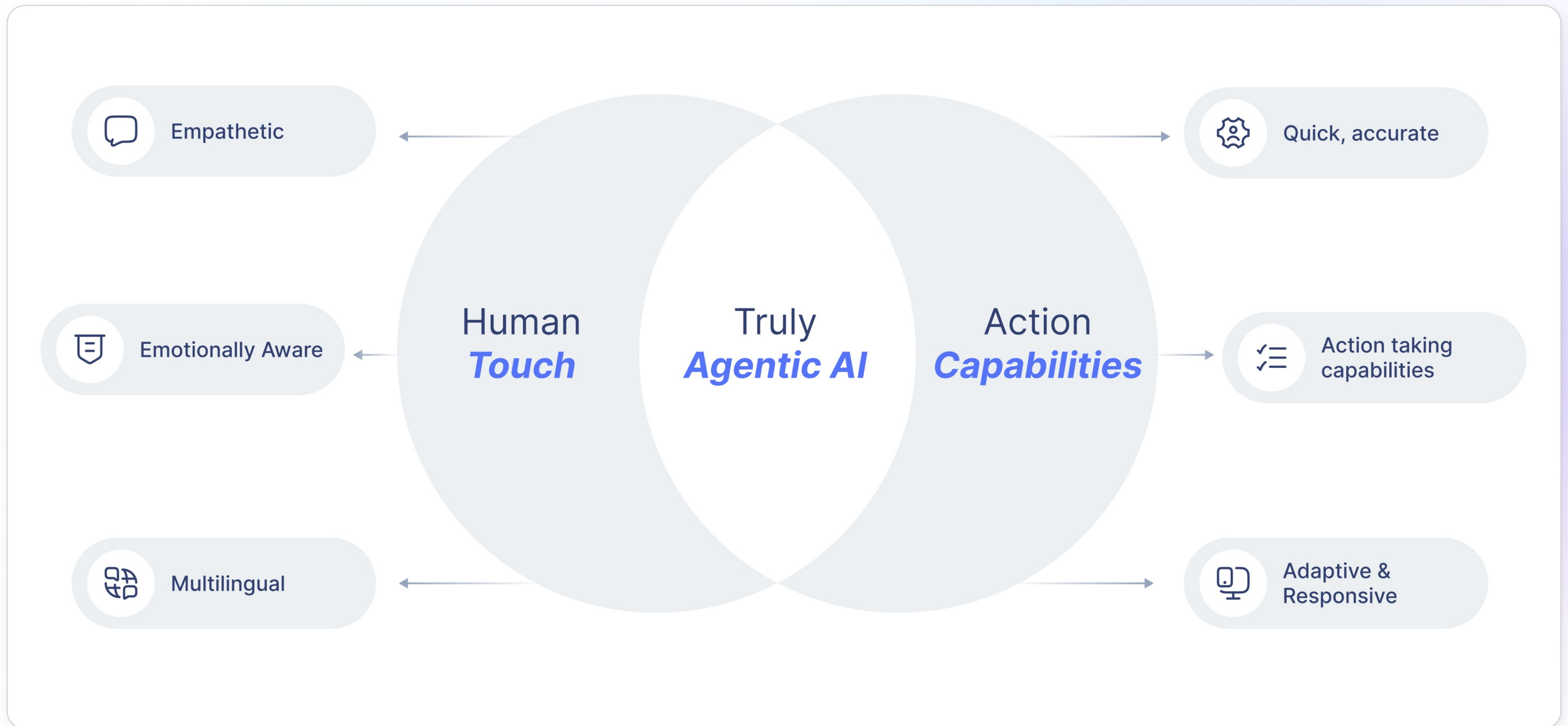
Enterprises often make trade-offs when it comes to serving a variety of customers.

