



Voiso and Shuttle Announce Referral and Co-Marketing Partnership

September 16, 2026

SINGAPORE, SG - September 16, 2026 -

The partnership will help connect contact center and customer experience teams with secure payment capture solutions for phone-based customer conversations.

Voiso, a global AI-powered contact center software provider, today announced a new referral and co-marketing partnership with Shuttle Global Ltd, a payment layer for software platforms, AI agents and merchants.

The partnership will focus on connecting relevant Voiso customers and prospects with Shuttle's secure payment capabilities, particularly in cases where businesses need to take card payments during or around customer conversations. The collaboration will begin with referral and co-marketing activity, with both companies exploring further technical collaboration in the future.

For contact centers that regularly take payments over the phone, payment capture can create operational

and compliance challenges. Many teams still rely on workarounds such as pausing call recordings, asking customers to read card numbers aloud, or transferring callers to a separate payment IVR. These approaches can create friction for customers, disrupt the agent experience, and increase compliance complexity.

“Payments should not break the customer experience,” said Ivan Mitov, Partnerships Manager at Voiso. “For many contact centers, the payment moment is one of the most important parts of the call. By partnering with Shuttle, we can help relevant businesses explore a more secure and customer-friendly way to approach payment capture.”

Shuttle is PCI DSS Level 1 compliant and helps limit the platform’s PCI scope. Its payment layer supports in-call and link-based card payments across any compatible gateway, helping businesses manage payment moments while keeping sensitive card data away from agents, recordings, and contact center systems.

“Voiso is building a genuinely AI-native contact center platform, and its customers handle a high volume of live voice interactions where taking payment naturally comes up,” said Nick Dunse, Chief Revenue Officer at Shuttle Global Ltd. “Voiso stood out because the team moves quickly, the platform is modern and API-first, and they treat payments as part of the customer experience rather than a bolt-on.”

The partnership is especially relevant for businesses in industries where payment often forms part of a customer conversation, including financial services, travel and reservations, eCommerce, and collections. In these environments, secure payment capture can help teams reduce friction while maintaining a better experience for both customers and agents.

According to Shuttle, one of the common gaps in the market is that contact centers often lack a clean, PCI-compliant way to take card payments during or around a live customer conversation. Shuttle’s gateway-compatible model allows businesses to work with any compatible gateway while adding a more secure payment layer to their customer communication process.

“The best partnerships are the ones that solve a real customer problem without adding unnecessary complexity,” said Mitov. “Shuttle brings focused payment expertise, and Voiso brings deep experience in contact center communication. Starting with referrals and co-marketing gives both teams a practical way to support businesses that are already looking for better payment experiences.”

The Voiso and Shuttle partnership will support referral and co-marketing activities across sales, customer success, product, engineering, and marketing teams. Both companies will continue to evaluate opportunities for closer product collaboration as the partnership develops.

About Voiso

Voiso is a global AI-powered contact center software provider helping businesses create better customer conversations across voice and digital channels. With Omnichannel communication, AI Predictive Dialer, AI Speech Analytics, Flow Builder, real-time dashboards, CRM integrations, and automation tools, Voiso helps sales and support teams improve productivity, visibility, and customer experience.

Voiso's mission is simple: Every interaction, a human connection.

About Shuttle Global Ltd

Shuttle Global Ltd is a payment layer for software platforms, AI agents and merchants. Shuttle enables in-call and link-based card payments across any compatible gateway. Shuttle is PCI DSS Level 1 compliant and helps limit the platform's PCI scope, supporting secure payment experiences while keeping sensitive card data away from agents, recordings, and contact center systems.

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Voiso Inc

We started small by building a simple, reliable calling tool. Over time Voiso has become a modern end-to-end cloud contact center software.

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