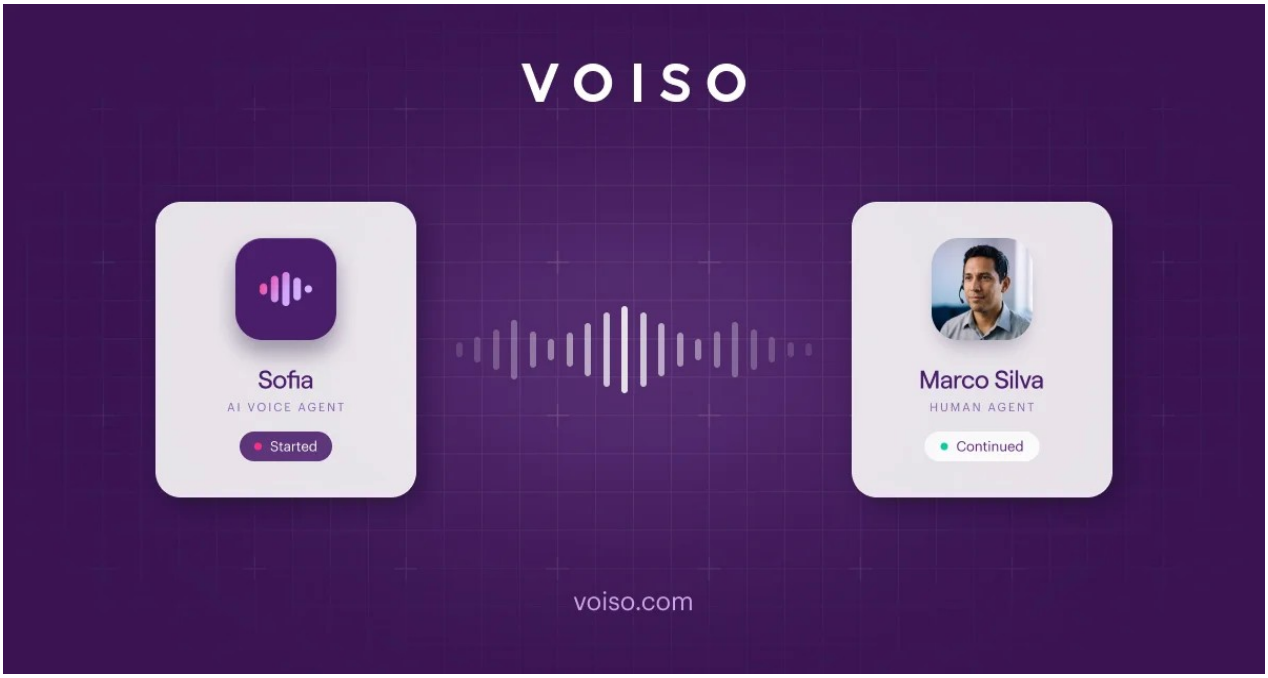

Voiso Launches AI Voice Agents for Inbound and Outbound Conversations

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SINGAPORE, SG - September 23, 2026 -
New AI Voice Agents tackle growing call volumes, missed calls, long queues, repetitive enquiries, and pressure on human agents, especially outside business hours or during campaign peaks.

Voiso, an AI-powered contact center platform, today announced the launch of AI Voice Agents, a new capability that enables businesses to handle real inbound and outbound phone conversations using AI agents built directly into the Voiso platform.

The launch introduces AI agents that can answer inbound calls, support outbound campaigns, qualify callers, respond using a business?s knowledge base, and route conversations to human agents when needed. AI Voice Agents are designed to operate inside the same contact center environment that businesses already use, rather than as a separate voice bot system or standalone vendor layer.

For contact centers daily operations, Voice AI Agents answer, converse with, route, record, transcribe, and

summarize real phone calls inside the Voiso contact center platform.. Voiso?s AI Voice Agents are intended to support those repetitive and structured conversations while allowing human agents to focus on more complex, sensitive, or high-value interactions.

?Contact centers do not need AI that sits outside the operation and creates another system to manage,? said Martin Kalinov, CMO of Voiso. ?They need AI that works inside the environment their teams already use. That was the thinking behind AI Voice Agents. They are part of the contact center, not an extra layer added beside it.?

Unlike standalone voice bots that often require separate integrations, disconnected reporting, and additional operational workflows, Voiso?s AI Voice Agents are built to share the same queues, routing, reporting, and Call Detail Records as human teams. Every AI-handled call is recorded, transcribed, and summarized automatically, giving supervisors visibility into AI conversations alongside the rest of their contact center activity.

The agents support voice-to-voice conversations and can answer from a company?s own knowledge base. When a call requires a human agent, the AI Voice Agent can hand off the conversation with caller verification and a summary attached, helping reduce the need for customers to repeat information.

According to Voiso, typical use cases include after-hours reception, outbound lead validation, and front-line support. In after-hours scenarios, AI Voice Agents can greet callers, qualify the reason for the call, and route the conversation appropriately. For outbound campaigns, they can help validate lists, identify live interest, and transfer relevant conversations to sales representatives. For front-line support, they can help manage common enquiries such as order status, opening hours, FAQs, and simple service requests before escalating more complex cases.

?The goal is not to remove the human part of customer experience,? added Kalinov. ?The goal is to protect it. If AI can handle repetitive calls, qualify the simple cases, and prepare the handoff properly, human agents can spend more time on the conversations where judgment, empathy, and experience matter most.?

AI Voice Agents are configured through the Voiso admin environment. Businesses can define the prompt, voice, knowledge base, and handoff rules, then live-test the agent before launch. This self-serve setup is designed to make AI Voice Agents easier to deploy within existing Voiso operations, while still giving teams control over how the agent speaks, what it can answer, and when it should escalate.

Alexander Beregovoy, Product Director at Voiso, said the product was built to function as a first-class part of the contact center environment.

?We built AI Voice Agents as first-class citizens of a busy communicational environment, not a bolt-on,? said Beregovoy. ?They log in to the same queues, follow the same routing rules, and appear in the same reports as every human agent. Supervisors do not need a second dashboard or a second vendor. They just gain capacity while keeping quality at check.?

Early Voiso customers are already using the capability, including one customer whose AI receptionist has handled more than 15,000 calls. Voiso says the feature is now available to all Voiso customers.

AI Voice Agents are priced on a minutes-based model, starting at $500 per month, with no per-seat fees. To mark the release, businesses that adopt AI Voice Agents before October 31, 2026, will receive 30% off any annual Voiso plan.

For Voiso, the launch reflects the company?s wider approach to AI in the contact center: automation should support human connection, not replace it. By placing AI Voice Agents inside the same operational environment as human agents, Voiso aims to help businesses expand call-handling capacity while maintaining visibility, continuity, and control across customer conversations.

?AI in the contact center should be practical,? said Kalinov. ?It should answer real calls, follow real workflows, and make the work easier for real teams. That is where we believe the value is. Not in replacing the relationship between a business and its customers, but in making sure more conversations are handled properly from the first moment.?

More information is available at: voiso.com/products/ai-voice-agents/

About Voiso

Voiso is an AI-powered contact center platform that unifies customer interactions across voice, messaging, and social channels. The platform supports contact centers, BPOs, and sales and support teams worldwide with tools for omnichannel communication, AI-powered dialing, speech analytics, workflow automation, reporting, and customer engagement.

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

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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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