

Voiso Named Leader in Mid-Market Speech Analytics in Asia in G2 Fall 2025 Report

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Voiso, a global provider of AI-powered contact center solutions, has been recognized as a Leader in Mid-Market Speech Analytics in Asia in the G2 Fall 2025 Report. This milestone reflects not only Voiso?s product innovation but also the trust of its customers across one of the world?s fastest-growing regions.

Unlike industry awards decided by panels or sponsorships, G2 rankings are based on verified customer reviews. Earning Leader status in Speech Analytics means that users themselves have validated the value and impact of Voiso?s platform.

?Recognition on G2 carries a special meaning because it comes directly from the customers we serve,? said Sinan Aksoz, Head of Sales Development at Voiso. ?It tells us that our platform is helping businesses improve performance, coach more effectively, and deliver more human conversations across every market we touch.?

Speech analytics has become an essential capability for contact centers. Once considered a reporting tool, it is now a frontline necessity that helps organizations surface patterns from thousands of conversations, identify what makes top performers stand out, flag compliance risks before they escalate, and guide agents in real time with actionable prompts.

In Asia, the importance of AI-powered analytics is magnified. Customer expectations are diverse and multilingual, shaped by fast digital adoption and dynamic market conditions. Businesses need more than dashboards. They need insights that help them act quickly and connect meaningfully.

?Contact centers in Asia are growing quickly and managing high volumes across multiple languages,? added Aksoz. ?These organizations cannot afford to wait until the end of the month to understand what is working. They need visibility in the moment, and Voiso provides that clarity.?

Customers frequently highlight that Voiso?s speech analytics goes beyond word detection. The platform listens for tone, sentiment, and context. Managers gain precision in coaching, understanding exactly where agents lose momentum or earn trust. Frontline agents benefit from real-time nudges that make calls smoother and more productive. This combination has proven especially valuable to mid-market businesses scaling rapidly in Asia.

For Voiso, earning this recognition validates its focus on building AI capabilities that deliver measurable results. For the wider industry, it signals a shift in how success is defined. The future of customer engagement will not be determined by the size of a contact center, but by how effectively it can learn from conversations and act on that knowledge.

The company views this recognition not as a conclusion, but as a foundation for what comes next. Speech analytics is evolving into a growth engine that will redefine customer engagement. Future developments will expand its role from reporting to daily coaching, with analytics providing real examples that shape training. It will move from detection to prediction, enabling AI to anticipate customer needs before they are expressed. And it will integrate more deeply with CRM, sales, and marketing tools to unify intelligence across the business.

?Our vision is to make speech analytics the heartbeat of contact center growth,? said Aksoz. ?Every conversation contains signals that can drive better service, stronger relationships, and smarter strategies. Voiso is committed to unlocking that potential for our customers.?

Being named a Leader in Mid-Market Speech Analytics in Asia reinforces Voiso?s mission of enabling every interaction to be a human connection. By combining speed, intelligence, and empathy, Voiso helps contact centers move beyond call handling to become engines of insight and growth.

About Voiso

Voiso is an AI-powered contact center platform that enables global organizations to deliver seamless, human-first customer experiences. With predictive dialing, speech analytics, omnichannel communication, and CRM integration, Voiso simplifies complex operations while scaling conversations worldwide. Trusted by businesses in fintech, e-commerce, travel, BPO, and technology, Voiso helps teams turn every interaction into 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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