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Effectiveness & Efficiency Challenges in CX Landscape



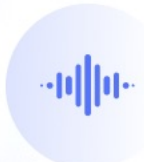
Need of the Hour: AI Beyond **Conversational Capabilities**



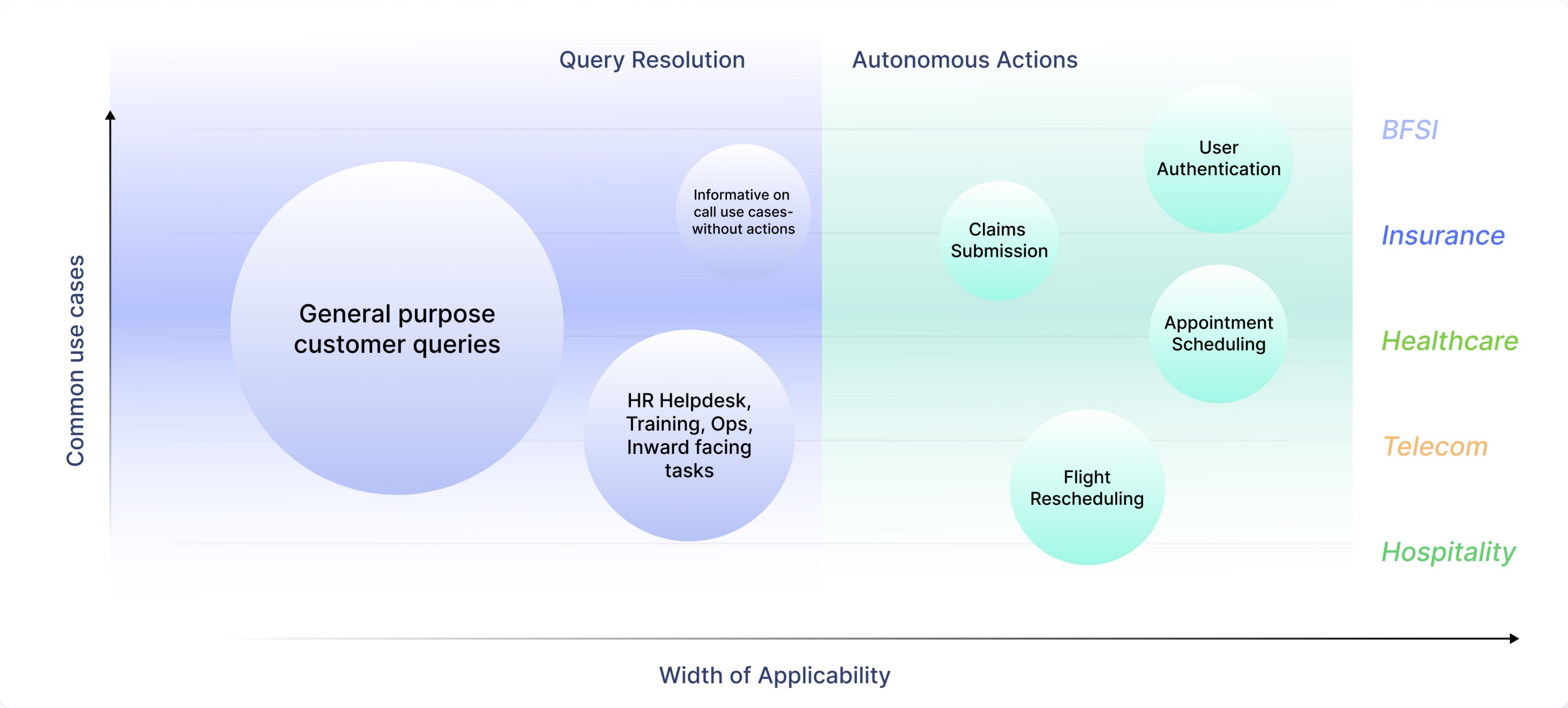
Meet AI Agents Built Specifically for Enterprise CXM



