

Voiso and Back2You AI Announce Referral Partnership for AI-Powered Customer Communication in Hospitality and High-Footfall Venues

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SINGAPORE, SG - September 17, 2026 -
Voiso, a global AI-powered contact center software provider, today announced a new referral partnership with Back2You AI, a UK-based technology company providing AI-powered lost-property management solutions for high-footfall and multi-site organizations.

The partnership is designed to help hospitality, leisure, nightlife, events, retail, and transport businesses improve the way they manage customer communication and lost-property enquiries. Back2You AI?s platform helps venues manage lost-property records, respond to enquiries 24/7, reduce administrative workload, and centralize lost-property operations. Through the referral and co-marketing partnership, Voiso and Back2You AI will work together to introduce customer-focused organizations to scalable AI-powered communication solutions.

Back2You AI selected Voiso because of the strong alignment between both companies? solutions and

customer bases. According to Back2You AI, Voiso?s AI-powered contact center technology complements its hospitality-focused lost-property platform by helping businesses deliver faster and more efficient customer experiences.

?Hospitality and high-footfall venues are under constant pressure to respond quickly, stay organized, and create a better experience for every guest,? said Andreas Gregoras, Head of Brand and PR at Voiso. ?Back2You AI is solving a very specific operational challenge with lost-property management, and Voiso supports the wider communication layer around that challenge. Together, we can help businesses reduce manual work and modernize the way they manage customer conversations.?

Back2You AI supports organizations that manage large volumes of lost-property enquiries across multiple locations and service environments. Its platform is designed to keep lost-property records in one central system while allowing venues to manage customer enquiries more efficiently.

The partnership with Voiso is expected to expand Back2You AI?s ability to deliver scalable AI-powered customer support for hospitality venues by combining Voiso?s communication infrastructure with Back2You AI?s lost-property automation platform. The companies will focus on referral and co-marketing opportunities, with potential future exploration of technical integration where relevant.

Matthew Morgan, Co-Founder of Back2You AI, highlighted Voiso?s scalable infrastructure, AI capabilities, flexibility, and focus on real-world customer interactions as key reasons for choosing the partnership.

For Voiso, the partnership reflects a growing need for practical AI adoption in customer-facing industries. Many hospitality and high-footfall businesses face repetitive enquiries, manual administrative tasks, and pressure to respond quickly across different channels. By connecting communication technology with specialized operational platforms, businesses can create faster, more organized, and more scalable customer experiences.

?This partnership is a good example of what practical AI should look like,? added Gregoras. ?It is not about adding technology for the sake of it. It is about solving real operational friction for teams that deal with customers every day. Back2You AI brings focus and specialization, while Voiso brings the communication infrastructure that helps businesses scale those experiences.?

Back2You AI also noted Voiso?s collaborative approach during setup. While some technical issues appeared early in the process, the Voiso team was quick to respond, jump on calls, and work toward resolution. This responsiveness reinforced Back2You AI?s view of Voiso as more than just a platform provider.

?Partner with Voiso if you want more than just a platform,? Back2You AI stated in its partner questionnaire.

?Their technology, flexibility, and collaborative approach make them a strong partner for building better customer experiences.?

The partnership will involve sales, product and engineering, and marketing teams from Back2You AI. Both companies will explore ways to support relevant hospitality and customer-focused businesses through referrals, bundled solution opportunities, and co-marketing activity.

For Voiso, Back2You AI represents the kind of partner that fits its wider ecosystem strategy: specialized, customer-focused, AI-driven, and aligned with Voiso?s mission to help businesses create better conversations across every interaction.

?At Voiso, we believe the strongest partnerships are built around shared customer problems,? said Gregoras. ?Back2You AI understands the operational reality of hospitality and venue teams, and that makes the partnership meaningful. When businesses can combine specialized automation with stronger communication infrastructure, the end customer gets a faster, smoother, and more human experience.?

The Voiso and Back2You AI partnership reinforces Voiso?s continued commitment to partner-led growth and to helping businesses across industries improve customer experience through AI-powered communication, automation, and human-first technology.

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 Back2You AI

Back2You AI is a UK-based technology company providing AI-powered lost-property management solutions for high-footfall and multi-site organizations. The platform helps venues across hospitality, leisure, nightlife, events, retail, and transport manage enquiries 24/7, reduce administrative workload, and keep lost-property records in one central system.

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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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