

Voiso Highlights the Human Side of Innovation with Its Unique Approach to CCaaS Hiring

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Voiso, a global provider of AI-powered contact center solutions, today shared insights from its Talent Acquisition team on what makes hiring in the CCaaS (Contact Center as a Service) industry distinct. The company emphasizes that in a technology-driven environment, success starts not with software, but with people.

?At Voiso, recruitment isn?t just about filling positions,? said Alta Kaskatay, Talent Acquisition Specialist at Voiso. ?It?s about finding individuals who will drive innovation, create impact, and help shape the future of customer engagement. Every hire influences not only what we build but how we work together to deliver meaningful experiences for our clients.?

Voiso?s approach to hiring reflects its belief that the best teams are built through clarity, consistency, and shared purpose. In the fast-evolving CCaaS industry, where technical expertise and adaptability are essential, Voiso focuses on both skill and mindset, ensuring every team member contributes to the

company?s mission of making every interaction a human connection.

Over the past year, Voiso?s employer brand has become a key driver of recruitment success. With a growing global presence and strong online visibility, candidates now often discover opportunities through the company?s LinkedIn presence and dedicated careers page, a shift from earlier years when hiring relied heavily on outreach. This evolution, Alta explained, is a result of deliberate collaboration between HR, marketing, and communications teams to ensure that Voiso?s culture and values are visible to the right audiences.

?Employer branding is not about looking perfect,? Kaskatay added. ?It?s about being clear about who we are, transparent, inclusive, and ambitious. That clarity attracts people who share our mindset and want to grow with us.?

The company?s hiring philosophy also reflects the unique requirements of the CCaaS space. Roles at Voiso often demand a balance of technical understanding, problem-solving ability, and interpersonal communication skills. Candidates with experience in contact center technologies, CRM systems, or customer experience tools bring immediate value, but the company also welcomes those with transferable skills and the curiosity to learn.

?The tech market today is incredibly dynamic, and we?re fortunate to meet brilliant candidates from diverse backgrounds,? Kaskatay noted. ?While domain knowledge helps, we?re equally focused on potential and adaptability. What matters most is giving people the right environment to succeed.?

That environment is one built on collaboration and mutual respect. From engineers and product managers to marketers and analysts, every individual contributes to how Voiso?s platform evolves. The company?s HR philosophy is grounded in the belief that ?people make the product,? and that innovation only happens when the right individuals are matched with the right teams.

Voiso?s leadership sees this people-first mindset as central to the company?s growth and innovation strategy. ?The CCaaS industry moves fast, but great culture moves faster,? said Gregor Potocar, Chief Revenue Officer at Voiso. ?We?re proud that Voiso?s reputation for both technical excellence and authentic collaboration continues to attract top talent. It?s the people behind the platform who make our success possible.?

With an international team spanning multiple regions, Voiso continues to grow its presence in engineering, sales, and marketing while maintaining its core values of transparency, inclusivity, and trust. The company believes that its ability to build diverse, cross-functional teams is key to sustaining momentum and delivering products that resonate with customers around the world.

Kaskatay concluded, ?Recruiting is where every story at Voiso begins. It?s the first step toward creating technology that connects people. When the right person joins the right team, it?s not just a hire, it?s the beginning of something extraordinary.?

About Voiso

Voiso is a global provider of AI-powered contact center software that helps businesses deliver seamless, human-first customer engagement. With predictive dialing, speech analytics, omnichannel communication, and real-time dashboards, Voiso enables teams to simplify complexity and scale with confidence. Trusted by enterprises, BPOs, 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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