Cloud & Telephony System Agnostic Plug-n-play Activation



For Outcome Based Industry-specific Use Cases

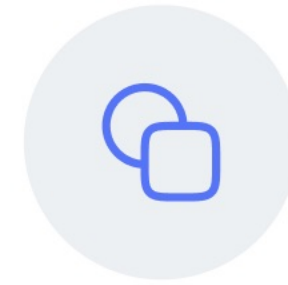


Voicing AI – Technical Differentiators



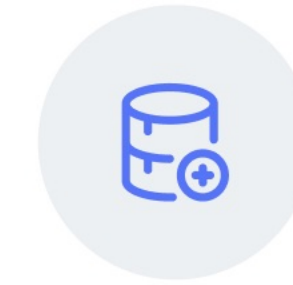
Multi-Size Model Flexibility

Scalable models (3B–70B) optimized for speed, efficiency, or complex reasoning.



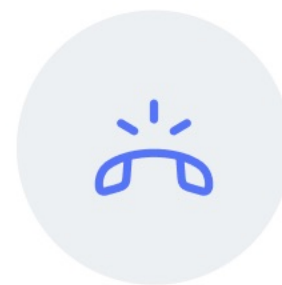
Dual-Capability Design

Maintains natural conversation flow while executing accurate function/API calls.



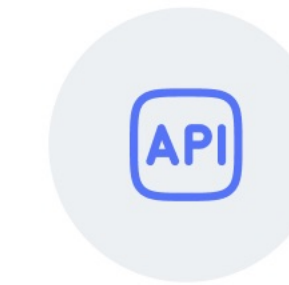
Proprietary Data Advantage

67% in-house domain-specific training ensures high accuracy in real-world tasks.



Precision Function Calling

Dual-objective training balances fluent dialogue and error-free API execution.



API-Aligned Fine-Tuning

Explicit function call tokens and balanced loss ensure high reliability and precision.

Why Voicing AI is Architecturally Superior

Layer	General Purpose Stack	Voicing AI Stack - Enterprise-grade, Agentic AI
Apps	Mixed use - customer support, internal tools, lightweight telephony	B2B AI Calling (telecom, BFSI, healthcare, retail)
Add-ons	No turn detection, fallback often rule-based, lacks true memory	Proprietary Turn Detection Model Real-time Interruption Handling Contextual Memory Layer Fallback/Nudge Layer
Orchestration Engine	Limited logic tree with basic if-else flows, often static	Dynamic call flow generator with brand protocols, sentiment-aware branching
Emotion Engine	Flat tone, basic TTS APIs with minimal variation	Expressive voice modulation (pauses, sighs, tone shifts, stress patterns)
Text-to-Speech (TTS)	Google/AWS TTS, no voice cloning, latency 1-2s, robotic inflection	Neural TTS + cloned agent voices , 150+ languages, emotion-infused
LLM Layer	General-purpose ChatGPT/Bard-style APIs without fine-tuning	Tuned conversational agent. LMS, with personality-based prompting & memory
Speech-to-Text (ASR)	Off-the-shelf APIs (Whisper, Google), moderate accuracy, English-heavy	Multilingual ASR with 50+ dialect support and contextual correction
Streaming Engine	Standard streaming, latency between 1.5s-3s	Real-time bidirectional audio exchange, jitter resilience, <0.2ms latency
Telephony Integration	Mostly cloud-based only; limited control, hard to deploy on-prem	SIP, Twilio, PSTN, Avaya, Genesys, cloud and on-prem hybrid deployment
Guardrails & Auditing	Often missing, lacks enterprise-grade logging or fail-safe actions	Compliance-aware actions, GDPR-ready, call logging, agent supervision layers
Developer SDK & API Layer	Basic webhook integrations, limited or no sandbox environment	Full programmable API stack + sandbox for protocol, CRM, ERP integrations

Security & Compliance



On Premise

On-prem hosting ensures **full data control** and offers greater **customization flexibility**.

Enterprise grade Safety



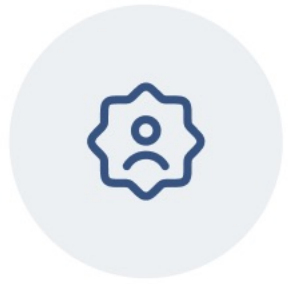
Secure integration

Seamless **quality assurance workflows** enable the team to clearly understand **every AI interaction's underlying logic**.



