

# Voiso Introduces ?Voiso for Fintech?: Tailored Contact Center Solutions to Empower Industry Leaders

*February 07, 2025*

SINGAPORE, SG - February 07, 2025 -
Voiso, a global leader in AI-driven contact center solutions, is transforming communication in the fintech industry with its new ?Voiso for Fintech? approach. Designed to address the specific challenges faced by fintech companies, this innovative solution offers cutting-edge tools to enhance efficiency, boost global connectivity, and ensure compliance; all while elevating the customer experience.

?Communication is the backbone of fintech success, and every interaction carries the potential to build or break trust,? said Martin Kalinov, Chief Marketing Officer at Voiso. ?With the launch of ?Voiso for Fintech,?a brand new initiative, we?re making AI-driven tools, such as Speech Analytics and Answering Machine Detection (AMD), available at no cost to new fintech customers. This isn?t just an upgrade; it?s about empowering businesses to deliver seamless, secure, and scalable communication.?

Fintech companies operate in a high-stakes, fast-paced environment where trust, speed, and compliance are non-negotiable. However, many struggle with generic communication solutions that fall short of meeting their

specialized needs. Voiso?s tailored solutions bridge these gaps by addressing the three key pillars of fintech communication:

1. Driving Operational Efficiency: Voiso?s AI Predictive Dialer improves agent productivity by up to 400%, automating repetitive tasks and enabling teams to focus on meaningful customer interactions. Answering Machine Detection (AMD) ensures more productive calls by eliminating wasted time on voicemails, resulting in a 73% reduction in call abandonment rates.

2. Building Global Trust Fintech companies often need to establish credibility across multiple markets. Voiso offers: Local Numbers in 120+ Countries: Research shows that calls from local area codes are 4x more likely to be answered, a significant advantage in building trust; Low-Latency Global Calling: With real-time, crystal-clear communication, Voiso?s infrastructure supports critical moments like trading updates and onboarding sessions.

3. Ensuring Compliance and Security In an era where data breaches cost businesses an average of $4.45 million, compliance and security are crucial. Voiso provides: AI Speech Analytics: Real-time keyword alerts and sentiment analysis ensure regulatory compliance across industries; ISO 27001-Certified Infrastructure: With features like encrypted call recordings and multi-factor authentication, Voiso protects sensitive client information.

Modern fintech clients from across the world, demand communication on their terms, whether through SMS, messaging apps, or traditional calls. Voiso?s Omnichannel platform seamlessly integrates 8+ channels into a unified interface, allowing agents to provide consistent, personalized support across WhatsApp, Telegram, Viber, and more, wherever and whenever. Fintech-specific templates streamline communication for margin calls, KYC verification, and trade alerts.

Voiso?s tailored solutions have always being driven to provide business owners with data that can help them make better choices moving forward with the single aim of optimizing their workflows; measurable results for fintech companies aiming for growth:

BDSwiss reported a 25% reduction in operational costs and a 15% increase in customer satisfaction.

Banxso achieved a 20% boost in first-contact resolution rates.

Taurex enhanced efficiency and ensured continuity by seamlessly integrating Voiso with its existing tools.

?Voiso isn?t just about providing tools; it?s about solving real problems,? Kalinov emphasized. ?From automating workflows to ensuring compliance and security, our solutions empower fintech leaders to focus on

what truly matters?scaling globally and building trust.?

Voiso is a global leader in AI-powered contact center software, trusted by businesses worldwide to enhance communication workflows, drive efficiency, and deliver exceptional customer experiences. With innovative tools like AI Speech Analytics, Predictive Dialers, Flow Builder, and Omnichannel Platforms, Voiso ensures businesses can scale effortlessly and stay ahead in competitive markets.

For more information, visit Voiso?s Fintech Solutions.

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For more information about Voiso Inc, contact the company here:Voiso IncVoiso+ 1 888 565 8889hello@voiso.com9 Temasek Boulevard, #29-01, Suntec Tower 2, Singapore 038989

**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.*

Website: https://voiso.com/

Email: hello@voiso.com

Phone: + 1 888 565 8889