

Voiso Launches Unit Configuration for Billing, Simplifying Costs for Multi-Brand Contact Centers

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SINGAPORE, SG - October 08, 2025 -
Voiso, a global provider of AI-powered contact center solutions, today announced the launch of its Unit Configuration for Billing, a feature designed to solve one of the most persistent challenges for BPOs and multi-brand contact centers: transparent cost attribution.

Billing has long been a point of friction for organizations that manage multiple clients in a single contact center environment. Calls, users, and numbers are pooled, and when monthly invoices arrive, costs are often aggregated with no breakdown by client. This forces finance teams into time-consuming manual reconciliations and creates disputes with clients who demand visibility. For BPOs, where transparency is a critical factor in retention, this lack of clarity poses both operational and reputational risks.

?Billing disputes and manual reconciliations should not be the cost of doing business,? said Gregor Poto?ar, Chief Revenue Officer at Voiso. ?Clients deserve to see exactly what they are paying for, and BPOs deserve tools that make that possible. Our new Unit Configuration for Billing gives both sides the clarity they need,

turning invoicing into a source of trust instead of tension.?

The reality for BPOs is that infrastructure is almost never dedicated to a single client. Instead, multiple accounts share the same environment, which on paper looks efficient but introduces recurring pain points. Usage is lumped together, making attribution nearly impossible. Finance teams spend days splitting charges manually each month. And unclear reporting leads to client disputes that erode confidence. These challenges grow more acute as the number of clients increases.

Voiso?s Unit Configuration for Billing directly addresses these issues. Admins can assign users and numbers to specific client teams or business units within the Voiso platform, segmenting reporting automatically. Costs are tracked per unit, and export-ready data can be generated instantly in standard formats for invoicing. The system aligns with how BPOs already think about client accounts, requiring no complex reconfiguration to implement.

The benefits are wide-ranging. Internally, finance teams gain accountability and accuracy, reducing manual work and accelerating monthly close processes. For clients, transparent, segmented invoices show that they are paying only for what they consume, improving trust and reducing disputes. Operationally, the reduction in manual reconciliation frees up time for higher-value activities.

?This feature is not only an operational win,? added Poto?ar. ?It is a strategic advantage. Cost clarity strengthens client retention, reduces churn, and differentiates BPOs in a crowded marketplace. Very few contact center platforms offer true unit-level billing. With Voiso, our customers can stand out by offering transparency as part of their value proposition.?

Practical applications of the feature highlight its flexibility. A BPO serving both a healthcare provider and a large e-commerce brand can isolate HIPAA-compliant healthcare traffic from seasonal retail campaigns, ensuring billing that reflects true usage and supports regulatory requirements. An enterprise running several brands through a single contact center environment can allocate usage to each brand, aligning marketing, support, and finance budgets with actual consumption. Some BPOs are even packaging transparent reporting as a service itself, offering client dashboards and segmented invoices as proof of their commitment to accountability.

For Voiso, the release of Unit Configuration for Billing reflects its broader mission of helping contact centers combine operational clarity with human connection. By solving billing disputes before they start, the platform enables organizations to focus on serving clients and building long-term partnerships.

The launch also underscores Voiso?s strategic direction: building features that address the specific realities of how modern BPOs and multi-brand enterprises operate, while reinforcing accountability and compliance in

a market where those values are under scrutiny.

With Unit Configuration for Billing, Voiso is setting a new standard for transparency in contact center operations. The company believes that when cost clarity becomes part of the core offering, organizations are not only solving today?s problems but also creating a foundation for sustainable growth.

About Voiso

Voiso is an AI-powered contact center platform that helps global organizations deliver seamless, human-first customer engagement. With predictive dialing, speech analytics, omnichannel routing, and compliance-ready reporting, Voiso simplifies complex operations while enabling teams to scale with confidence. Trusted by BPOs, enterprises, and global brands, Voiso ensures that every interaction becomes 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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