Governance

Your data remains **private, securely handled**, and **never reused**.



Guardrails

Adaptable guardrails for agents.



Information Encryption

Auto masking of **sensitive information**.

SOC 2

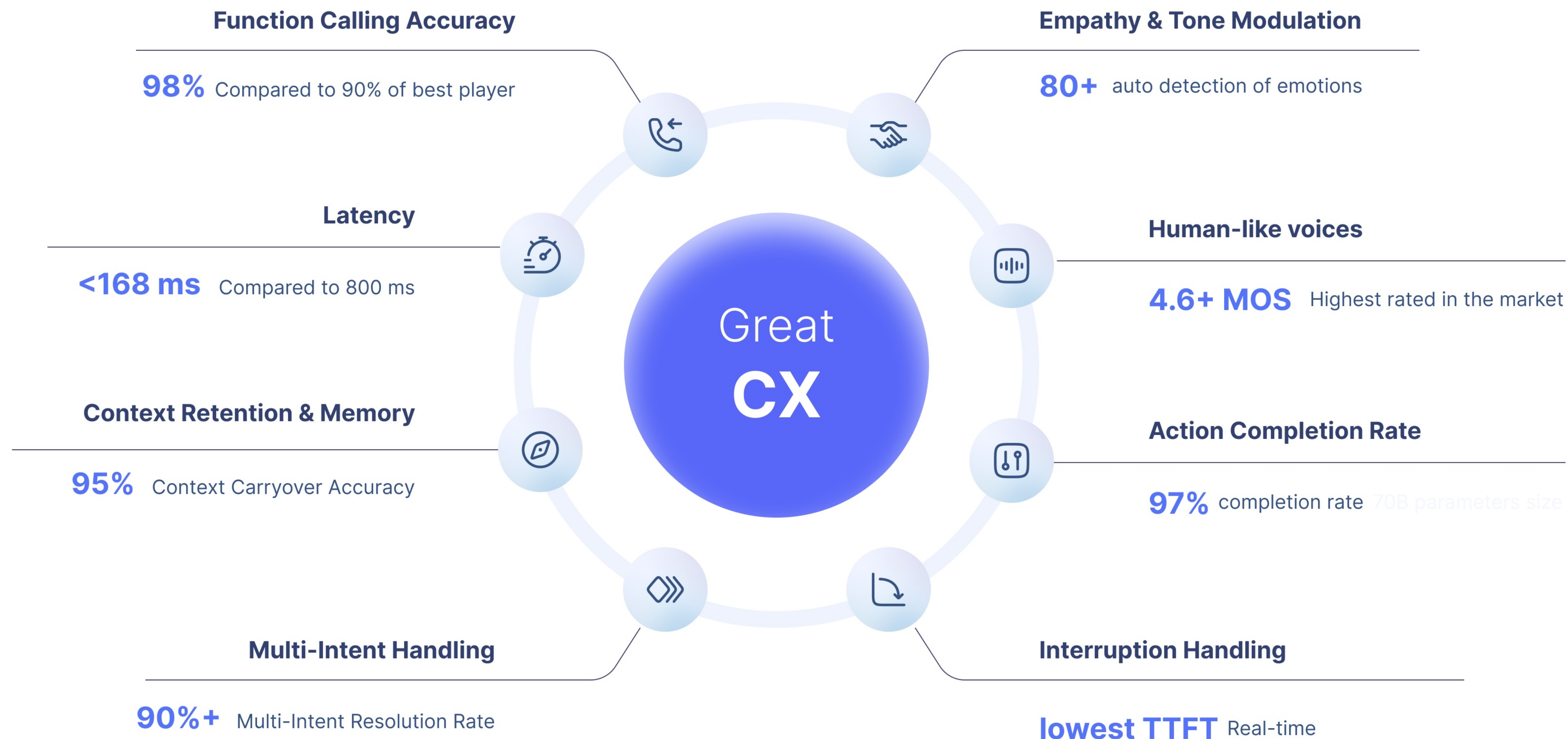
GDPR

End-to-end Encryption

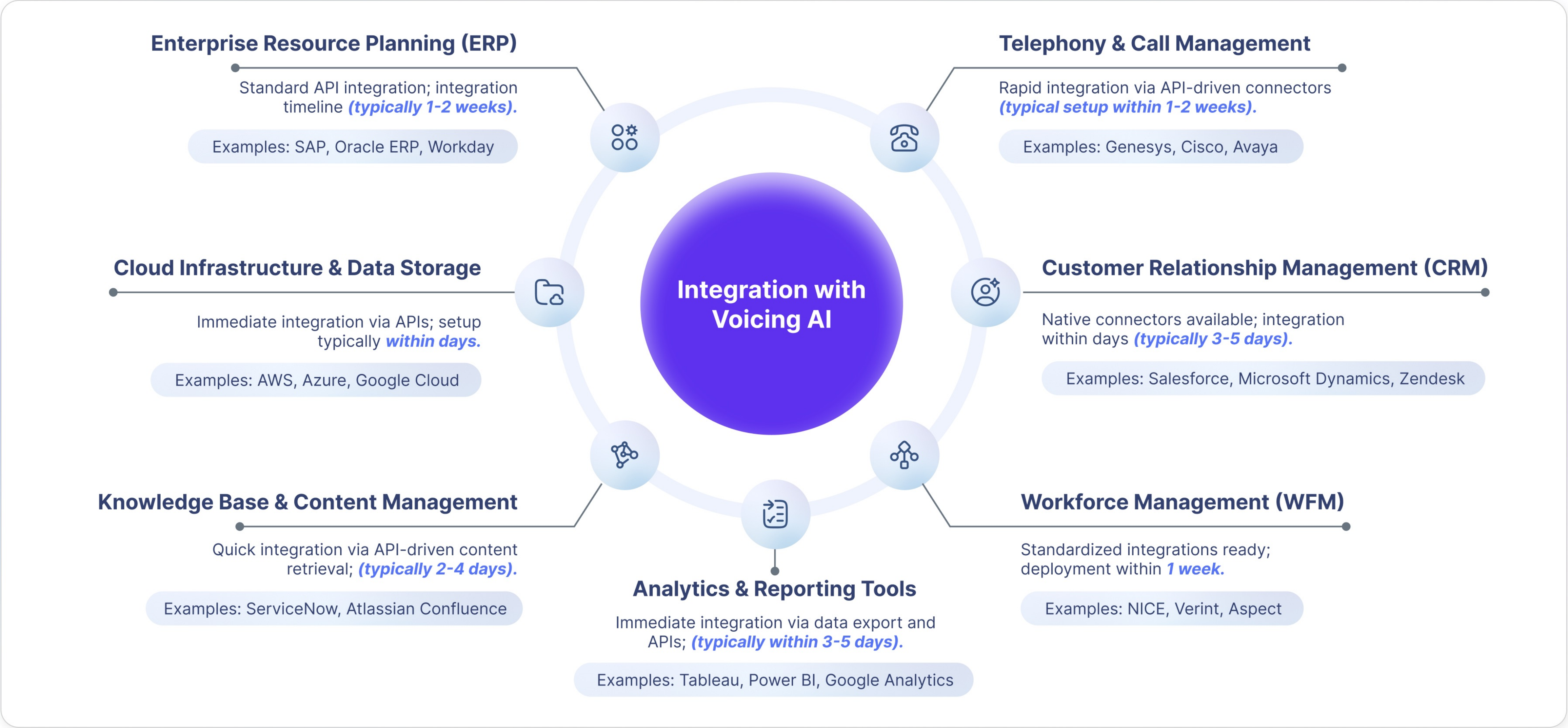
ISO

HIPAA

Voicing AI Stands Out in all AI Calling Parameters



Anatomy of a Contact Center





AI-Powered Service Request **Scheduling & Ticketing**



Challenge

A major IT services company faced delays and inefficiencies in manually managing medical device service requests, scheduling, and technician assignments, leading to slower resolutions and increased operational costs.



Solution

Voicing AI deployed service industry-specific AI agent tailored to automate medical device service scheduling, ticket creation, and agent assignment in real-time.



Impact

40%

faster query resolution, reducing customer frustration.

38%

Increase in First-Contact Resolution (FCR) Rate

68%

Operational Cost Reduction per Service Ticket



Technology & Implementation

01 Multilingual Conversational AI Engine

Built using a domain-specific LLM, trained on the brand's historical customer interactions and business requirements.

02 AI Model Training & Fine-Tuning

Train the Agentic AI on historical service data, scheduling rules, device types, and escalation protocols for accuracy.

03 System Integration & API Deployment

Seamlessly integrate AI with the brand's service platforms, ticketing systems, and field agent dispatch tools via secure APIs.

04 Testing, Validation & Pilot Run

Run controlled pilots to validate performance, check accuracy in ticket routing, scheduling logic, and responses.

05 Go-Live & Optimization

Launch system-wide, monitor KPIs, gather feedback, and refine AI performance.



AI-Powered Customer Support for Online Gaming



Challenge

A leading online gaming platform, faced challenges in handling high volumes of customer queries, including account verification, responsible gaming compliance, and payment issues. Traditional support was costly, slow, and struggled with regulatory nuances.



Solution

Voicing AI deployed an industry-specific AI agent tailored for online gaming, ensuring compliance, automation, and personalization:



Impact

50%

reduction in support costs by automating tier-1 inquiries.

30%

faster account verifications, improving user onboarding.

Higher engagement & retention, as players received instant, context-aware assistance.



Technology & Implementation

01 Conversational AI Engine

Built using a domain-specific LLM, trained on the company's historical customer interactions and regulatory guidelines.

02 Omnichannel Deployment

Integrated across brand's website chat, WhatsApp, and IVR phone systems.

03 Responsible Gaming Compliance

Trained AI with built-in real-time player monitoring to detect gaming addiction patterns and suggest responsible gaming measures.

04 API Integrations

Connected to customer's gaming databases, payment systems, and KYC verification engines.

05 Adaptive Learning Mechanism

AI continuously refined responses based on new queries and regulatory updates.



AI-Driven Travel Concierge for Customer Experience



Challenge

A major holiday booking company struggled with handling a surge in travel inquiries, including real-time itinerary changes, flight/hotel bookings, and cancellations. Customers demanded 24/7 multilingual support, but maintaining human agents at scale was expensive.



Solution

Voicing AI built a custom travel concierge AI agent, designed to offer real-time, personalized travel assistance:



Technology & Implementation

01 Multi-Language NLP Engine

AI model trained on multilingual customer inquiries in English, Hindi, and French.

02 Direct API Integration

Connected with airline and hotel partners for instant booking updates and modifications.

03 Predictive Assistance

AI anticipated potential flight delays, rebooking needs, and offered proactive solutions.

04 Voice and Chat Capabilities

Deployed across WhatsApp, voice IVR, and web chat to provide seamless support.

05 Context Retention & Memory

Ensured customers didn't have to repeat details when transitioning across channels.



Impact

65%

reduction in wait times, improving customer satisfaction.

24/7 service availability

increasing customer trust & brand loyalty.

Automated 80% of itinerary

modifications, reducing manual workload.



AI for Financial Assistance & Customer Engagement

Challenge

A leading consumer bank needed to enhance customer service efficiency while ensuring regulatory compliance. High call volumes on loan inquiries, credit card applications, and fraud resolution created bottlenecks, leading to long wait times and compliance risks.

Solution

Voicing AI deployed a finance-specific AI agent trained on banking regulations and customer support workflows:

Technology & Implementation

01 AI-Powered Voice Banking Assistant

Integrated with the bank's IVR system for call handling.

02 Real-Time Loan & Card Assistance

AI guided users through eligibility checks, application tracking, and repayment queries.

03 Fraud Detection & Prevention

AI conducted automated ID verification, flagged suspicious transactions, and prompted security measures.

04 Seamless CRM Integration

AI was linked with the bank's internal CRM, ensuring a 360-degree customer view.

05 Data Privacy & Security Compliance

Adhered to PCI-DSS, RBI, and GDPR standards for banking security.

Impact

40%
faster query resolution, reducing customer frustration.

Improved security & compliance,
ensuring fraud prevention best practices.

Automated 60% of routine banking inquiries, freeing up human agents for complex cases.

AI Classification Guardrails

Guardrails & Response Handling



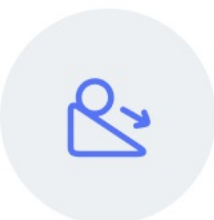
Strict Function Output Parsing

Ensures classification results remain unaltered by the LLM for accuracy and reliability.



Multi-Stage Validation

Accepts API responses only if they meet a predefined confidence score to maintain precision.



Confidence Thresholding

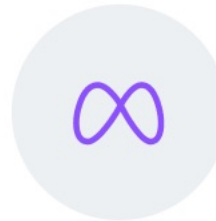
Cross-checks classification outputs against predefined business logic before generating responses.

Advanced Considerations



Multi-Tier Architecture

Segregates synchronous (real-time) and asynchronous (batch) classification tasks for optimal processing.



Meta-Learning Integration

Trains a lightweight model using historical API outputs to predict classification results, minimizing real-time dependency.



Bias Detection Mechanism

Implements an audit layer to continuously monitor and mitigate biased outputs from the classification API.

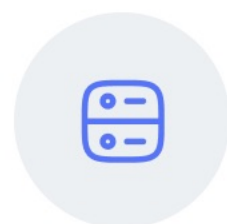


Confidence-Based Querying

Re-runs requests with modified parameters or escalates to human intervention when classification confidence is low.

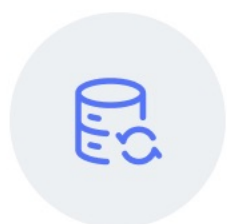
Privacy-First AI

Data Security & Privacy Compliance



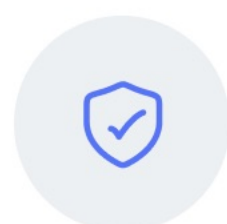
No Data Ownership

Voicing AI neither stores nor alters classification results, ensuring data integrity.



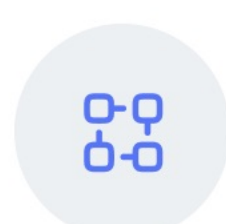
Minimal Data Transfer

Sends only essential inputs to the API in a structured JSON format, reducing exposure.



End-To-End Encryption

Secures all API communications with HTTPS/OAuth for robust data protection.



PII Masking & Anonymization

Safeguards sensitive information to maintain compliance with privacy regulations.

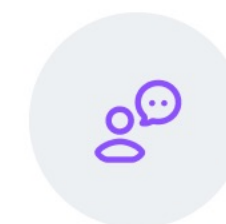
Error Handling & Resilience

(For Preventing Errors And Misrepresentations)



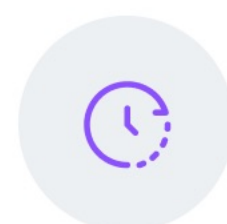
Graceful Degradation

Provides intelligent fallback responses when the API is unavailable to maintain continuity.



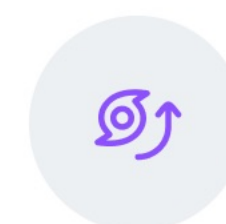
Fallback Escalation

Automatically triggers human intervention if critical errors persist.



Timeout Thresholds

Implements smart timeout handling to prevent long delays and improve responsiveness.



Real-Time Logging & Monitoring

Continuously tracks API failures and inconsistencies for proactive issue resolution.

 **Voicing AI**

Hello AI!

